Data Handling

1. Description

Store ticket booking data in the Metro Database table with references to user entries. Data from catalog items is automatically captured and mapped to a custom table for structured tracking using process automation.

2. Process Overview

1. Flow Creation

- Navigate to Flow Designer → Click New Flow → Name: `Metro Project` → Description → Build Flow.

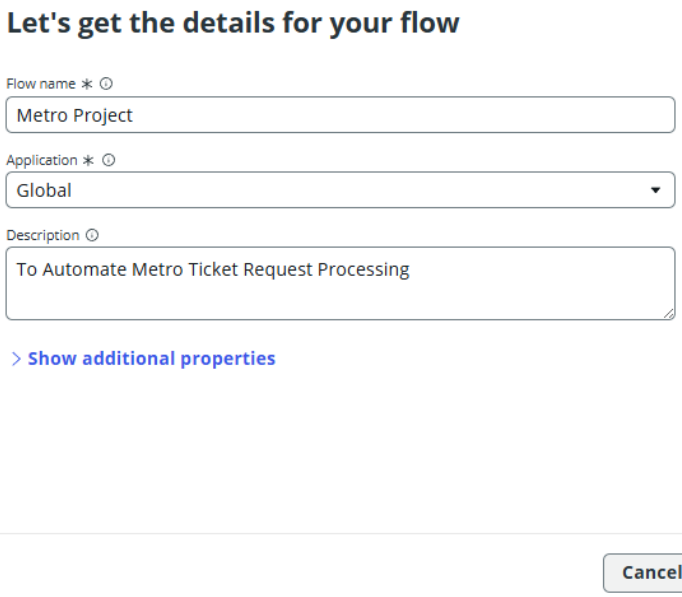
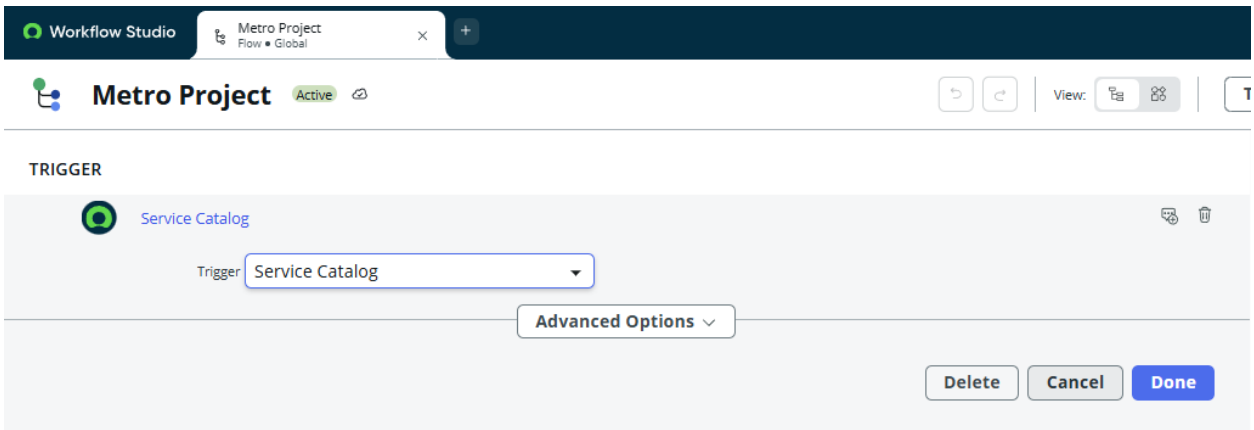


Figure 2.1.1: New Metro Project Flow

2. Trigger Configuration

- Click (+) Add Trigger → Select Application > Service Catalog → Done.



2.2.1: Trigger Setup for Service Catalog Item

3. Get Catalog Variables Action

- Action → Search Get Catalog Variables → Select.
- Input → Trigger → Requested Item → Template Catalog Item → Book a Metro Ticket.
- Select required variables → Move to Selected → Done.

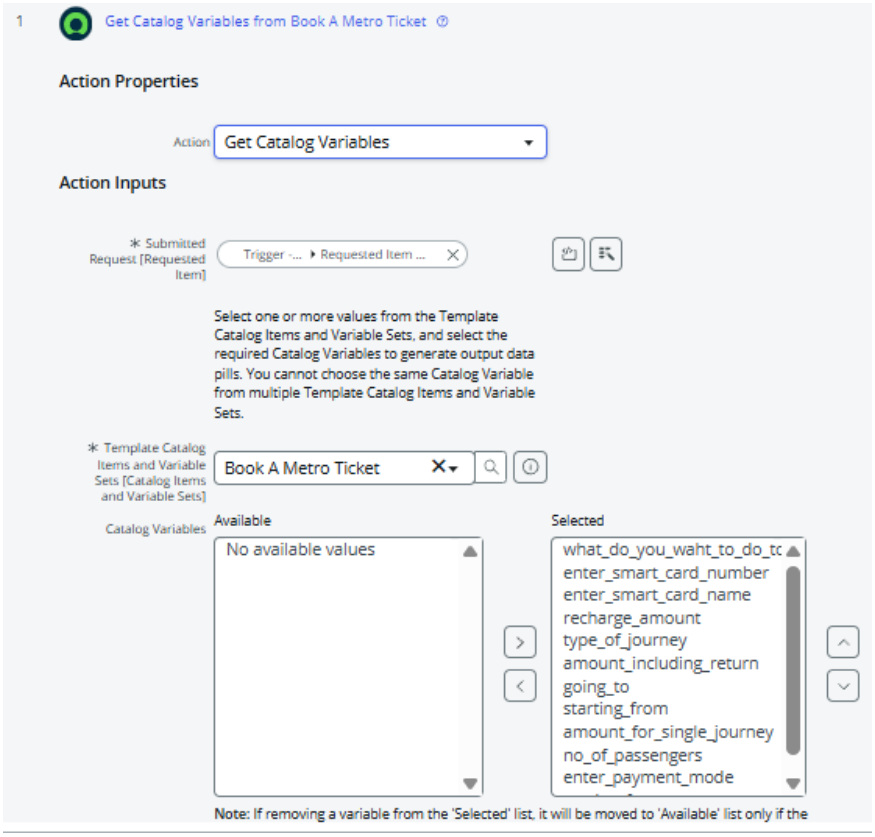


Figure 2.3.1: Mapping Catalog Variables to Flow Action

4. Create/Update Record Action

- Action → Create Record → Select Table → Metro Database.
- Click Add Fields (+) → Map catalog variables to table fields.
- Done → Flow will automatically populate table on form submission.

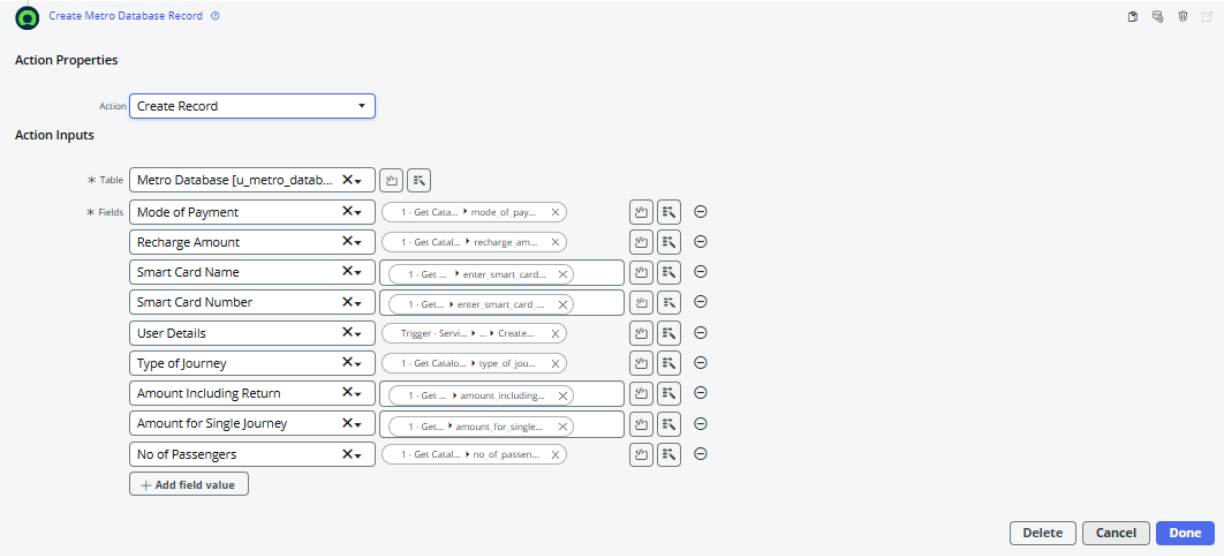


Figure 2.4.1: Mapping Variables to Metro Database Table

3. Outcome

- Ensures accurate, automated storage of ticket data.
- Reduces manual entry errors.
- Supports reporting, auditing, and analytics.