Metro Ticket Generating System in ServiceNow

Level 1 Testing – Workflow Automation Logic Testing

1. Introduction

Level 1 Testing represents the **initial validation phase** of the *Metro Ticket Generating System in ServiceNow*.
This phase focuses on verifying the **internal automation logic** implemented using **Flow Designer**, without considering full end-user interaction.

The goal of this phase is to ensure that the backend workflow executes correctly when a metro ticket request is submitted.

2. Purpose of Level 1 Testing

The main purpose of Level 1 testing is to validate:

- Flow trigger execution

- Catalog variable retrieval

- Record creation in the custom Metro table

- Overall workflow stability

This phase helps identify automation issues early and ensures a strong foundation for further testing.

3. Scope of Level 1 Testing

In-Scope

- Service Catalog trigger (Book A Metro Ticket)

- Flow Designer automation

- Get Catalog Variables action

- Create Record action (Metro Station's Details table)

Out-of-Scope

- UI validation

- User experience testing

- Payment gateway simulation

- Performance testing

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4. Test Environment

Parameter	Description
Platform	ServiceNow Developer Instance
Testing Type	Automation Logic Testing
Modules Used	Service Catalog, Flow Designer
User Role	System Administrator

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5. Testing Approach

Level 1 testing follows a **white-box testing approach**, where the internal workflow logic is directly verified.

Steps followed:

1. Manually trigger the flow using **Test Run**

2. Observe each action execution

3. Verify flow execution status

4. Check logs for errors or failures

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6. Automation Logic Validation

6.1 Trigger Validation

- The flow is triggered when the **Book A Metro Ticket** catalog item is submitted.
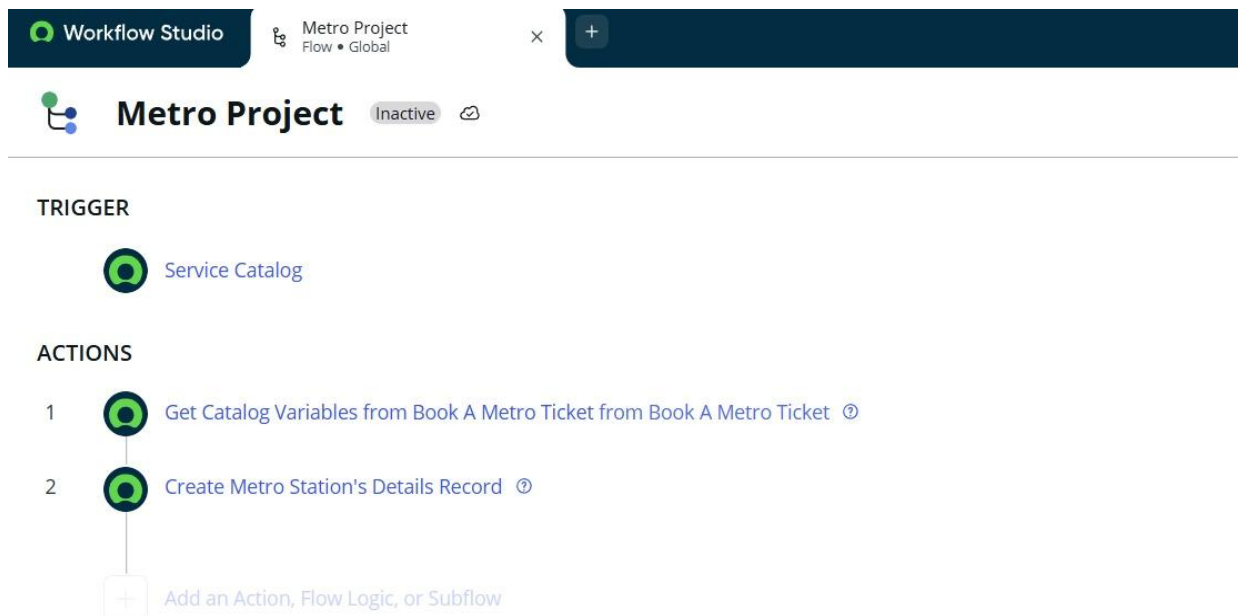
- The trigger executes only once per request.

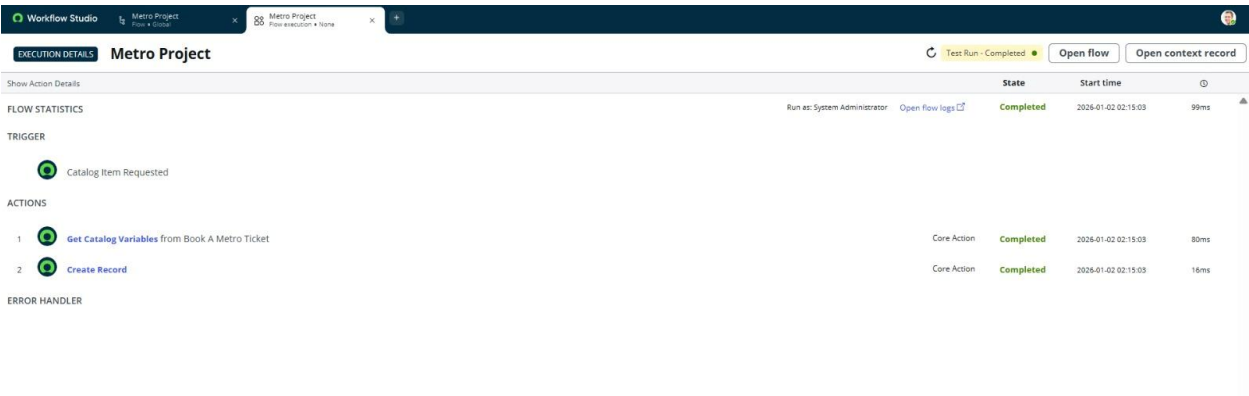- No duplicate execution observed.

6.2 Variable Capture Validation

- Catalog variables such as:

    - Smart Card Number

    - Smart Card Name

    - Recharge Amount

    - Mode of Payment

- are correctly captured using **Get Catalog Variables** action.

6.3 Record Creation Validation

- A new record is successfully created in the **Metro Station's Details** table.

- All mapped fields are populated correctly.

Flow execution showing **Completed status**

Create Record action success

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7. Test Results Summary

Test Area	Result
Flow Trigger Execution	Pass
Variable Capture	Pass
Record Creation	Pass
Error Handling	Pass

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8. Conclusion – Level 1 Testing

Level 1 testing successfully validated the **core automation logic** of the Metro Ticket Generating System.

The workflow executed without errors and correctly stored metro ticket data in the custom table, confirming readiness for Level 2 testing.