

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.

Item Details

Name: Book A Metro Ticket Item
 Application: Global
 Catalogs: Service Catalog
 Services: [Search]
 State: -- None --
 Checked out: -- None --
 Owner: System Administrator

Pricing

Price: \$ 0.00
 Recurring price: \$ 0.00
 Recurring price frequency: -- None --

Related Links

Item Diagnostic
 Show VA render Live
 Run Point Scan

Variables (12)

Type	Question	Order	Mandatory
Multiple Choice	What do you want to do Today?	100	false
Single Line Text	Enter smart Card Number	200	true
Single Line Text	Enter Smart Card Name	300	true
Single Line Text	Recharge Amount	350	true
Reference	Starting From?	500	true
Reference	Going To?	600	true
Single Line Text	No of Passengers	700	true
Multiple Choice	Type of Journey	800	true
Single Line Text	Amount for Single Journey	820	false
Single Line Text	Amount Including Return	840	false
Multiple Choice	Mode of Payment	900	true
Single Line Text	Enter Payment Mode	1,000	false

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)
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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
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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