

Metro Ticket Booking System in ServiceNow

Introduction

In rapidly growing urban environments, metro rail systems play a vital role in enabling efficient, reliable, and eco-friendly public transportation. However, traditional metro ticketing methods such as physical counters, paper tickets, and manual fare collection often lead to long queues, delays, operational inefficiencies, and increased paper usage. These challenges impact commuter convenience and increase the workload on metro operations staff.

The Digitized **Metro Ticket Booking System in ServiceNow** is designed to address these challenges by providing a fast, accessible, and automated digital ticketing solution. By leveraging ServiceNow's Service Catalog, Flow Designer, automation scripts, and notification capabilities, the system enables passengers to book metro tickets online and receive QR-code-based digital tickets instantly. This project also serves as a scalable foundation that can be enhanced in the future with mobile applications, WhatsApp-based bookings, real-time passenger analytics, and advanced integrations.

This solution allows commuters to select source and destination stations, passenger type, and number of tickets through a user-friendly portal. The system automatically calculates fares, generates QR codes, and sends digital tickets through notifications. As a result, both passengers and metro authorities benefit from reduced wait times, improved transparency, and streamlined operations.

Purpose of the Project

The primary purpose of this project is to digitize and automate the metro ticket booking process using ServiceNow, replacing manual and paper-based ticketing systems with a secure and efficient digital platform.

By implementing automation, the project minimizes human intervention in ticket generation and fare calculation while ensuring accuracy and consistency. It enhances the commuter experience by providing instant ticket access through QR codes and supports metro authorities by reducing operational overhead. Additionally, the system promotes digital payment adoption and environmentally sustainable practices by eliminating paper tickets.

Business Objective

The business objective of the Digitized Metro Ticket Booking System is to improve commuter convenience, operational efficiency, and revenue management through a fully automated digital ticketing solution.

The key business objectives include:

- Reducing waiting time at ticket counters through online booking
- Automating fare calculation and ticket generation to eliminate manual errors
- Improving operational efficiency by minimizing manual interventions
- Promoting digital payment methods such as UPI, credit/debit cards, and mobile wallets
- Enhancing visibility and control over ticket transactions through a centralized ServiceNow platform

- Supporting data-driven decision making using insights from digital ticketing data
- Encouraging environmental sustainability by reducing paper usage

By achieving these objectives, metro authorities can deliver faster, more reliable, and user-friendly services while optimizing operational costs.

Project Scope Overview

The scope of this project focuses on the end-to-end automation of metro ticket booking using the ServiceNow platform. The solution includes the creation of a Service Catalog item that allows passengers to book tickets by providing travel details such as source station, destination station, passenger category, and number of tickets.

Once the request is submitted, the system triggers automated workflows using Flow Designer to calculate fares, generate QR-code-based digital tickets, and send notifications to users. The system supports multiple stakeholders, including passengers, station managers, metro operations teams, and IT administrators. Each stakeholder interacts with the platform based on defined roles and permissions, ensuring secure access and efficient management.

Conclusion

The **Digitized Metro Ticket Booking System in ServiceNow** represents a modern and efficient approach to transforming traditional metro ticketing into a fully digital experience. By automating ticket booking, fare calculation, and QR code generation, the system significantly improves commuter convenience while reducing operational complexity, this solution can further revolutionize urban public transportation systems.