1. Solution Requirements

Functional: Add/Edit/Delete records, generate invoices, assign mechanics, track service status, generate reports.

Non-Functional: High reliability, security via roles/profiles, scalability, and mobile support.

2. Data Flow Diagram

Level 0 DFD: Customer → System → Invoice/Service Update; Mechanic → System → Job Assignment.

Level 1 DFD: Customer submits Service Request → System stores → Mechanic updates status → Invoice generated → Customer notified.

3. Technology Stack

Layer	Technology
CRM Platform	Salesforce CRM
Automation	Flow, Apex Triggers
UI	Lightning App Builder
Database	Salesforce Objects
Integration	Email/SMS APIs
Analytics	Reports, Einstein Analytics