1. Problem Statement

Traditional garage operations rely heavily on manual record-keeping for job cards, customer details, vehicle maintenance history, and billing. This results in inefficiencies, delays, and data inaccuracies. The lack of centralized data reduces customer satisfaction and impacts overall productivity.

2. Empathy Map Canvas

Aspect	Description
Who are we empathizing with?	Garage owners, mechanics, and customers
What do they need to do?	Manage service requests, track repairs, maintain records, and generate invoices
What do they see?	Unorganized customer data, manual paperwork, delays in service updates
What do they say?	"We can't track service history easily." "Billing takes too long."
What do they hear?	Complaints about service delays, communication gaps, and high costs
Pains	Data loss, poor communication, time wastage
Gains	Automated process, service tracking, customer satisfaction

3. Brainstorming

Ideas Generated:

• Implement Salesforce Service Cloud for managing repair/service cases.

• Create custom objects for vehicles, service requests, and job cards.

• Integrate Salesforce Mobile App for real-time tracking.

• Automate billing and notifications via Salesforce Flows.

• Use dashboards and reports for performance analytics.