Catalog Item Design

Metro Ticket Booking

Purpose

This document describes the design and configuration of the **Metro Ticket Booking Service Catalog item** in ServiceNow.

It explains how the catalog item is structured, what variables are used, how users interact with it, and how it supports automated and standardized metro ticket booking and recharge requests.

Catalog Item Overview

Catalog Item Details

- **Catalog Item Name:** Book A Metro Ticket Item

- **Catalog:** Service Catalog

- **Category:** Services

- **Application Scope:** Global

- **Status:** Active

- **Owner:** System Administrator

- **Fulfillment Automation Level:** Unspecified

The Metro Ticket Booking catalog item allows users to book metro tickets, recharge smart cards, and select journey details through a single, user-friendly request form. It eliminates manual ticket booking processes and ensures quick, accurate, and automated handling of metro travel requests.

Figure 1: Catalog Item – Book A Metro Ticket Item

Catalog Variables Design

The catalog item includes the following key variables to capture metro ticket and payment details:

Ticket & Journey Details

- **What do you want to do today?** (Multiple Choice)

- **Starting From** (Reference – Metro Station)

- **Going To** (Reference – Metro Station)

- **Type of Journey** (Single / Return)

- **Number of Passengers** (Single Line Text)

Smart Card & Recharge Details

- **Smart Card Number** (Single Line Text – Mandatory)

- **Smart Card Name** (Single Line Text – Mandatory)

- **Recharge Amount** (Single Line Text – Mandatory)

Fare Calculation (Auto-populated)

- Amount for Single Journey

- Amount Including Return

Payment Information

- **Mode of Payment** (Multiple Choice – UPI / Card / Wallet)

- **Enter Payment Mode** (Conditional field)

User Experience Considerations

- Clean and structured form layout

- Logical ordering of journey, card, and payment fields

- Mandatory fields ensure complete data capture

- Dynamic fields appear based on user selection (e.g., journey type, payment mode)

- Auto-calculated fare fields reduce user effort and errors

Summary

The Metro Ticket Booking catalog item provides a simple, efficient, and standardized interface for booking metro tickets and recharging smart cards.

By using well-structured variables, conditional logic, and automated backend processing, the catalog item seamlessly integrates with Flow Designer, Metro Database records, and notification workflows, ensuring:

- Faster ticket processing & Improved user experience

- Accurate fare calculation & End-to-end automation