Use Case Scenarios

Metro Ticket Booking System in ServiceNow

Purpose:

To define realistic metro ticket booking scenarios and illustrate how the ServiceNow system handles each case from ticket request submission to QR code generation, payment confirmation, and notification delivery.

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1. Scenario: Single Journey Metro Ticket Booking

Description:

A passenger books a single journey metro ticket for immediate travel.

Steps:

1. Submission:

- Passenger selects **"Metro Ticket Booking"** from the Service Catalog.
- Enters required details:
  - Source Station
  - Destination Station
  - Passenger Type
  - Number of Tickets

2. Fare Calculation:

- System automatically calculates the fare based on:
  - Distance or zone
  - Passenger category

- Ticket count

3. Ticket Generation:

- System generates a unique ticket ID.
- A QR-code-based digital ticket is created automatically.

4. Notification:

- Passenger receives an email/ServiceNow notification containing:
  - Ticket details
  - QR code
- Ticket status is updated in the ServiceNow portal.

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2. Scenario: Multiple Ticket Booking for Group Travel

Description:

A passenger books multiple metro tickets for group travel.

Steps:

1. Submission:

- Passenger selects **Metro Ticket Booking** from the Service Catalog.
- Provides:
  - Source and destination stations
  - Passenger type
  - Number of tickets (multiple)

2. Fare Calculation:

- System calculates total fare for all passengers.

- Applies applicable group or passenger-type discounts.

3. Ticket Generation:

- System generates:
  - Individual QR codes per ticket **or**
  - A single combined QR code for group travel

4. Notification:

- Passenger receives digital tickets via email/ServiceNow notification.
- Ticket details are stored for future reference.

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3. Scenario: Student or Concession Ticket Booking

Description:

A student books a discounted metro ticket using concession eligibility.

Steps:

1. Submission:

- Passenger selects **Passenger Type = Student** in the catalog form.
- Enters student ID or concession details.

2. Validation & Fare Calculation:

- System validates passenger type.
- Discounted fare is calculated automatically.

3. Ticket Generation:

- QR-code-based digital ticket is generated with concession tagging.

4. Notification:

- Passenger receives confirmation and QR code.
- Ticket data is recorded for audit and compliance.

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4. Scenario: Ticket History and Reuse Access

Description:

A passenger wants to view previously booked tickets.

Steps:

1. Access:

- Passenger logs into the ServiceNow portal.
- Navigates to **My Tickets / Ticket History**.

2. Retrieval:

- System displays previous bookings with:
  - Travel details
  - Ticket status
  - QR code

3. Notification (Optional):

- Passenger can re-send ticket QR code via email if needed.

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5. Scenario: Peak Hour Ticket Booking Load Handling

Description:

Multiple passengers book tickets simultaneously during peak hours.

Steps:

1. Submission:

- Multiple users submit ticket booking requests concurrently.

2. System Handling:

- Flow Designer processes requests in parallel.
- SLA monitoring ensures quick response time.

3. Ticket Generation:

- QR codes are generated without delay.
- No manual intervention required.

4. Notification:

- All passengers receive instant ticket confirmations.

Conclusion

These use case scenarios demonstrate the end-to-end workflow of the **Metro Ticket Booking System in ServiceNow**, including ticket request submission, automated fare calculation, QR code generation, and digital ticket delivery.

- Ensures fast, paperless, and user-friendly metro ticketing
- Improves commuter convenience and operational efficiency
- Provides transparency and traceability for metro operations
- Supports scalability for future enhancements such as mobile apps and WhatsApp booking