

Navigation Flow

1. Description

Navigation flow defines how users access, move through, and complete actions within the Metro Ticket Generating System. A clear and simple navigation structure was implemented using ServiceNow Service Portal to ensure seamless access to the ticket booking form.

2. User Navigation Process

1. User logs in to the ServiceNow PDI instance
2. User accesses the Service Portal
3. Searches for “Book A Metro Ticket”
4. Fills in required ticket details
5. Submits the request
6. Ticket request is generated with a unique Request Number
7. Ticket details are displayed in the Requested Item page

The screenshot displays the 'Requested Item' page in ServiceNow. At the top, it shows the item name 'Book A Metro Ticket', the requester 'System Administrator', and the quantity '1'. Below this, the stage is 'Assess or Scope Task'. A tabbed interface shows 'Additional Details' as the active tab. The form contains the following fields and values:

Field	Value
What do you want to do Today?	Book QR Ticket
Enter Smart Card Number	wegwgh
Enter Smart Card Name	wegwg
Recharge Amount	wetw
Starting From?	Ameerpet
Going To?	Miyepur
No of Passengers	7
Type of Journey	Single Journey

Figure 2.1: Ticket details are displayed in the Requested Item page.

3. Service Portal Access Flow

URL Pattern:

`https://<instance-name>.service-now.com/sp`

This enables users to access the catalog item without navigating through backend modules.

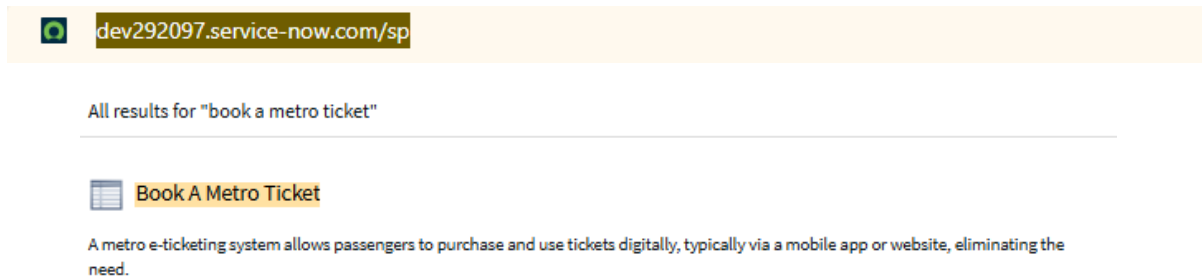


Figure 3.1: Service Portal navigation to “Book A Metro Ticket” catalog item.

4. Request Tracking

After submission:

- A Request (REQ) is generated
- A Requested Item (RITM) is created
- Users can track ticket status and details from:
 - Requested Item page
 - My Requests section

5. Design Considerations

- Minimal clicks to reach the catalog item
- Consistent navigation across sessions
- Clear success confirmation after submission
- Easy access to request details

6. Outcome

The navigation flow ensures a smooth user journey from login to ticket generation, reducing confusion and improving system adoption.