

Metro Ticket Generating System in ServiceNow

Level 2 Testing – End-to-End Functional Testing

1. Introduction

Level 2 Testing focuses on **end-to-end functional validation** of the Metro Ticket Generating System from a **user's perspective**.

This phase validates the complete lifecycle of a metro ticket request—from catalog submission to data storage.

2. Purpose of Level 2 Testing

The purpose of this phase is to ensure:

- Proper form behavior
 - Mandatory field enforcement
 - Correct flow execution after user submission
 - Successful request completion
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3. Scope of Level 2 Testing

In-Scope

- Service Catalog form validation
- Dynamic field behavior
- Ticket submission
- Flow execution
- Record storage
- Order confirmation

Out-of-Scope

- Load testing
 - Security testing
 - External payment integration
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4. Test Environment

Parameter Description

Platform ServiceNow Developer Instance

Testing Type Functional & End-to-End

Browser Google Chrome

User Role End User

5. Testing Methodology

Level 2 testing follows a **black-box testing approach**.

Steps executed:

1. User opens **Book A Metro Ticket**
 2. Enters required details
 3. Selects journey type and payment mode
 4. Submits the request
 5. System processes request automatically
 6. Confirmation message is displayed
 7. Record is created in backend table
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6. Service Catalog Validation

- All mandatory fields are enforced.

- Dynamic fields behave correctly based on user selection.
- Form submission is successful without errors.

📌 *Insert Screenshot:*

- ➡ Filled catalog form
 - ➡ Order submission page
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7. End-to-End Flow Validation

- Flow is triggered automatically after submission.
- Variables are captured correctly.
- Metro Station's Details table is updated successfully.

Action	Type	Status	Start Time	Duration
Get Catalog Variables	Core Action	Completed	2026-01-02 02:15:03	80ms
Create Record	Core Action	Completed	2026-01-02 02:15:03	16ms

- ➡ Flow execution – Completed
 - ➡ Table record created
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8. Order Status & Confirmation Validation

- Order status shows **Request Submitted**
- Request number is generated
- Estimated delivery date is displayed

Service Catalog > Office > Services > Book A Metro Ticket

A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need what do you want to do Today?

Recharge Metro Card
 Book QR Ticket

* Enter Smart Card Number

* Enter Smart Card Name

* Recharge Amount

Amount for Single Journey

Amount Including Return

* Enter Payment Mode

Order this item
Quantity
Delivery time

Order Now
Add to Cart

Shopping Cart
Empty

Service Catalog > Office > Services > Book A Metro Ticket

A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need what do you want to do Today?

Recharge Metro Card
 Book QR Ticket

* Starting From?

* Going To?

* No of Passengers

* Type of Journey
 Return
 Single
 None

Amount for Single Journey

Amount Including Return

* Mode of Payment
 CARD
 NET BANKING
 UPI
 OTHERS

* Enter Payment Mode

Order this item
Quantity
Delivery time

Order Now
Add to Cart

Shopping Cart
Empty

Order Status

Thank you, your request has been submitted

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
A metro e-ticketing system allows passengers to purchase and use tickets digitally, typically via a mobile app or website, eliminating the need	2026-01-04	▶ <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>		1	
					Total <input type="text" value="-"/>

[Back to Catalog](#) [Continue Shopping](#) [Home](#)

→ Order Status page

9. Test Results Summary

Test Area	Result
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Catalog Submission	Pass
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Form Validation	Pass
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Flow Execution	Pass
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Record Creation	Pass
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Order Confirmation	Pass
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Metro Station's Details						
Mode of Payment		Recharge Amount	Smart Card Name	Smart Card Number	Station Code	Station Name
<input type="checkbox"/>	Search	Search	Search	Search	Search	Search
(empty)					L B Nagar	(empty)
(empty)					Ammapet	(empty)
(empty)					Miyapur	(empty)
500	Dilip	TN2026			Kukatpally	(empty)

10. Conclusion – Level 2 Testing

Level 2 testing successfully validated the **functional completeness** of the Metro Ticket Generating System.

The system demonstrated smooth end-to-end execution, accurate data handling, and a user-friendly booking experience.