

# Metro Ticket Generating System in ServiceNow

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## 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.

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### 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.

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### 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.

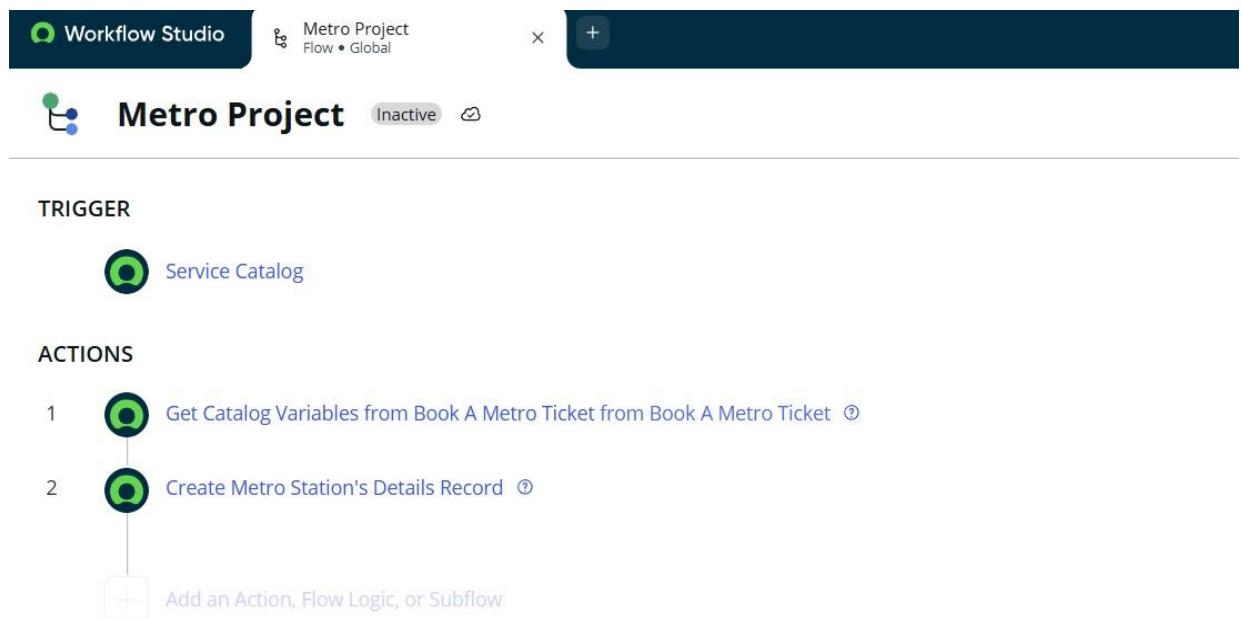
- The trigger executes only once per request.
- No duplicate execution observed.

## 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.



**EXECUTION DETAILS** **Metro Project**

Show Action Details

**FLOW STATISTICS**

Run as: System Administrator Open flow logs Completed 2026-01-02 02:15:03 99ms

**TRIGGER**

Catalog Item Requested

**ACTIONS**

- Get Catalog Variables from Book A Metro Ticket
- Create Record

**Core Action** **Completed** 2026-01-02 02:15:03 80ms

**Core Action** **Completed** 2026-01-02 02:15:03 16ms

**ERROR HANDLER**

## Flow execution showing **Completed** status

**Catalog Item** Book A Metro Ticket

Build and modify items faster with the improved Catalog Builder.

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	Book A Metro Ticket	Application	Global
Catalogs	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	Services	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Create Record action success

## 7. Test Results Summary

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

## 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.