Flow Designer – Metro Ticket Booking Automation

Flow Name

Metro Project

Application Scope

Global

Flow Status

Active

Trigger Configuration

Trigger Type

Service Catalog

Trigger Condition

The flow is triggered **when a user submits the "Book a Metro Ticket" Service Catalog item**.

This ensures that the automation starts immediately after the user submits the metro ticket booking or smart card recharge request.

Flow Actions

Action 1: Get Catalog Variables

Action Name:
Get Catalog Variables from *Book a Metro Ticket Item*

Purpose:
This action captures all the values entered by the user in the Service Catalog form.

Captured Variables Include:

- Smart Card Number

- Smart Card Name

- Recharge Amount

- Mode of Payment

- User Details (Requester)

Action 2: Create Metro Database Record

Action Name:
Create Metro Database Record

Action Type:
Create Record

Target Table:
Metro Database (u_metro_database)

Field Mapping Details

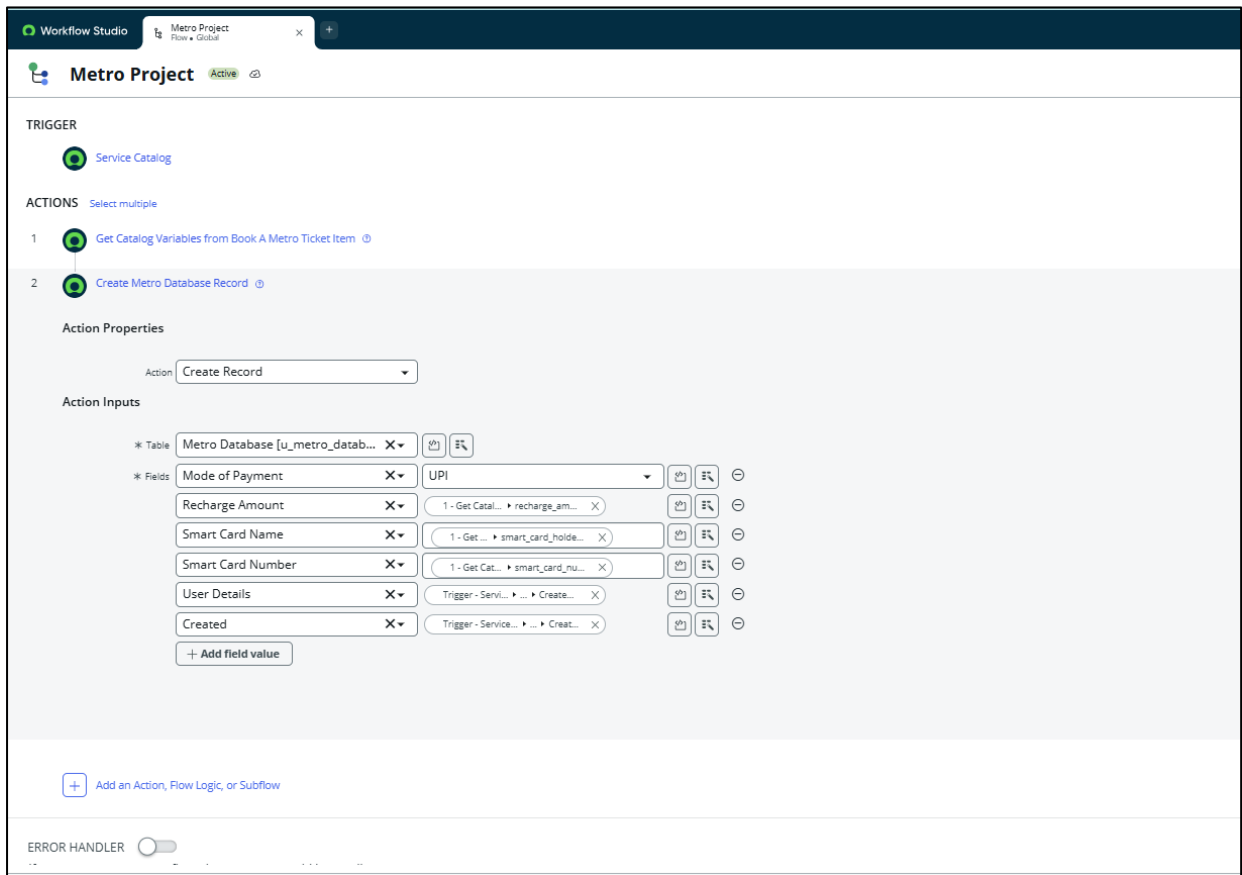| Metro Database Field	Mapped Value Source
Mode of Payment	Catalog Variable (e.g., UPI)
Recharge Amount	Catalog Variable – Recharge Amount
Smart Card Name	Catalog Variable – Smart Card Holder Name
Smart Card Number	Catalog Variable – Smart Card Number
User Details	Trigger → Requested For
Created	System-generated (Trigger timestamp)

Figure 1: Metro Ticket Booking Flow in ServiceNow Flow Designer

Flow Logic Summary

1. User submits the **Book a Metro Ticket** catalog item

2. Flow is triggered automatically via **Service Catalog trigger**

3. User inputs are captured using **Get Catalog Variables** action

4. A new record is created in **u_metro_database** using **Create Record** action

5. Metro ticket and recharge details are stored successfully for tracking and reporting