

Interface Design

1. Description

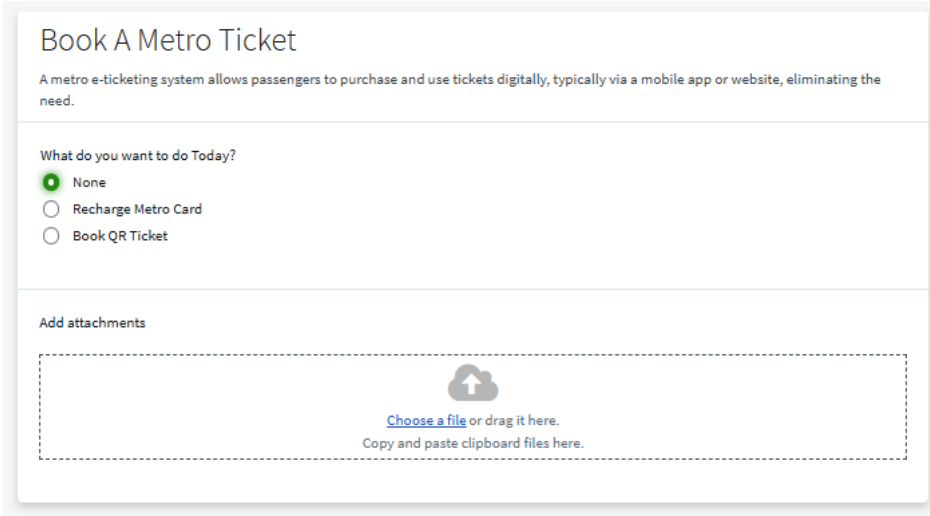
Interface design focuses on creating a user-friendly, intuitive, and visually consistent interface that enables users to interact with the Metro Ticket Generating System efficiently. The primary objective of the interface design is to simplify the ticket booking process for commuters while maintaining consistency with ServiceNow's UI standards.

2. Design Objectives

- Provide a simple and clean ticket booking form
- Reduce user input errors through well-defined fields
- Ensure logical flow of information from source selection to ticket confirmation
- Maintain brand consistency and usability across desktop and mobile views

3. Service Catalog Design

The “Book A Metro Ticket” catalog item acts as the main user interface for ticket booking.



The screenshot displays a web interface for booking a metro ticket. At the top, the title "Book A Metro Ticket" is followed by a descriptive paragraph: "A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need." Below this, a section titled "What do you want to do Today?" contains three radio button options: "None" (which is selected), "Recharge Metro Card", and "Book QR Ticket". Further down, there is an "Add attachments" section featuring a dashed rectangular box. Inside this box is a cloud icon with an upward arrow, the text "Choose a file or drag it here.", and "Copy and paste clipboard files here."

Book A Metro Ticket

A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need.

What do you want to do Today?

- ☐ None
- ☒ Recharge Metro Card
- ☐ Book QR Ticket

Recharge Details

*Enter Smart Card Number

HYD64537TYU

*Enter Smart Card Name

RUPAY

*Recharge Amount

1000

Book A Metro Ticket

A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need.

What do you want to do Today?

- ☐ None
- ☐ Recharge Metro Card
- ☒ Book QR Ticket

QR Ticket Details

*Starting From?

Amespet

*Going To?

Rajadurg

*No of Passengers

5

*Type of Journey

- ☐ None
- ☐ Single Journey
- ☒ Return Journey

Amount for Single Journey

240

*Mode of Payment

- ☒ None
- ☐ UPI
- ☐ Card
- ☐ Others

Figure 3.1: Service Catalog item “Book A Metro Ticket” showing user-friendly form layout.

4. Key Design Elements:

- Structured layout with grouped variables
- Mandatory indicators for required inputs
- Choice lists to minimize manual typing

5. UI Customization Techniques Used

- Catalog UI Policies for conditional visibility
- Client Scripts for real-time calculations
- Choice lists to prevent invalid inputs

6. Outcome

The interface design ensures that users can complete ticket booking in minimal steps with high accuracy and comfort, improving overall user satisfaction.