

Automation Logic

1. Description

Automation Logic handles dynamic fare calculation, record creation, and workflow execution using ServiceNow's Client Scripts and Flow Designer. This minimizes manual intervention and ensures accuracy.

2. Catalog Client Script – Fare Calculation

- Triggered on Journey Type change

- **Fetches:**

- Source station
- Destination station
- Number of passengers

- **Automatically calculates:**

- Single journey fare
- Return journey fare

3. Key Features

- Real-time fare updates
- Dynamic logic based on station combinations
- Error-free and fast computation

4. Flow Designer Automation

Trigger

- Service Catalog → Requested Item

Actions

- Get Catalog Variables

- Create Record in Metro Database
- Map variables to respective fields

5. Benefits

- Eliminates manual data entry
- Ensures accurate ticket generation
- Improves processing speed