Garage Management System

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Project Overview

The Garage Management System is a software application developed to streamline and digitize the daily operations of an automobile garage. It provides a single platform to manage customer details, appointments, service records, billing, feedback, and reports efficiently.

The system allows garage staff to store and access **customer and vehicle information**, schedule and monitor **service appointments**, record detailed **service reports**, and generate accurate **bills and invoices**. It also includes a feedback module to capture customer reviews and a **dashboard with reports** that provide insights such as the number of services completed, revenue generated, and overall customer satisfaction.

By automating manual tasks and centralizing all information, the Garage Management System minimizes errors, saves time, improves customer experience, and enhances overall productivity. It ensures smoother business operations and supports better decision-making for garage management.

Objectives

1. To automate garage operations by replacing manual record-keeping with a digital system.

2. To maintain accurate customer and vehicle information in a centralized database for quick access.

3. To manage appointments efficiently, allowing customers to book, reschedule, or cancel services easily.

4. To generate detailed service reports that track work performed, spare parts used, and costs.

5**. To provide accurate billing and invoicing**, reducing calculation errors and ensuring transparency.

6. To collect and analyze customer feedback for improving service quality and customer satisfaction.

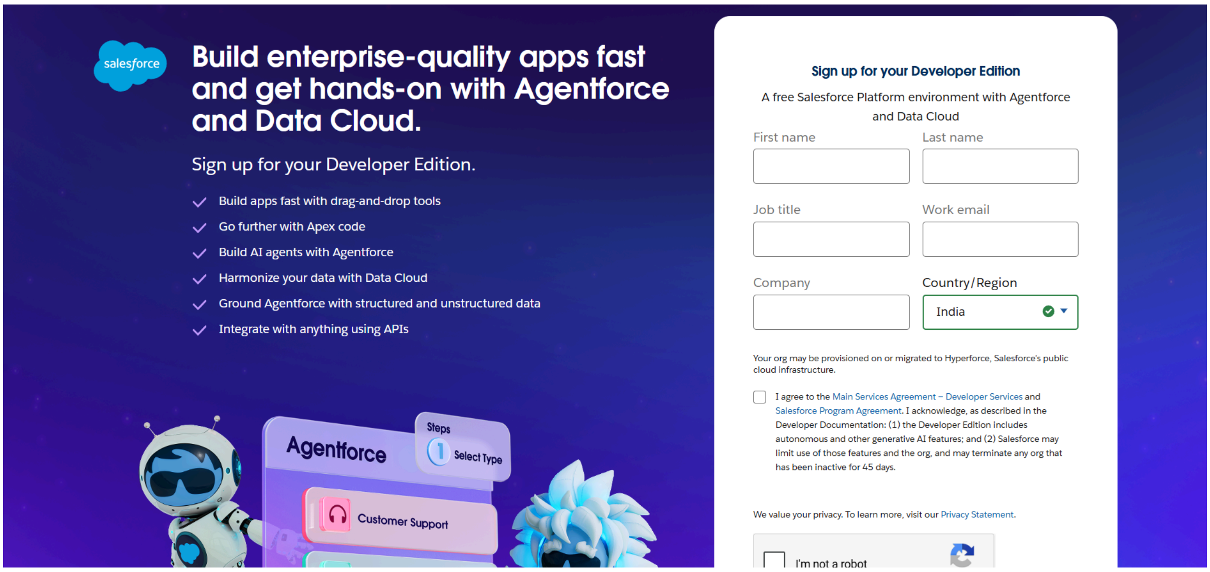
7. To offer dashboards and reports that provide insights into daily operations, revenue, and performance trends.

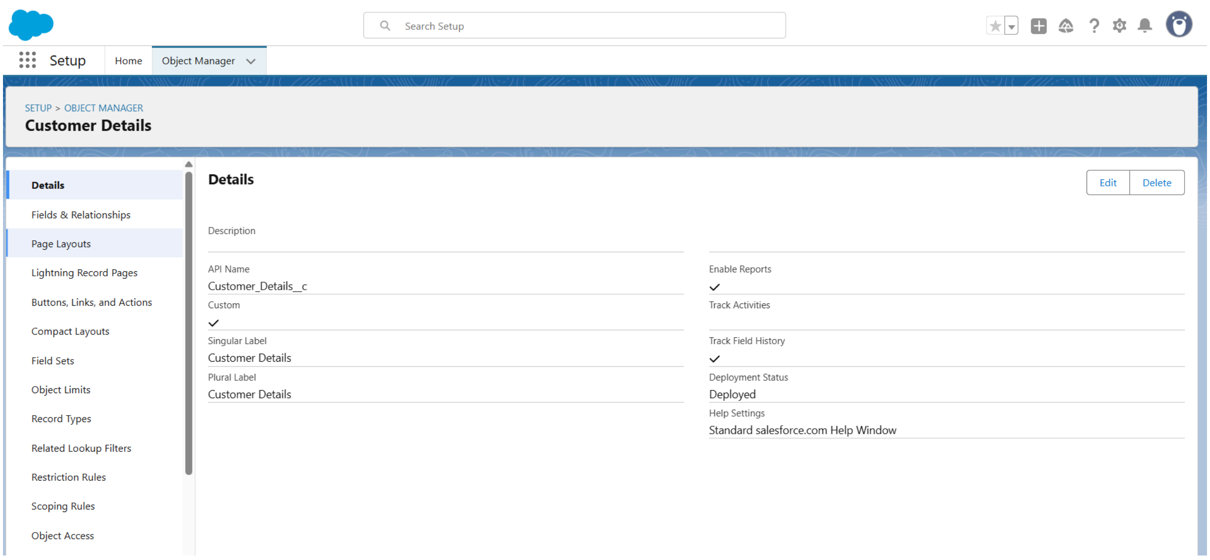
8. To enhance productivity and time management by reducing paperwork and repetitive manual tasks.

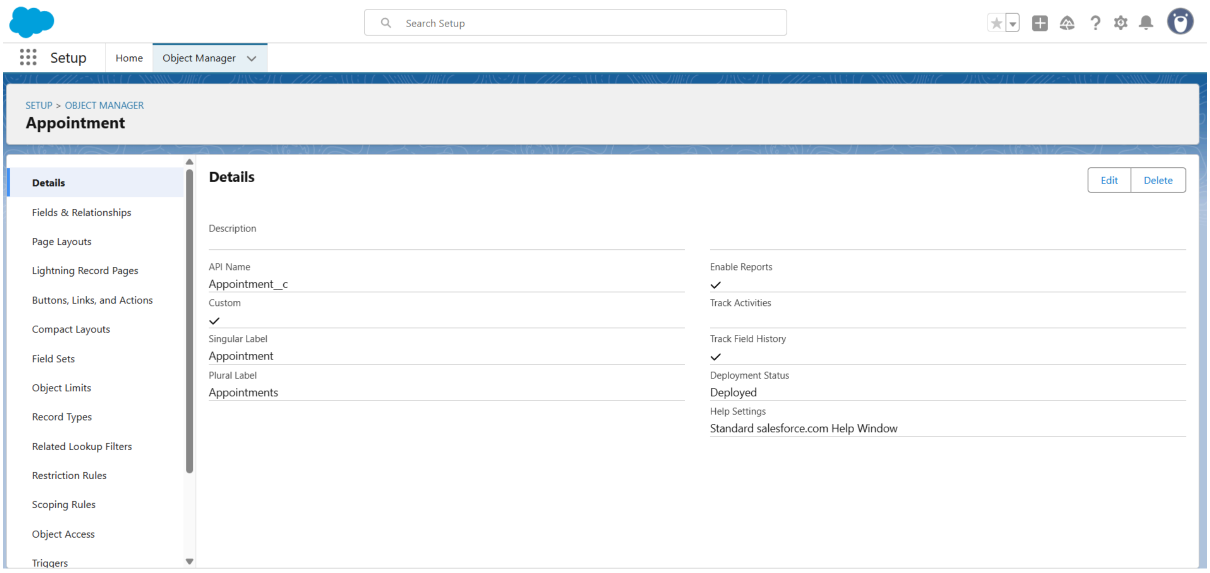
9. To improve decision-making for garage management through real-time data and reporting tools.

Needed Components & Its details

- **Fully active Saleforce account** (new account or existing account)
- **Objects in Saleforce** : Customer Details, Appointment, Service Records, Billing Details And Feedback.



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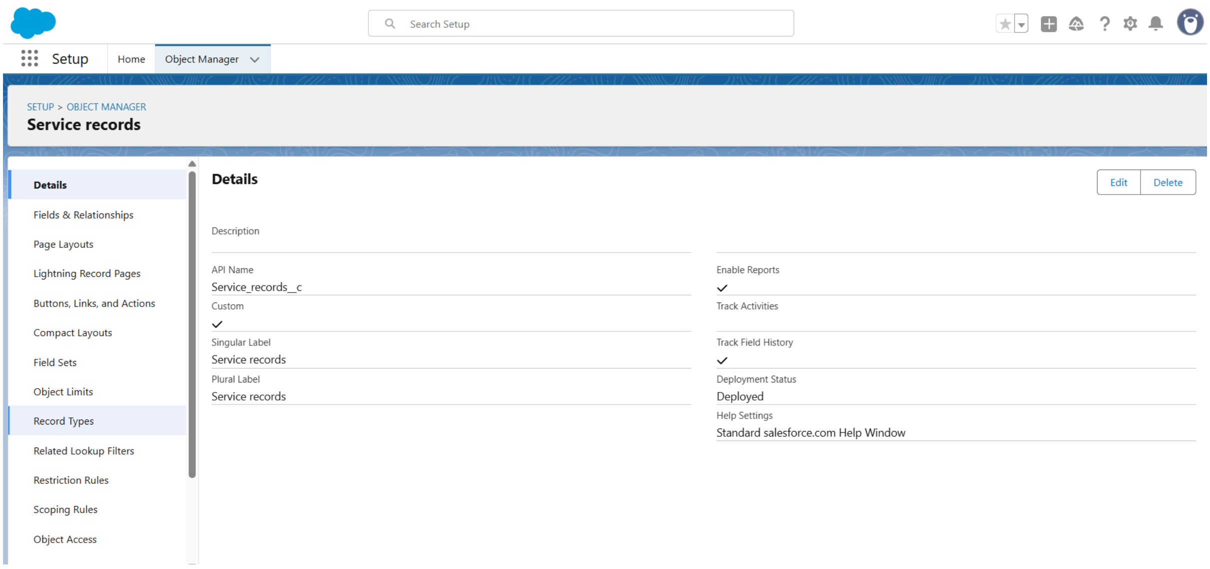
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
Appointment
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Restriction Rules
Scoping Rules
Object Access
Triggers
Details
Edit
Delete
Description
API Name
Appointment__c
Custom
Singular Label
Appointment
Plural Label
Appointments
Enable Reports
Track Activities
Track Field History
Deployment Status
Deployed
Help Settings
Standard salesforce.com Help Window


Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
Service records
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Restriction Rules
Scoping Rules
Object Access
Details
Edit
Delete
Description
API Name
Service_records__c
Custom
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Service records
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Service records
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Track Activities
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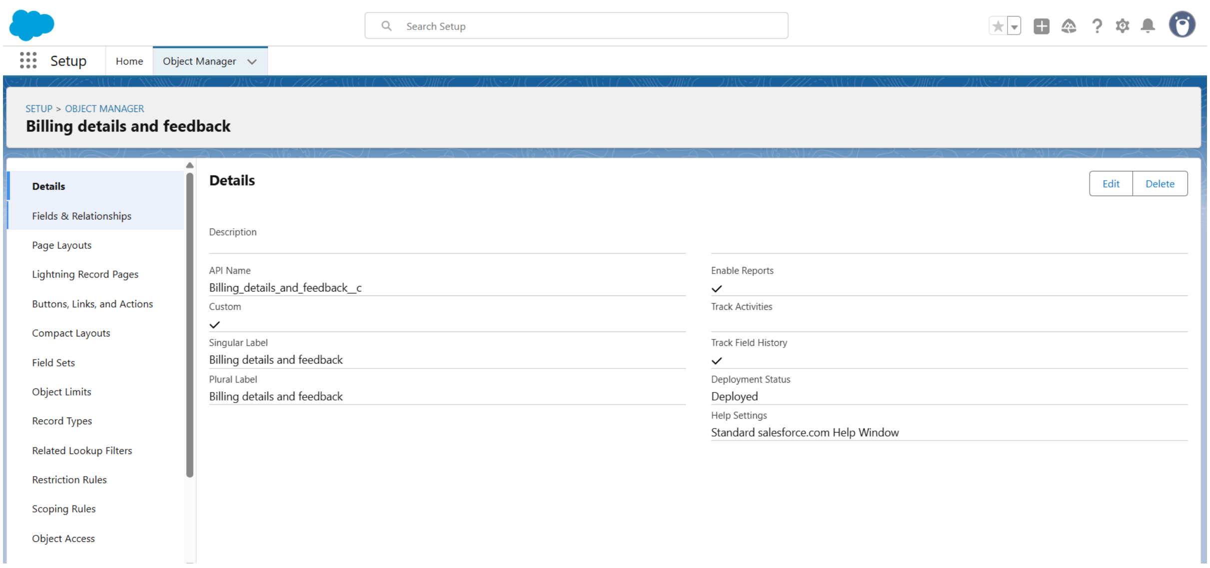
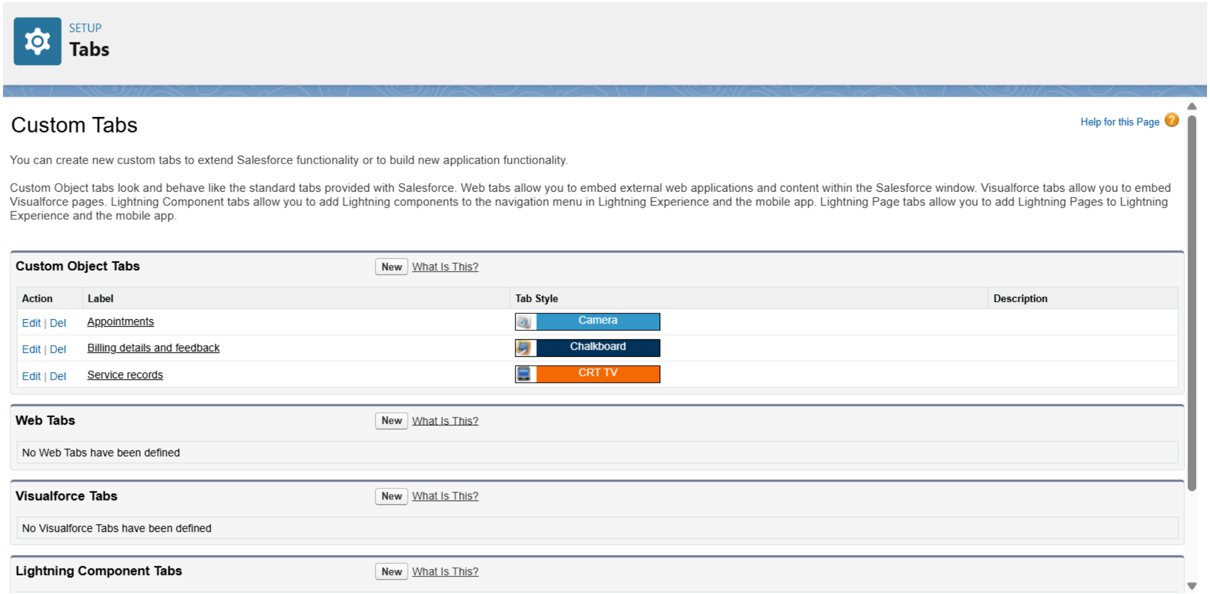
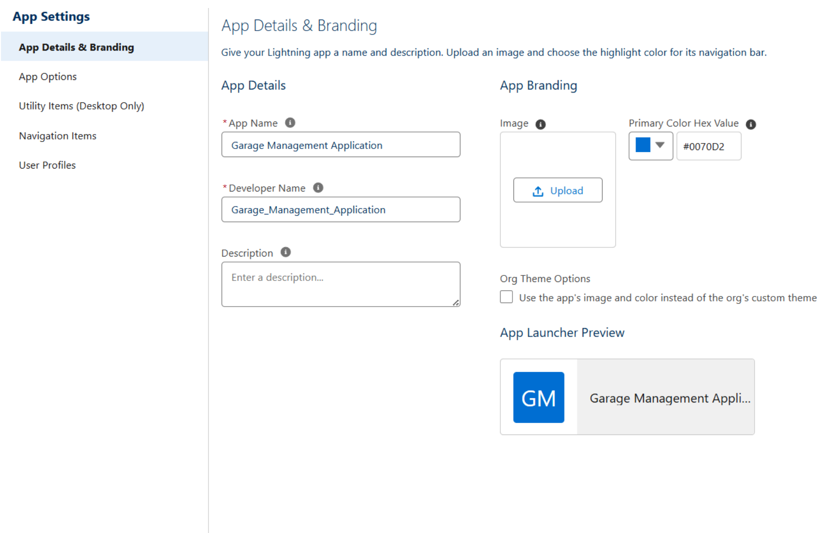
Deployment Status
Deployed
Help Settings
Standard salesforce.com Help Window


Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
Billing details and feedback
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Restriction Rules
Scoping Rules
Object Access
Details
Edit
Delete
Description
API Name
Billing_details_and_feedback__c
Custom
Singular Label
Billing details and feedback
Plural Label
Billing details and feedback
Enable Reports
Track Activities
Track Field History
Deployment Status
Deployed
Help Settings
Standard salesforce.com Help Window

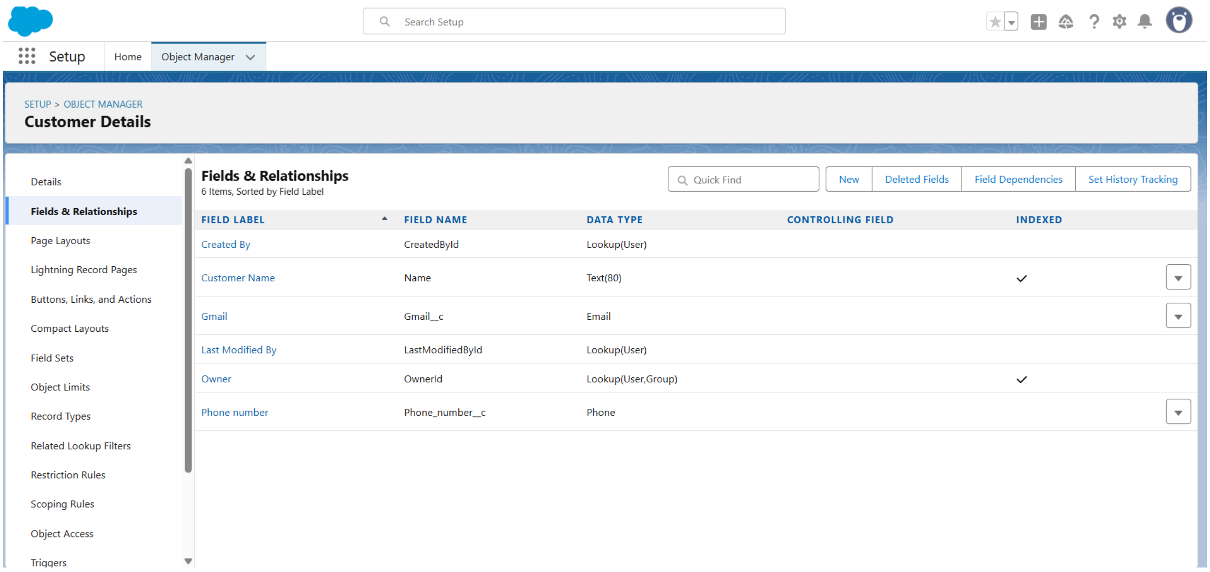
- # Custom tabs

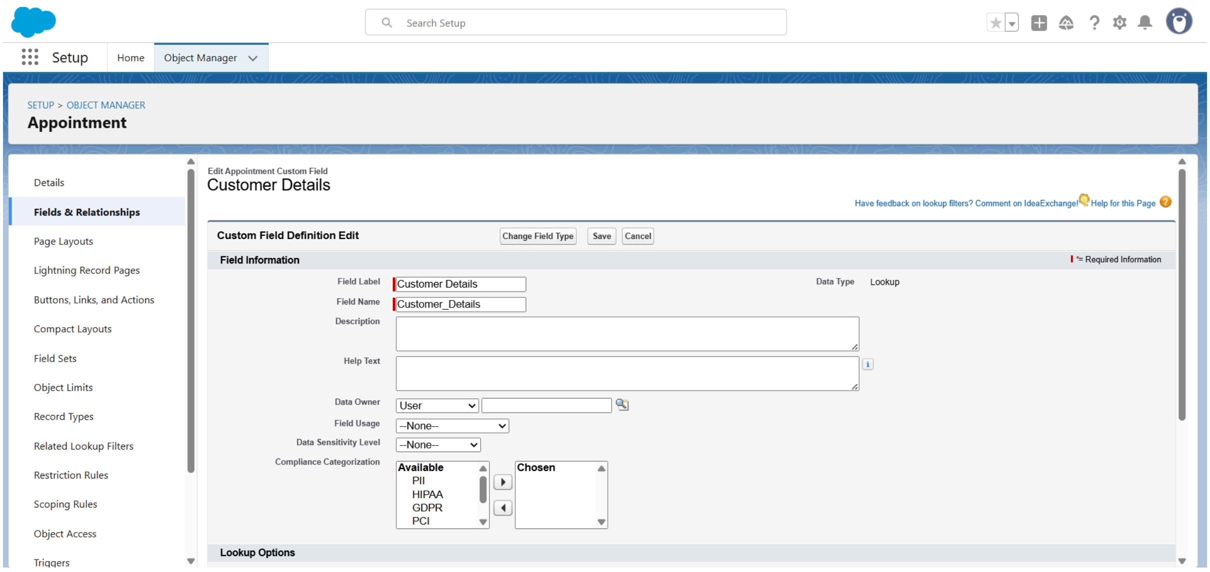


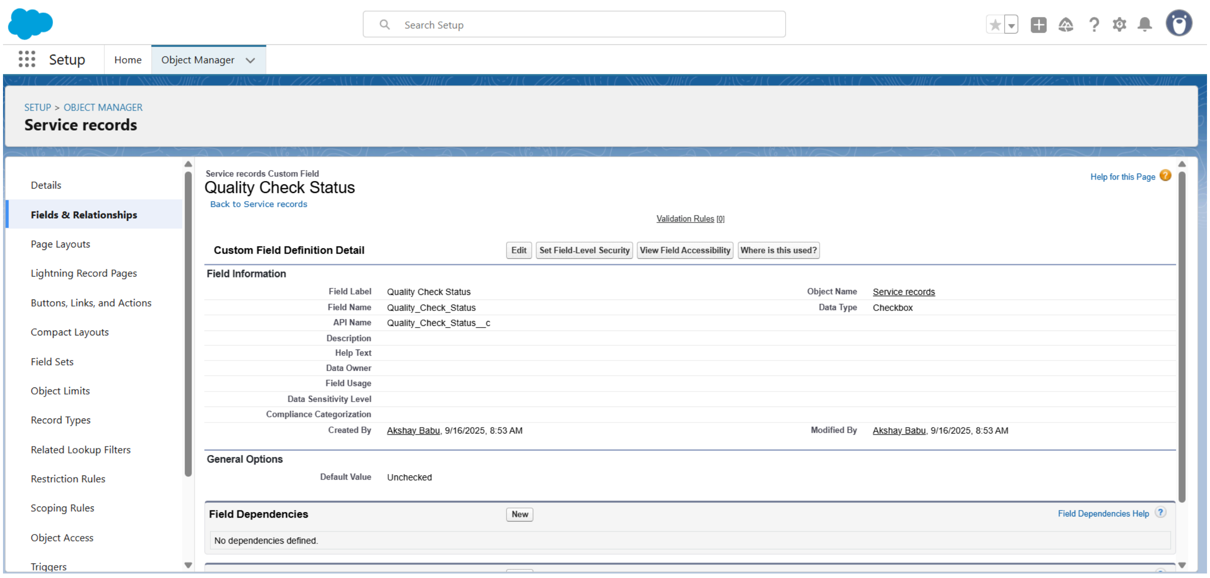
- # Lightning app



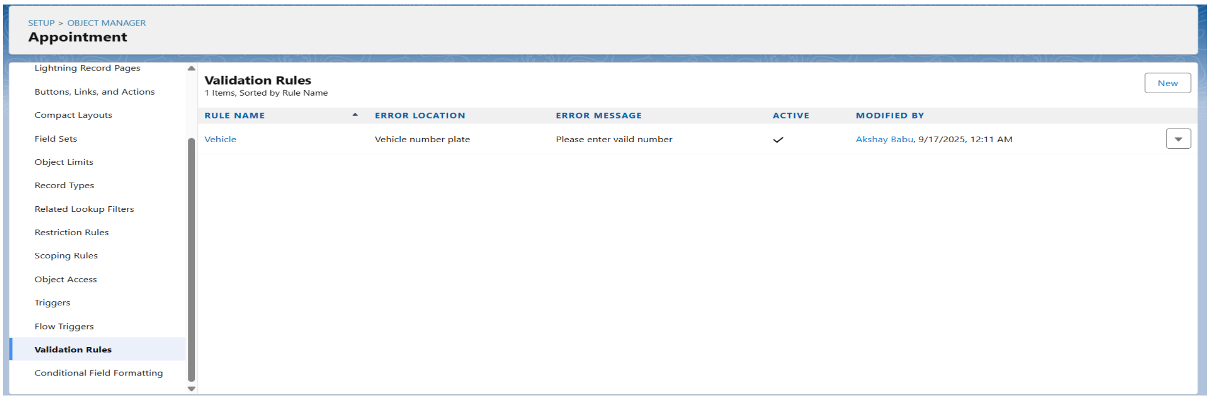
• **Fields and Relationships for customer details**



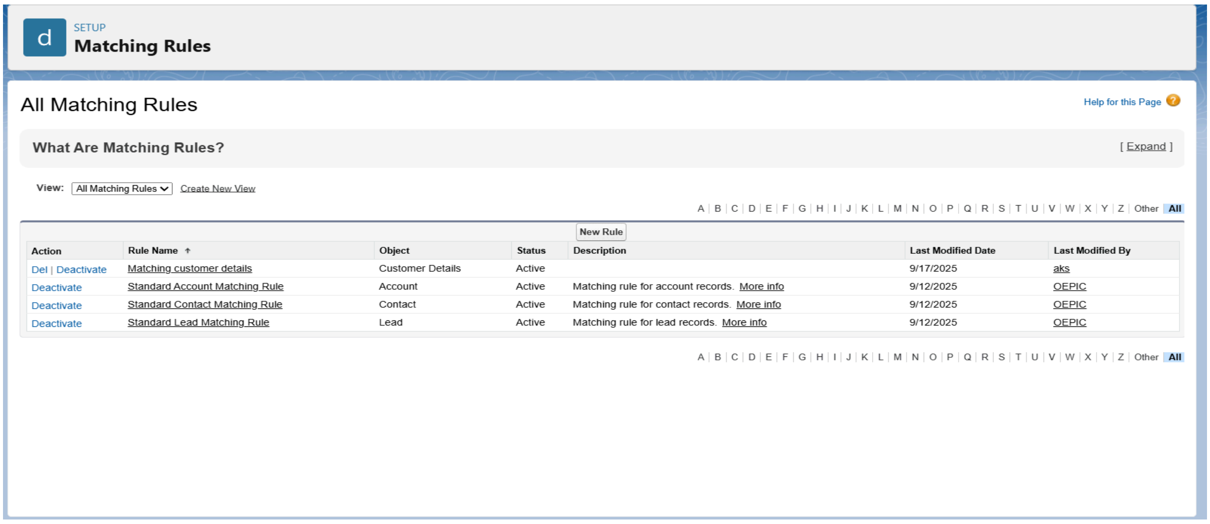


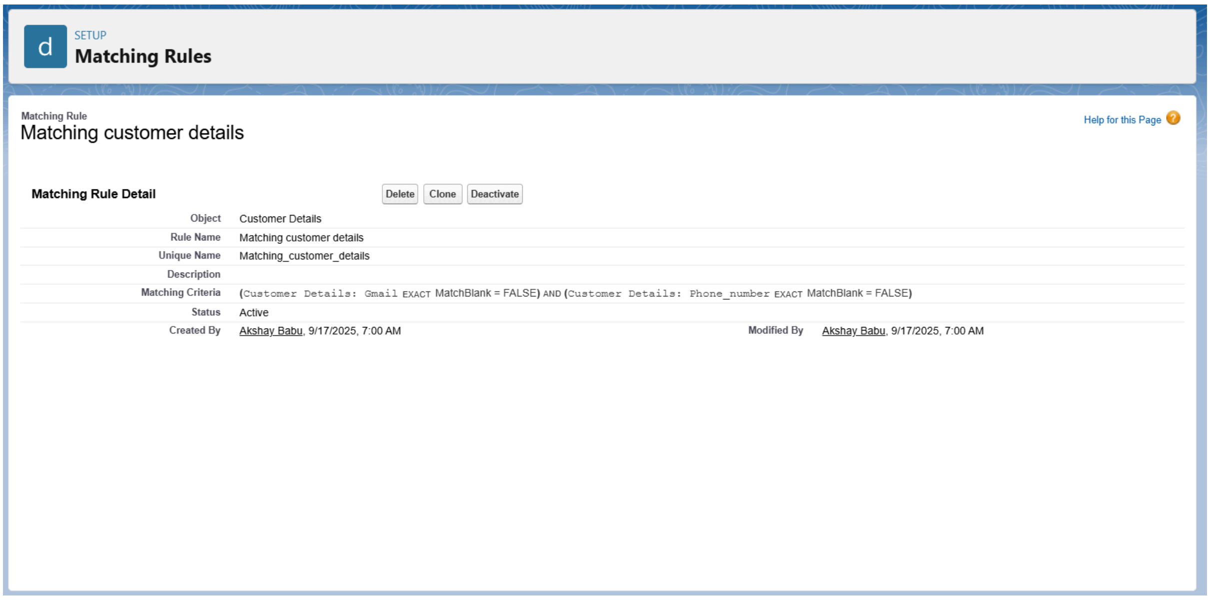


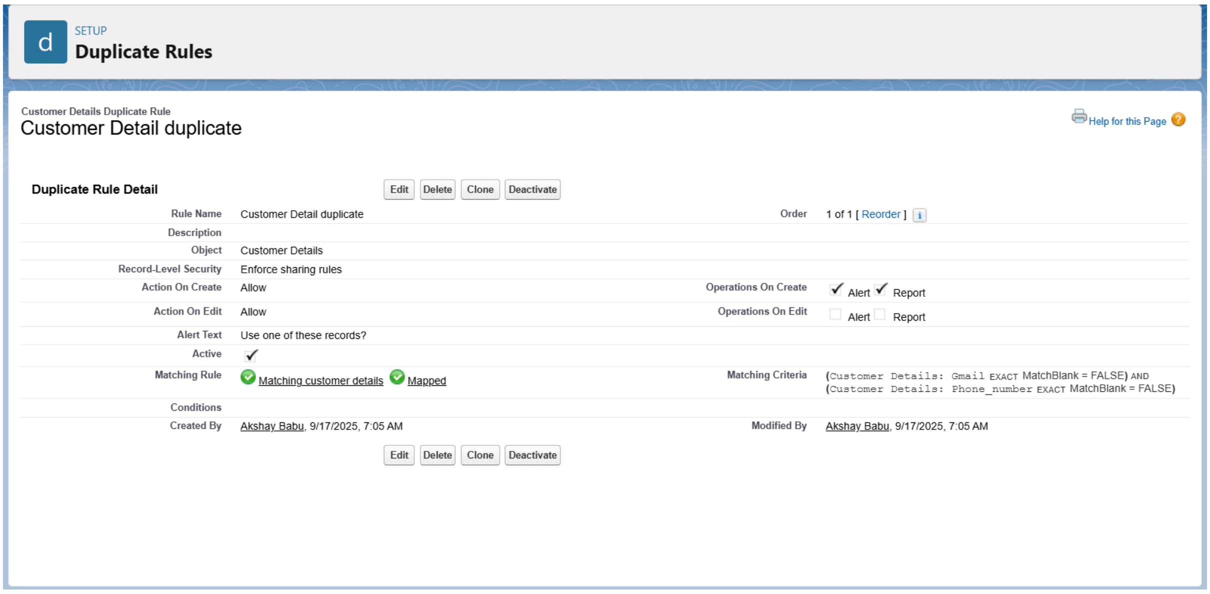
• **Validation rule**



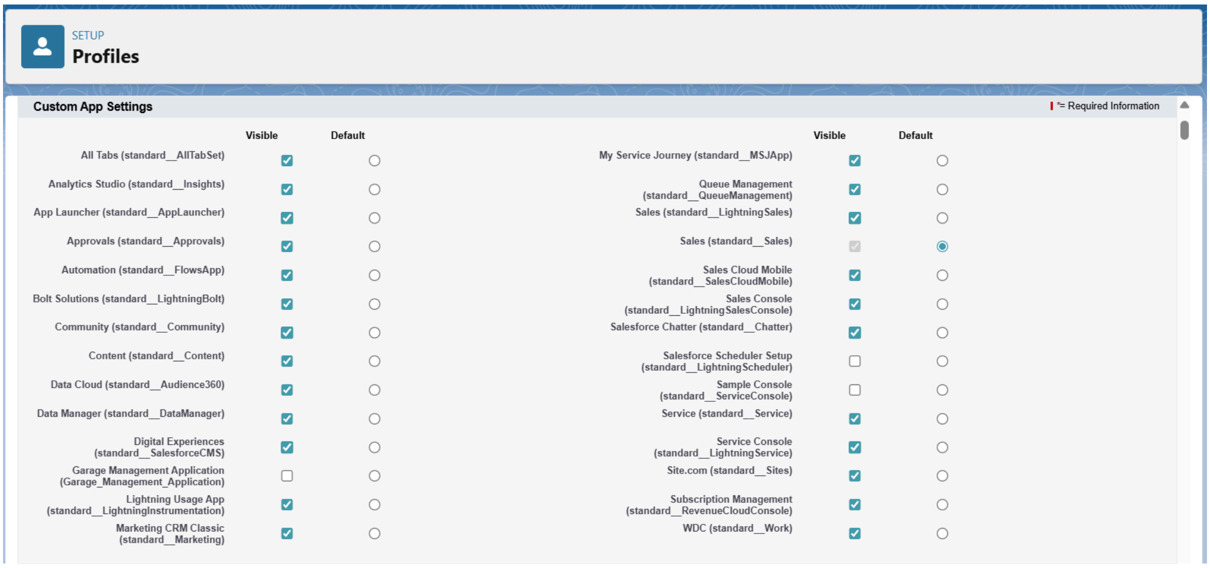
• **Duplicate rule**

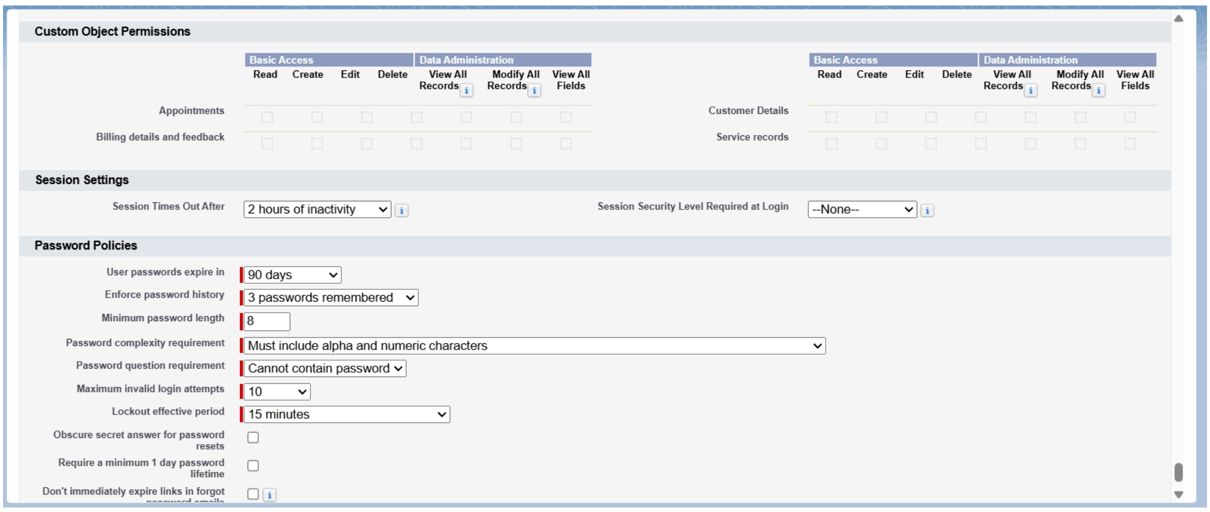




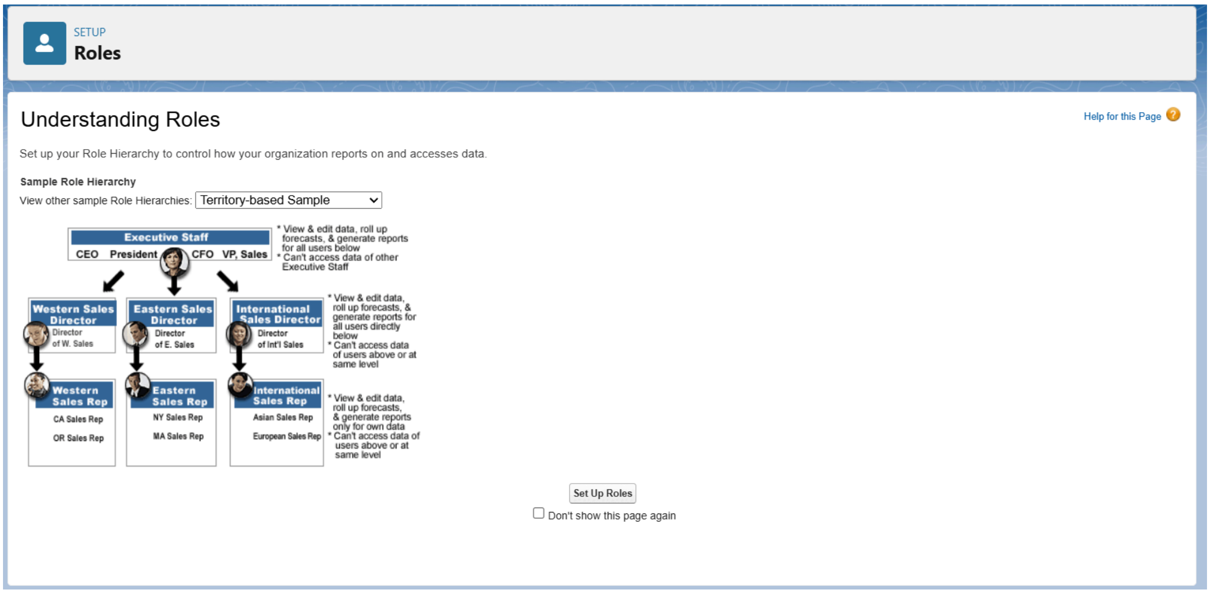


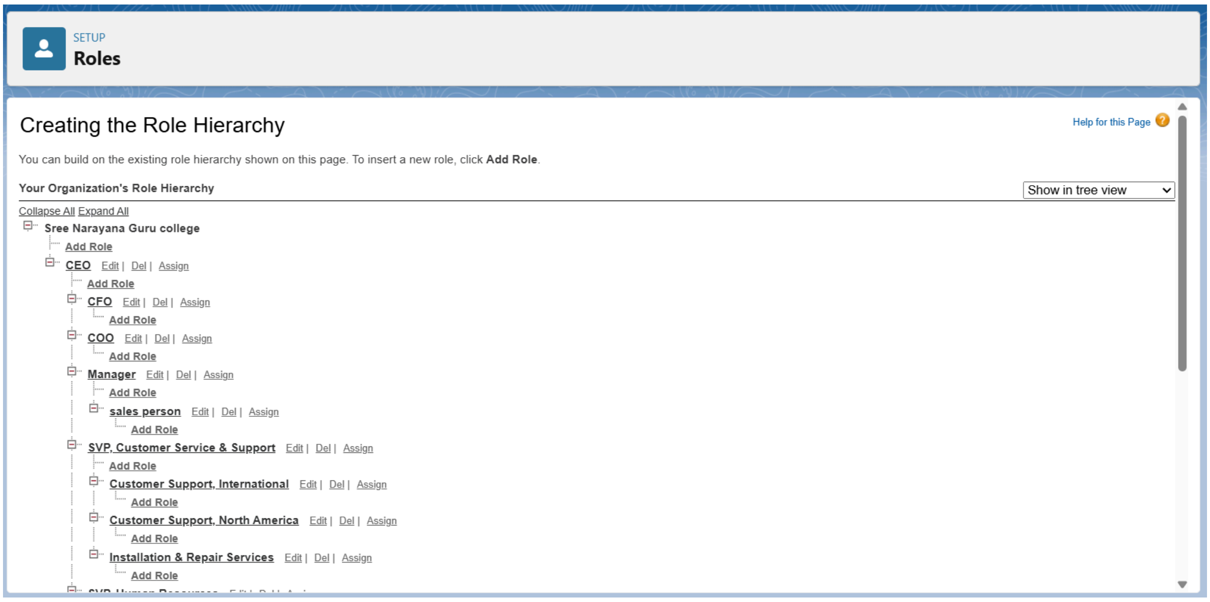
- **Manager Profile**



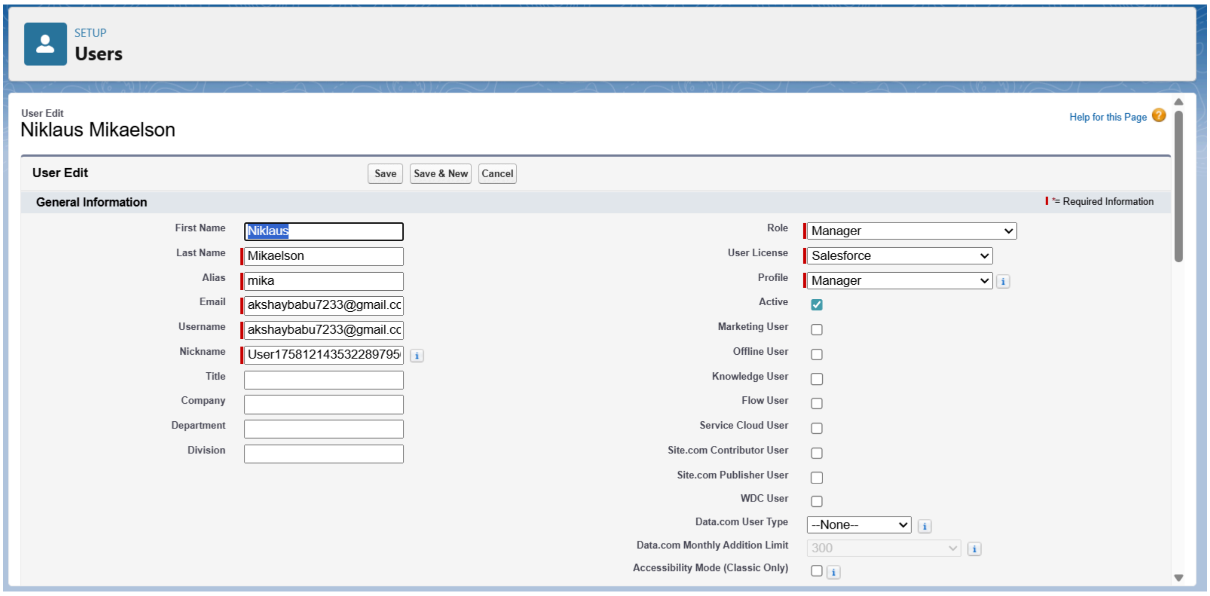


- # Role & Role Hierarchy

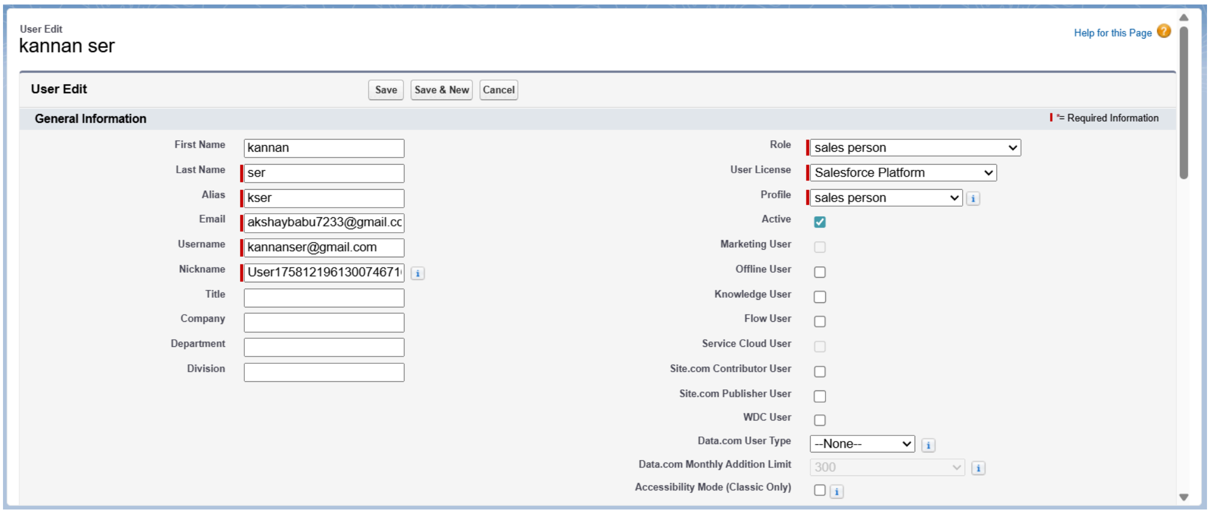




- # Users

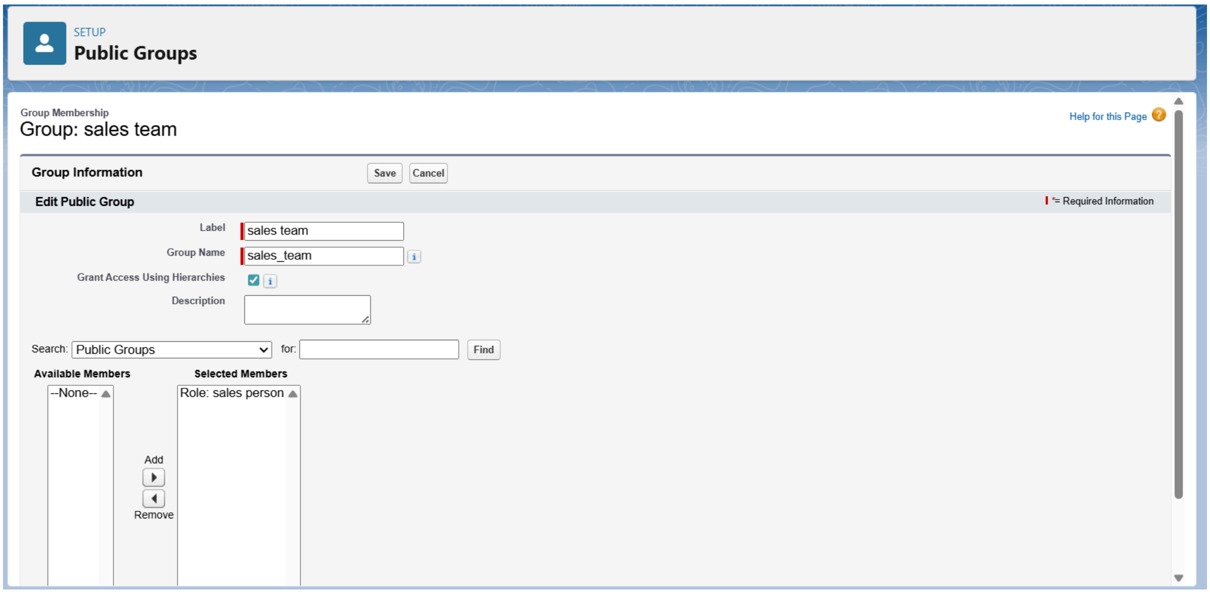


SETUP
Users
User Edit
Niklaus Mikaelson
Help for this Page
User Edit
Save
Save & New
Cancel
General Information
= Required Information
First Name
Niklaus
Last Name
Mikaelson
Alias
mika
Email
akshaybabu7233@gmail.cc
Username
akshaybabu7233@gmail.cc
Nickname
User175812143532289795
Title
Company
Department
Division
Role
Manager
User License
Salesforce
Profile
Manager
Active
Marketing User
Offline User
Knowledge User
Flow User
Service Cloud User
Site.com Contributor User
Site.com Publisher User
WDC User
Data.com User Type
--None--
Data.com Monthly Addition Limit
300
Accessibility Mode (Classic Only)

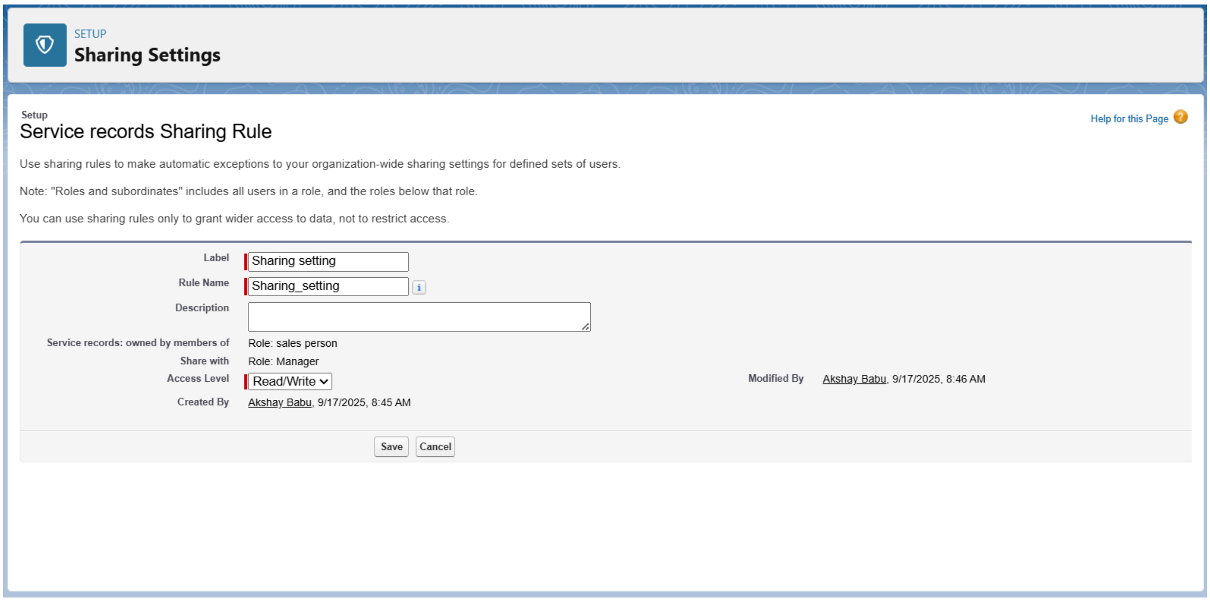


User Edit
kannan ser
Help for this Page
User Edit
Save
Save & New
Cancel
General Information
= Required Information
First Name
kannan
Last Name
ser
Alias
kser
Email
akshaybabu7233@gmail.cc
Username
kannanser@gmail.com
Nickname
User17581219613007467
Title
Company
Department
Division
Role
sales person
User License
Salesforce Platform
Profile
sales person
Active
Marketing User
Offline User
Knowledge User
Flow User
Service Cloud User
Site.com Contributor User
Site.com Publisher User
WDC User
Data.com User Type
--None--
Data.com Monthly Addition Limit
300
Accessibility Mode (Classic Only)

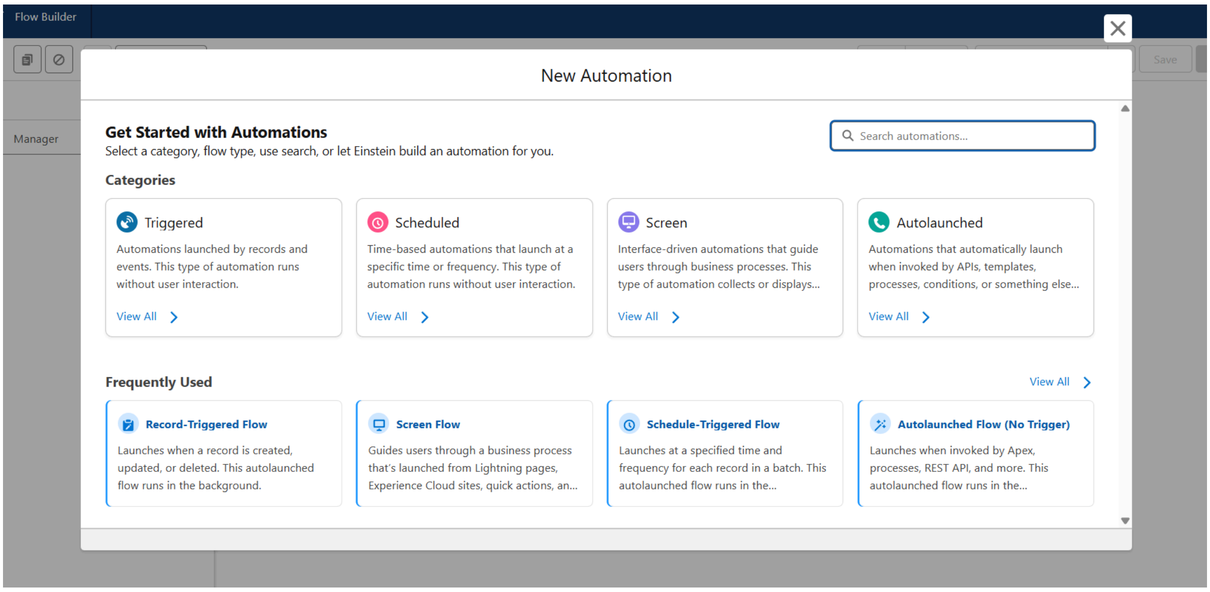
• **Public groups**

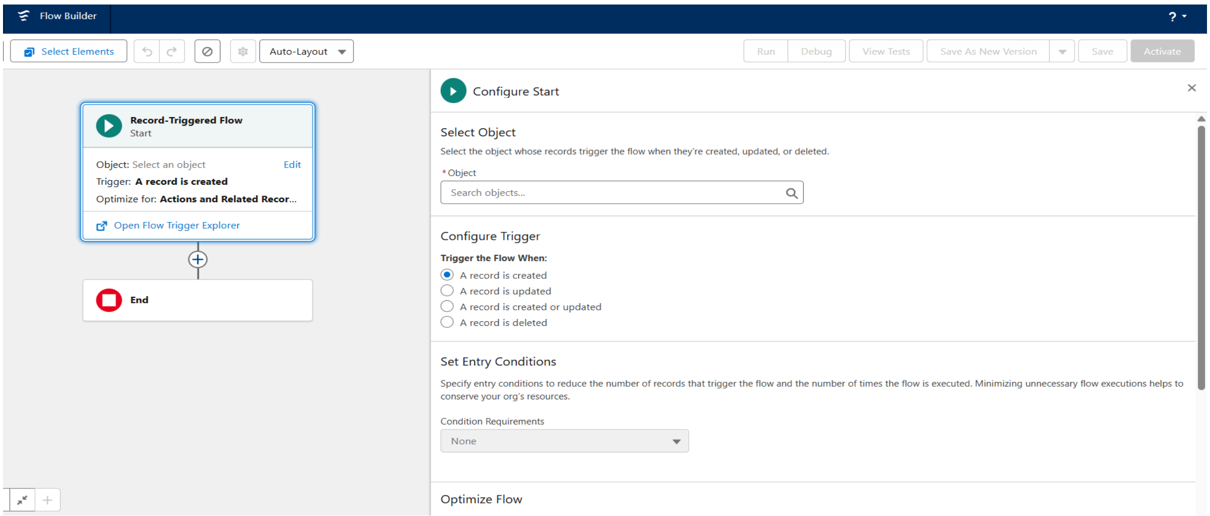


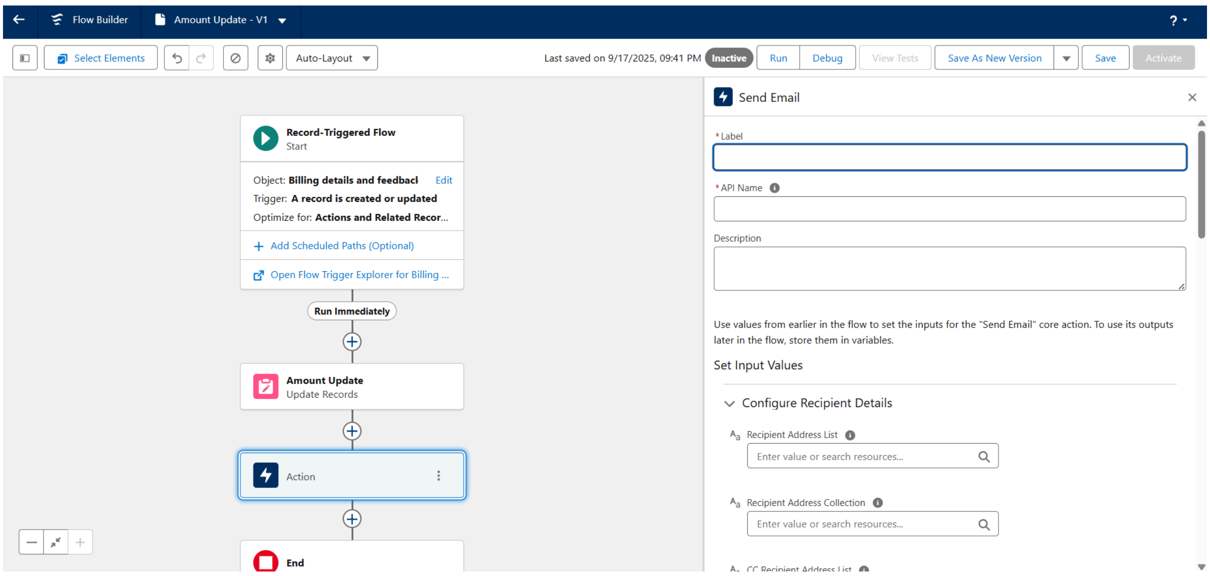
• **Sharing Setting**

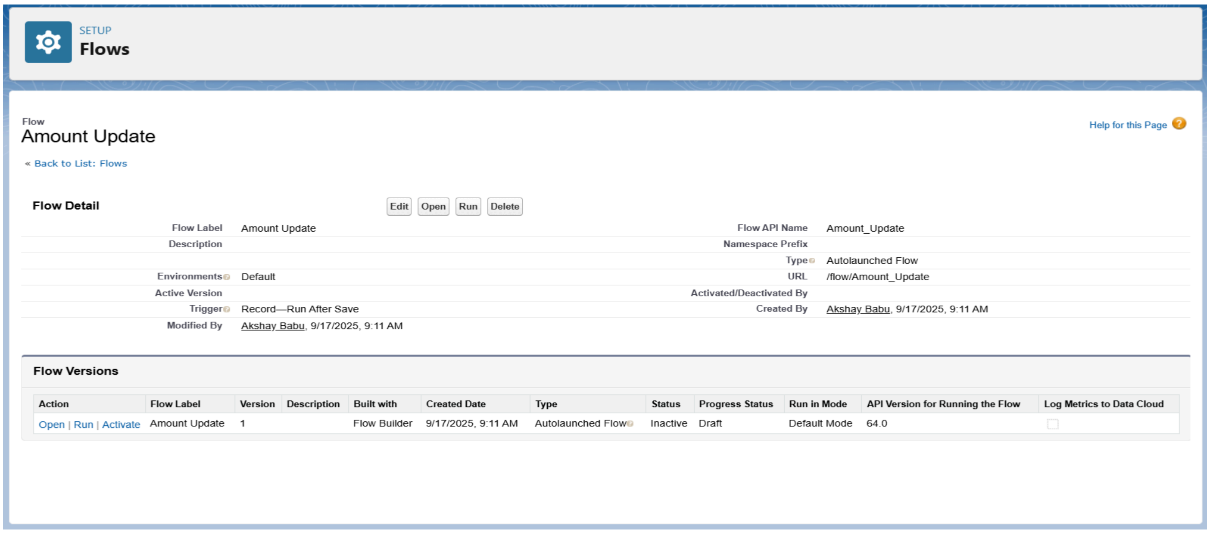


- **Flows**

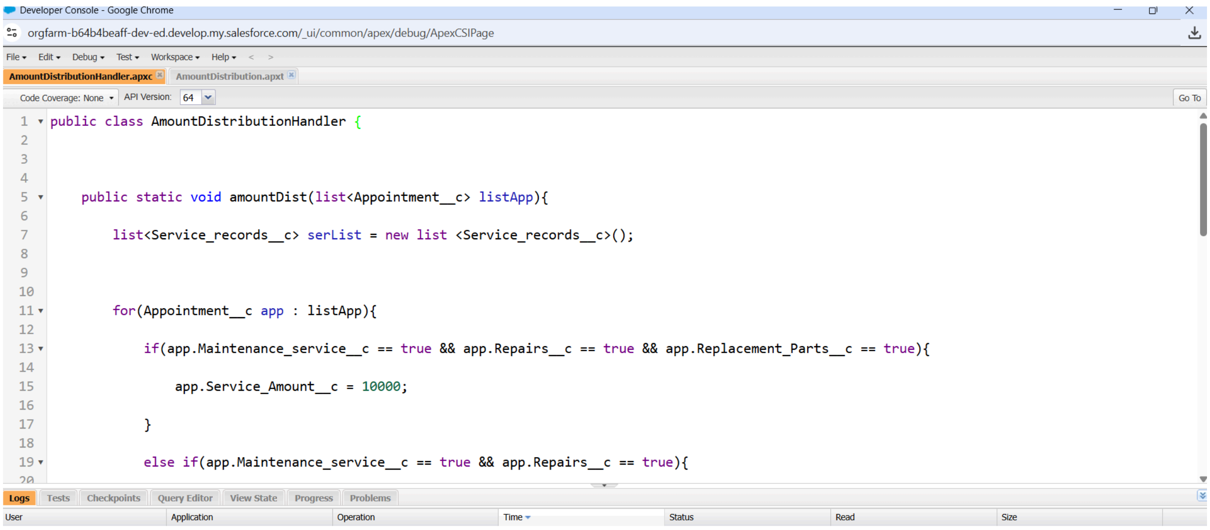

Flow Builder
Manager
New Automation
Get Started with Automations
Select a category, flow type, use search, or let Einstein build an automation for you.
Search automations...
Categories
Triggered
Automations launched by records and events. This type of automation runs without user interaction.
View All
Scheduled
Time-based automations that launch at a specific time or frequency. This type of automation runs without user interaction.
View All
Screen
Interface-driven automations that guide users through business processes. This type of automation collects or displays...
View All
Autolaunched
Automations that automatically launch when invoked by APIs, templates, processes, conditions, or something else...
View All
Frequently Used
View All
Record-Triggered Flow
Launches when a record is created, updated, or deleted. This autolaunched flow runs in the background.
Screen Flow
Guides users through a business process that's launched from Lightning pages, Experience Cloud sites, quick actions, an...
Schedule-Triggered Flow
Launches at a specified time and frequency for each record in a batch. This autolaunched flow runs in the...
Autolaunched Flow (No Trigger)
Launches when invoked by Apex, processes, REST API, and more. This autolaunched flow runs in the...

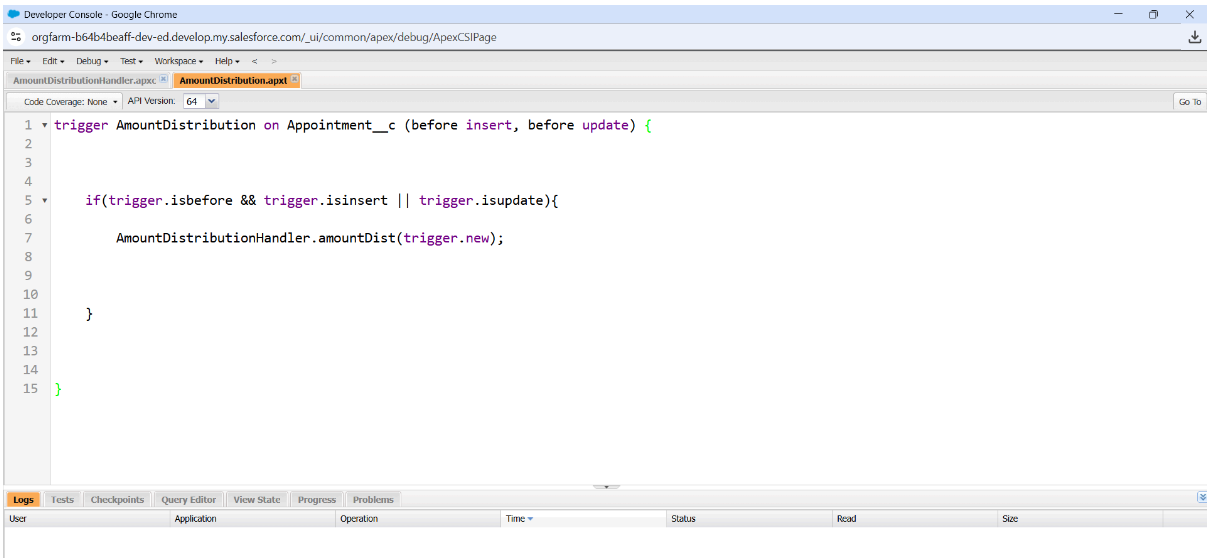

Flow Builder
Select Elements
Auto-Layout
Run
Debug
View Tests
Save As New Version
Save
Activate
Record-Triggered Flow
Start
Object: Select an object
Edit
Trigger: A record is created
Optimize for: Actions and Related Recor...
Open Flow Trigger Explorer
End
Configure Start
Select Object
Select the object whose records trigger the flow when they're created, updated, or deleted.
* Object
Search objects...
Configure Trigger
Trigger the Flow When:
A record is created
A record is updated
A record is created or updated
A record is deleted
Set Entry Conditions
Specify entry conditions to reduce the number of records that trigger the flow and the number of times the flow is executed. Minimizing unnecessary flow executions helps to conserve your org's resources.
Condition Requirements
None
Optimize Flow


Flow Builder
Amount Update - V1
Select Elements
Auto-Layout
Last saved on 9/17/2025, 09:41 PM
Inactive
Run
Debug
View Tests
Save As New Version
Save
Activate
Record-Triggered Flow
Start
Object: Billing details and feedbacl
Edit
Trigger: A record is created or updated
Optimize for: Actions and Related Recor...
Add Scheduled Paths (Optional)
Open Flow Trigger Explorer for Billing ...
Run Immediately
Amount Update
Update Records
Action
End
Send Email
* Label
* API Name
Description
Use values from earlier in the flow to set the inputs for the "Send Email" core action. To use its outputs later in the flow, store them in variables.
Set Input Values
Configure Recipient Details
Recipient Address List
Enter value or search resources...
Recipient Address Collection
Enter value or search resources...

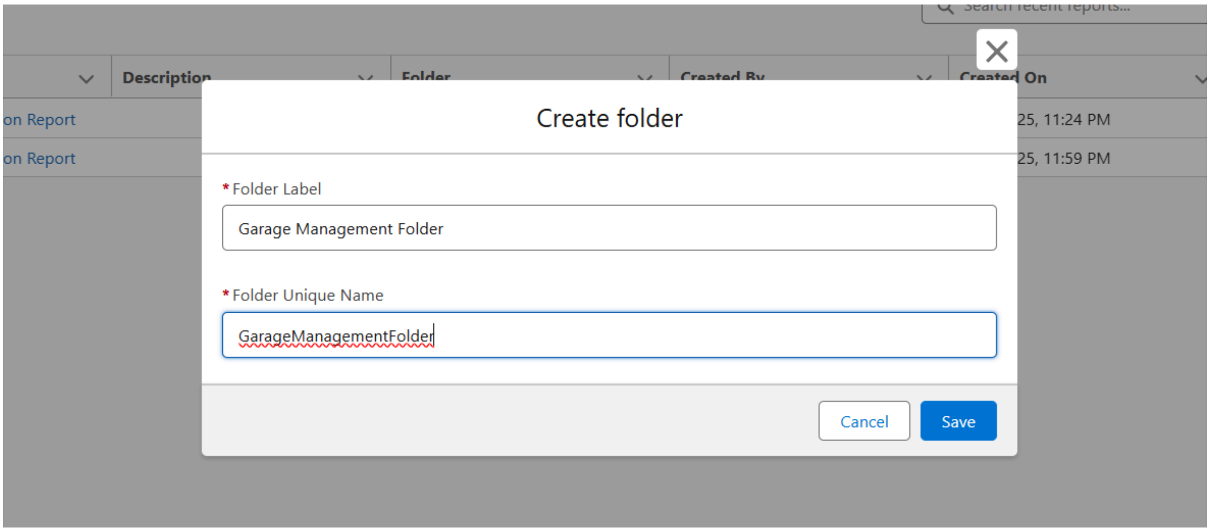


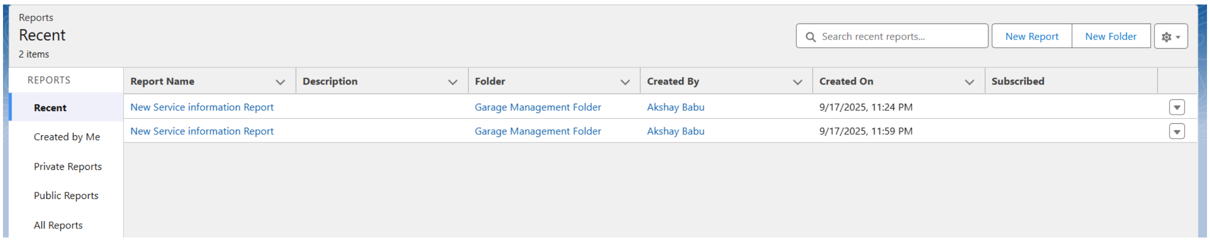
• **Apex handler**

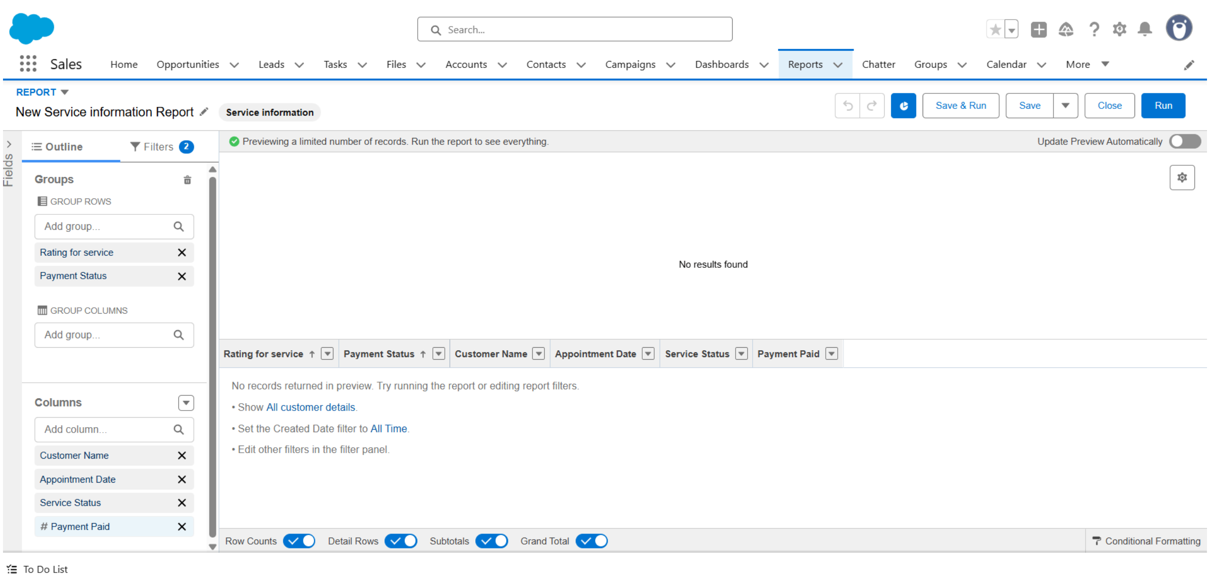




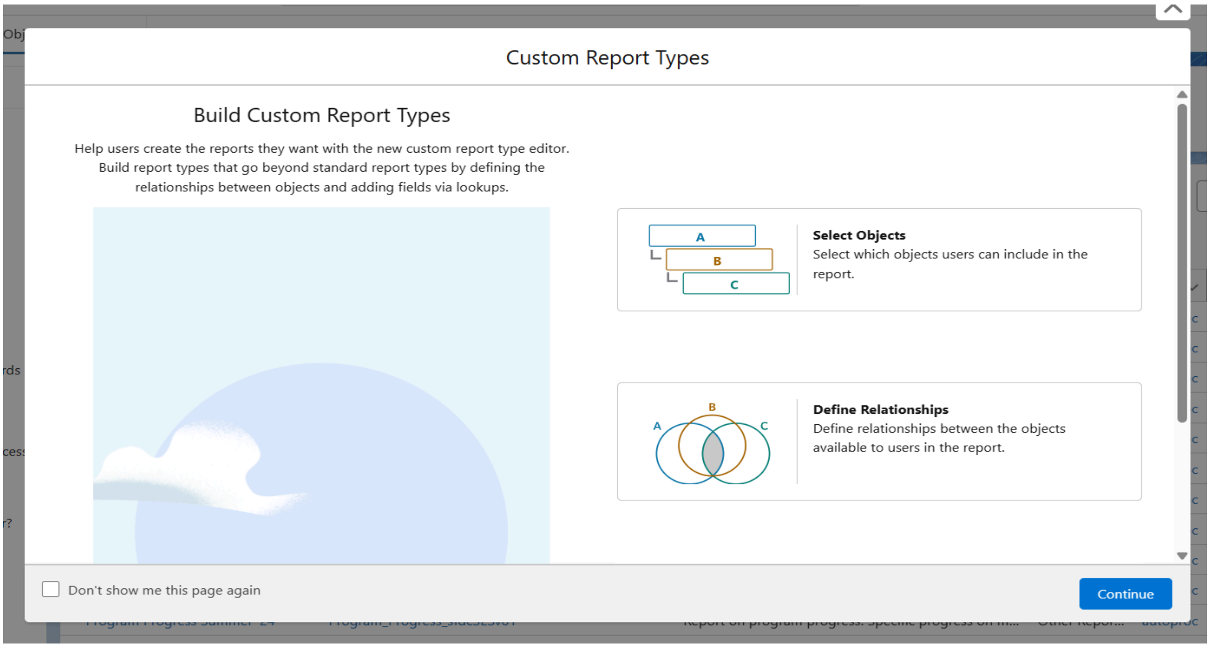
- **Reports**

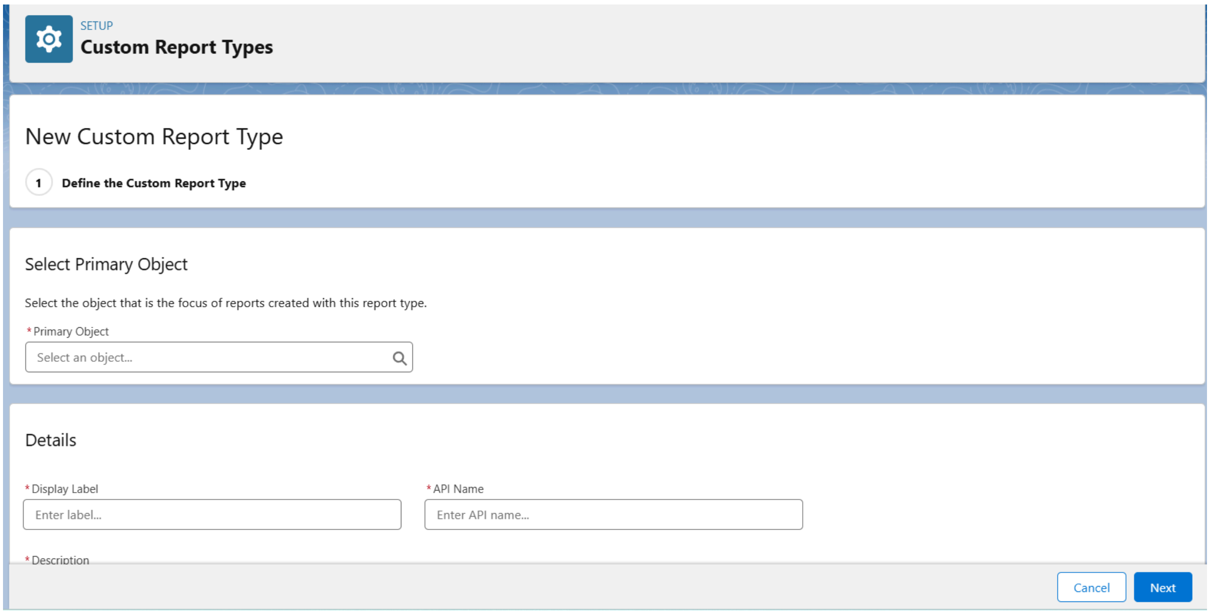

Create folder
* Folder Label
Garage Management Folder
* Folder Unique Name
GarageManagementFolder
Cancel
Save

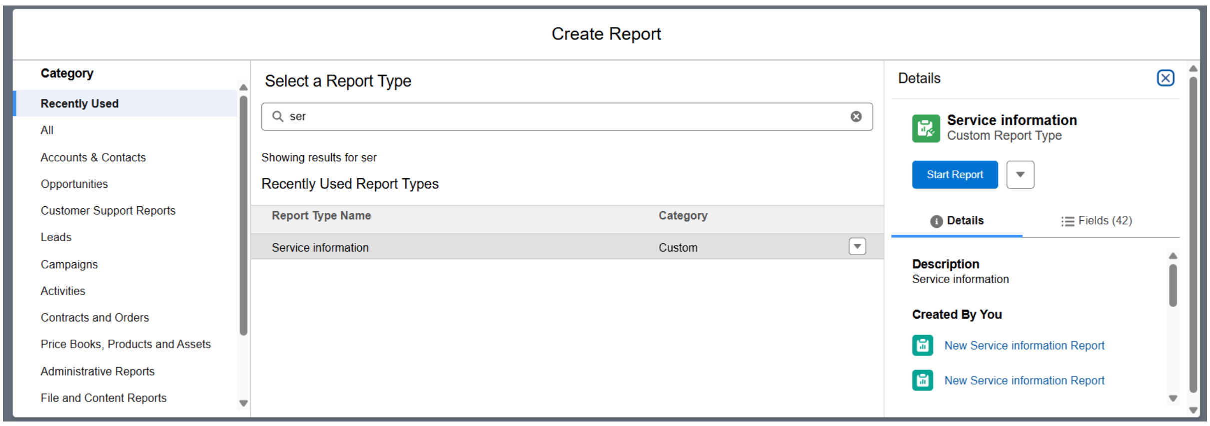

Reports
Recent
2 items
New Report
New Folder
Report Name
Description
Folder
Created By
Created On
Subscribed
New Service information Report
Garage Management Folder
Akshay Babu
9/17/2025, 11:24 PM
9/17/2025, 11:59 PM
Recent
Created by Me
Private Reports
Public Reports
All Reports


Sales
REPORT
New Service information Report
Service information
Save & Run
Save
Close
Run
Previewing a limited number of records. Run the report to see everything.
Groups
Rating for service
Payment Status
Columns
Customer Name
Appointment Date
Service Status
Payment Paid
No results found
No records returned in preview. Try running the report or editing report filters.

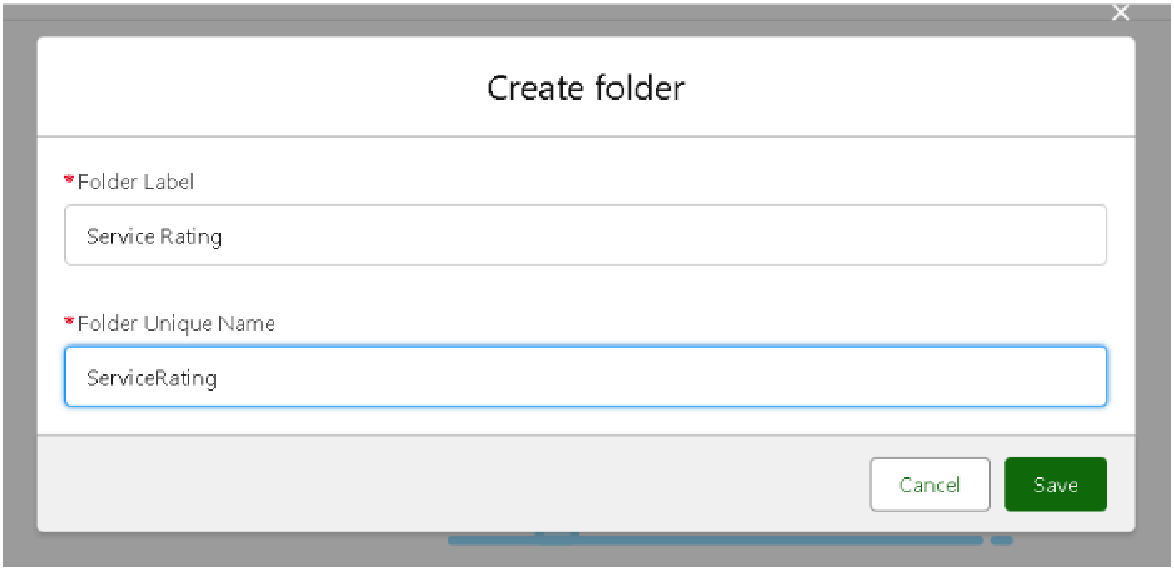
• Create Report Type

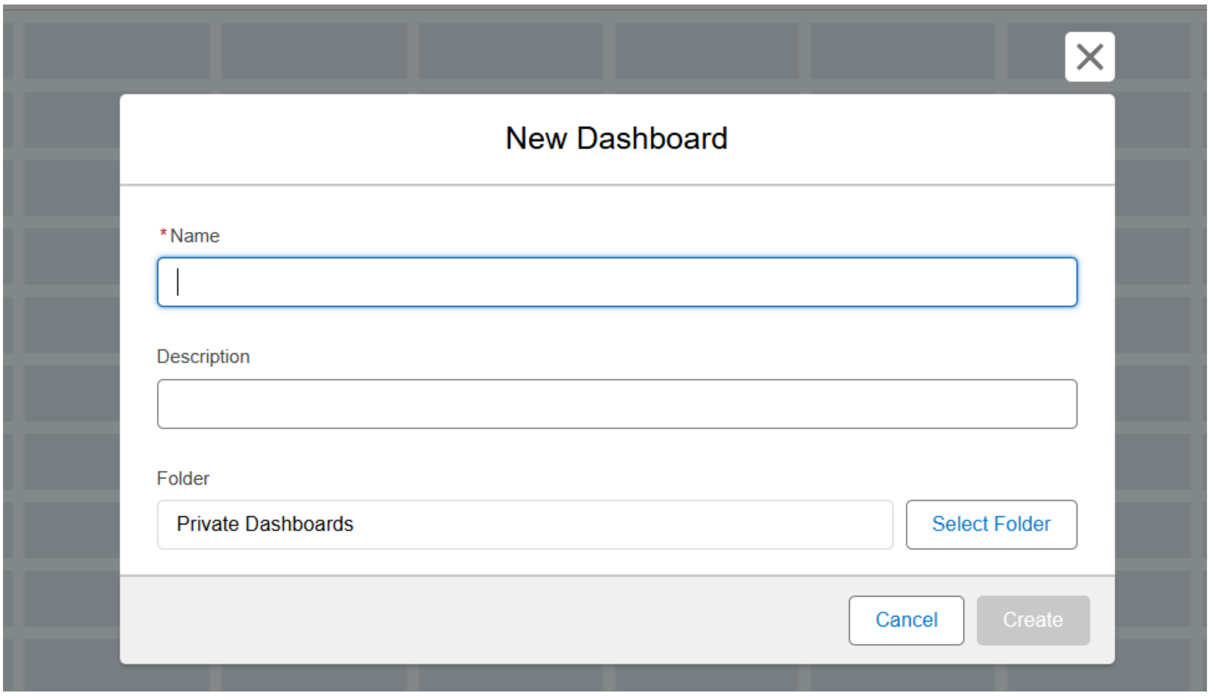






- **Dashboard Folder**





What is a Validation Rule?

In Salesforce, Validation Rules are used to ensure the accuracy and consistency of data entered into records before they are saved. A validation rule consists of a formula that evaluates the data entered, an error message that is displayed if the rule is violated, and the location where the error appears (either near a specific field or at the top of the page). These rules can be applied to both standard objects such as Account, Contact, and Opportunity, as well as custom objects.

For example, a validation rule can prevent users from entering a close date earlier than today on an Opportunity, restrict discounts to a maximum of 30%, ensure that phone numbers contain exactly 10 digits, or confirm that a rating field has values only between 1 and 5. By implementing validation rules, Salesforce administrators can prevent incorrect data from being saved, improve data quality, and maintain reliable business processes across the system.

What is Approval processes?

In Salesforce, an Approval Process is an automated workflow that defines how a record (such as a Leave Request, Expense Report, Opportunity Discount, or any custom object record) is reviewed and approved within an organization. It ensures that important records go through the proper chain of approval before being finalized. An approval process specifies the steps a record must follow, the criteria for entry, the approvers, and the actions to take when a record is approved, rejected, recalled, or reassigned.

• Entry Criteria: Conditions that decide when a record should enter the approval process (e.g., Discount > 30%).

• Approval Steps: Define who approves the record at each stage (user, role, or queue).
• Initial Submission Actions: Actions triggered when a record is submitted (e.g., lock record, send email notification).
• Approval/Rejection Actions: Define what happens when a record is approved or rejected (e.g., update field values, send email, create tasks).
• Final Actions: Executed after the process is completed (either approved or rejected).

For example, in a Garage Management System, an approval process could be set up for high-value bills where any invoice above ₹50,000 requires manager approval before being finalized. Similarly, a service report involving warranty claims could go through an approval process by the warranty department before the repair is carried out.

By using approval processes, Salesforce helps businesses maintain control, enforce compliance, and ensure that only authorized records are finalized or acted upon.

What is Automation Flows?

In Salesforce, Automation Flows (built using Flow Builder) are powerful tools that allow you to automate complex business processes without writing code. A Flow is an application inside Salesforce that collects data, performs logic, updates records, sends notifications, or takes other actions automatically based on defined conditions. They are part of Salesforce’s Flow Automation Suite, which also includes Workflow Rules and Process Builder, but Flows are the most advanced and flexible option.

A Flow consists of elements (like Create, Update, Delete, Screen, Assignment), resources (variables, formulas, constants), and connectors (define the path between elements). Admins can design flows through a drag-and-drop interface. Flows can run in the background automatically or be triggered by user interactions. Benefits

• Reduces manual effort and errors.

• Increases process efficiency and consistency.

• Improves customer experience through automation (like instant confirmations, reminders, and updates).

• Can replace older automation tools (Workflow Rules, Process Builder).

Future Enhancements

In the future, the Garage Management System can be improved by adding more advanced features. A chatbot can be integrated to help customers book appointments or get quick answers to their questions. Artificial Intelligence (AI) can be used to suggest services based on a vehicle's history. A mobile app can be developed so customers can easily access services from their phones. Online payment options can also be added for faster and easier billing. These enhancements will make the system more user-friendly, efficient, and modern.

Conclusion

The Garage Management System is designed to make garage operations simple, efficient, and well-organized. It brings all important tasks such as managing customer details, scheduling appointments, preparing service reports, generating bills, collecting feedback, and creating reports into a single system. This reduces the need for manual paperwork and helps the staff save time while avoiding mistakes. By using this system, garages can provide faster and more accurate services to their customers, which improves customer satisfaction and trust. Managers can also get clear insights from reports and dashboards, which support better decision-making and business growth.

Overall, this project highlights how technology can transform the way garages work by making processes easier, quicker, and more reliable.