

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

Let's get the details for your flow

Flow name * ⓘ

Metro Project

Application * ⓘ

Global

Description ⓘ

To Automate Metro Ticket Request Processing

> Show additional properties

2. Trigger Configuration

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

CancelBuild flow

Workflow StudioMetro ProjectFlow • Global

Metro ProjectActive

View: [Icons]

T

TRIGGER

Service Catalog

TriggerService Catalog

Advanced Options

DeleteCancelDone

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.

The screenshot shows the configuration for the 'Get Catalog Variables' action. The 'Action' dropdown is set to 'Get Catalog Variables'. Under 'Action Inputs', the trigger is 'Submitted Request [Requested Item]'. The 'Template Catalog Items and Variable Sets' dropdown is set to 'Book A Metro Ticket'. Below this, there are two lists: 'Available' and 'Selected'. The 'Available' list is currently empty, showing 'No available values'. The 'Selected' list contains the following variables: 'what_do_you_waht_to_do_to', 'enter_smart_card_number', 'enter_smart_card_name', 'recharge_amount', 'type_of_journey', 'amount_including_return', 'going_to', 'starting_from', 'amount_for_single_journey', 'no_of_passengers', and 'enter_payment_mode'. Navigation buttons (left arrow, right arrow, up arrow, down arrow) are present between the two lists. A note at the bottom states: 'Note: If removing a variable from the 'Selected' list, it will be moved to 'Available' list only if the'.

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.

The screenshot shows a web application titled "Create Metro Database Record". It features two main sections: "Action Properties" and "Action Inputs".

Action Properties: A dropdown menu labeled "Action" is set to "Create Record".

Action Inputs: This section contains a list of fields to be populated. Each field has a dropdown menu, a text input field, and a "Get" button (represented by a magnifying glass icon).

Field	Value	Get Button
* Table	Metro Database [u_metro_datab...	[Get]
* Fields		
Mode of Payment	1 - Get Cata... ▶ mode of pay...	[Get]
Recharge Amount	1 - Get Catalo... ▶ recharge am...	[Get]
Smart Card Name	1 - Get ... ▶ enter smart card...	[Get]
Smart Card Number	1 - Get... ▶ enter smart card ...	[Get]
User Details	Trigger - Servi... ▶ ... ▶ Create...	[Get]
Type of Journey	1 - Get Catalo... ▶ type of jou...	[Get]
Amount Including Return	1 - Get ... ▶ amount including...	[Get]
Amount for Single Journey	1 - Get... ▶ amount for single...	[Get]
No of Passengers	1 - Get Catalo... ▶ no of passen...	[Get]

At the bottom right, there are three buttons: "Delete", "Cancel", and "Done".

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.