

# **Garage Management System**

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College code : BRU36

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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

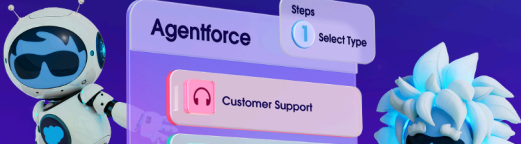
- **Fully active Salesforce account** (new account or existing account)
- **Objects in Salesforce** : Customer Details, Appointment, Service Records, Billing Details And Feedback.



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Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

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Buttons, Links, and Actions

Compact Layouts

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Description

API Name  
Customer\_Details\_\_c

Custom

✓

Singular Label  
Customer Details

Plural Label  
Customer Details

Enable Reports  
✓

Track Activities

Track Field History  
✓

Deployment Status  
Deployed

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API Name

Appointment\_c

Custom

✓

Singular Label

Appointment

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Service records

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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

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Standard salesforce.com Help Window

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# • Fields and Relationships for customer details

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Fields & Relationships

6 Items, Sorted by Field Label

Q Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Name	Name	Text(80)		✓
Gmail	Gmail_c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone number	Phone_number__c	Phone		

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Fields & Relationships

Edit Appointment Custom Field

Customer Details

Have feedback on lookup filters? Comment on IdeaExchange! Help for this Page

Change Field Type

Save

Cancel

Field Information

Field Label Customer Details

Field Name Customer\_Details

Description

Help Text

Data Owner User

Field Usage --None--

Data Sensitivity Level --None--

Compliance Categorization

Available

Chosen

Lookup Options

Setup

Home

Object Manager

Search Setup

★

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Fields & Relationships

Service records Custom Field

Quality Check Status

Back to Service records

Validation Rules

Custom Field Definition Detail

Edit

Set Field-Level Security

View Field Accessibility

Where is this used?

Field Information

Field Label Quality Check Status

Field Name Quality\_Check\_Status

API Name Quality\_Check\_Status\_\_c

Description

Help Text

Data Owner

Field Usage

Data Sensitivity Level

Compliance Categorization

Created By Akshay.Babu 9/16/2025, 8:53 AM

Modified By Akshay.Babu 9/16/2025, 8:53 AM

General Options

Default Value Unchecked

Field Dependencies

New

Field Dependencies Help

No dependencies defined.

• Validation rule

SETUP > OBJECT MANAGER

Appointment

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Validation Rules

Conditional Field Formatting

Validation Rules

1 Items, Sorted by Rule Name

New

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY	
Vehicle	Vehicle number plate	Please enter valid number	✓	Akshay Babu, 9/17/2025, 12:11 AM	

• Duplicate rule

d SETUP

Matching Rules

All Matching Rules

Help for this Page

What Are Matching Rules?

[ Expand ]

View: All Matching Rules Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Rule Name	Object	Status	Description	Last Modified Date	Last Modified By
Deactivate	Matching customer details	Customer Details	Active		9/17/2025	aks
Deactivate	Standard Account Matching Rule	Account	Active	Matching rule for account records. More info	9/12/2025	OEPIC
Deactivate	Standard Contact Matching Rule	Contact	Active	Matching rule for contact records. More info	9/12/2025	OEPIC
Deactivate	Standard Lead Matching Rule	Lead	Active	Matching rule for lead records. More info	9/12/2025	OEPIC

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

d SETUP

Matching Rules

Matching Rule

Matching customer details

Help for this Page

Matching Rule Detail

Delete Clone Deactivate

Object	Customer Details
Rule Name	Matching customer details
Unique Name	Matching_customer_details
Description	
Matching Criteria	(Customer Details: Gmail EXACT MatchBlank = FALSE) AND (Customer Details: Phone_number EXACT MatchBlank = FALSE)
Status	Active
Created By	Akshay Babu, 9/17/2025, 7:00 AM
Modified By	Akshay Babu, 9/17/2025, 7:00 AM



SETUP

d

Duplicate Rules

Customer Details Duplicate Rule

Customer Detail duplicate

Help for this Page

Duplicate Rule Detail

EditDeleteCloneDeactivate

Order1 of 1 [Reorder]

Rule Name	Customer Detail duplicate		
Description			
Object	Customer Details		
Record-Level Security	Enforce sharing rules		
Action On Create	Allow	Operations On Create	<input checked="" type="checkbox"/> Alert <input checked="" type="checkbox"/> Report
Action On Edit	Allow	Operations On Edit	<input type="checkbox"/> Alert <input type="checkbox"/> Report
Alert Text	Use one of these records?		
Active	<input checked="" type="checkbox"/>		
Matching Rule	<input checked="" type="checkbox"/> Matching customer details <input checked="" type="checkbox"/> Mapped	Matching Criteria	(Customer Details: GMail EXACT MatchBlank = FALSE) AND (Customer Details: Phone_number EXACT MatchBlank = FALSE)
Conditions			
Created By	Akshay Babu 9/17/2025, 7:05 AM	Modified By	Akshay Babu 9/17/2025, 7:05 AM

EditDeleteCloneDeactivate

## • Manager Profile

SETUP

Profiles

Custom App Settings

Required Information

	Visible	Default		Visible	Default
All Tabs (standard__AllTabSet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	My Service Journey (standard__MSJApp)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Analytics Studio (standard__Insights)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Queue Management (standard__QueueManagement)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
App Launcher (standard__AppLauncher)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales (standard__LightningSales)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approvals (standard__Approvals)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales (standard__Sales)	<input type="checkbox"/>	<input checked="" type="radio"/>
Automation (standard__FlowsApp)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Cloud Mobile (standard__SalesCloudMobile)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bolt Solutions (standard__LightningBolt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Console (standard__LightningSalesConsole)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Community (standard__Community)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Salesforce Chatter (standard__Chatter)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Content (standard__Content)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Salesforce Scheduler Setup (standard__LightningScheduler)	<input type="checkbox"/>	<input type="checkbox"/>
Data Cloud (standard__Audience360)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sample Console (standard__ServiceConsole)	<input type="checkbox"/>	<input type="checkbox"/>
Data Manager (standard__DataManager)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service (standard__Service)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital Experiences (standard__SalesforceCMS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service Console (standard__LightningService)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Garage Management Application (Garage_Management_Application)	<input type="checkbox"/>	<input type="checkbox"/>	Site.com (standard__Sites)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lightning Usage App (standard__LightningInstrumentation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Subscription Management (standard__RevenueCloudConsole)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing CRM Classic (standard__Marketing)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	WDC (standard__Work)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Custom Object Permissions

Session Settings

Session Times Out After2 hours of inactivitySession Security Level Required at Login--None--

Password Policies

User passwords expire in90 daysEnforce password history3 passwords rememberedMinimum password length8Password complexity requirementMust include alpha and numeric charactersPassword question requirementCannot contain passwordMaximum invalid login attempts10Lockout effective period15 minutesObscure secret answer for password resetsRequire a minimum 1 day password lifetimeDon't immediately expire links in forgot password emails

- **Role & Role Hierarchy**

SETUP

Roles

## Understanding Roles

Set up your Role Hierarchy to control how your organization reports on and accesses data.

**Sample Role Hierarchy**

View other sample Role Hierarchies: Territory-based Sample

Executive Staff

CEO President

CFO VP, Sales

- \* View & edit data, roll up forecasts, & generate reports for all users below
- \* Can't access data of other Executive Staff

Western Sales Director

Director of W. Sales

Eastern Sales Director

Director of E. Sales

International Sales Director

Director of Intl Sales

Western Sales Rep

CA Sales Rep

OR Sales Rep

Eastern Sales Rep

NY Sales Rep

MA Sales Rep

International Sales Rep

Asian Sales Rep

European Sales Rep

- \* View & edit data, roll up forecasts, & generate reports for all users directly below
- \* Can't access data of users above or at same level

- \* View & edit data, roll up forecasts, & generate reports only for own data
- \* Can't access data of users above or at same level

Set Up Roles

☐ Don't show this page again

[illegible]

## • Users

SETUP

Users

User Edit

Niklaus Mikaelson

Help for this Page ?

User Edit

Save Save & New Cancel

General 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)

☐

Required Information

SETUP

Users

User Edit

kannan ser

Help for this Page ?

User Edit

Save Save & New Cancel

General Information

First Name

kannan

Last Name

ser

Alias

kser

Email

akshaybabu7233@gmail.cc

Username

kannanser@gmail.com

Nickname

User175812196130074671

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)

☐

Required Information

- Public groups

SETUP

Public Groups

Group Membership

Group: sales team

Help for this Page

Group Information

Save

Cancel

Edit Public Group

Required Information

Label

sales team

Group Name

sales\_team

Grant Access Using Hierarchies

☒

Description

Search:

Public Groups

for:

Find

Available Members

Selected Members

--None--

Role: sales person

Add

Remove

- Sharing Setting

SETUP

Sharing Settings

Setup

Service records Sharing Rule

Help for this Page

Use sharing rules to make automatic exceptions to your organization-wide sharing settings for defined sets of users.

Note: "Roles and subordinates" includes all users in a role, and the roles below that role.

You can use sharing rules only to grant wider access to data, not to restrict access.

Label

Sharing setting

Rule Name

Sharing\_setting

Description

Service records: owned by members of

Share with

Access Level

Created By

Role: sales person

Role: Manager

Read/Write

Akshay Babu, 9/17/2025, 8:45 AM

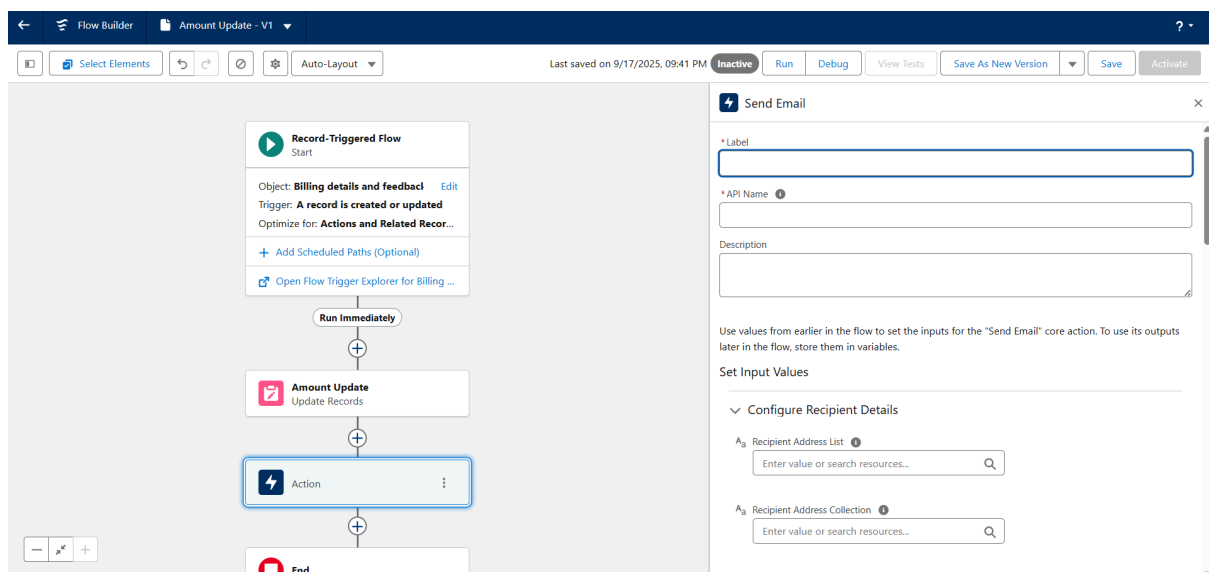
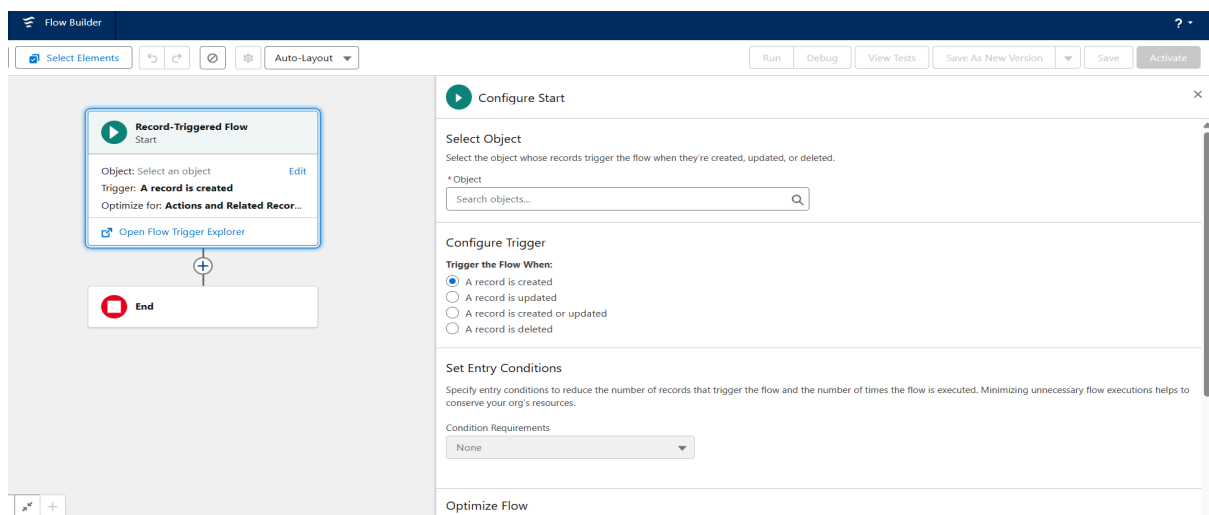
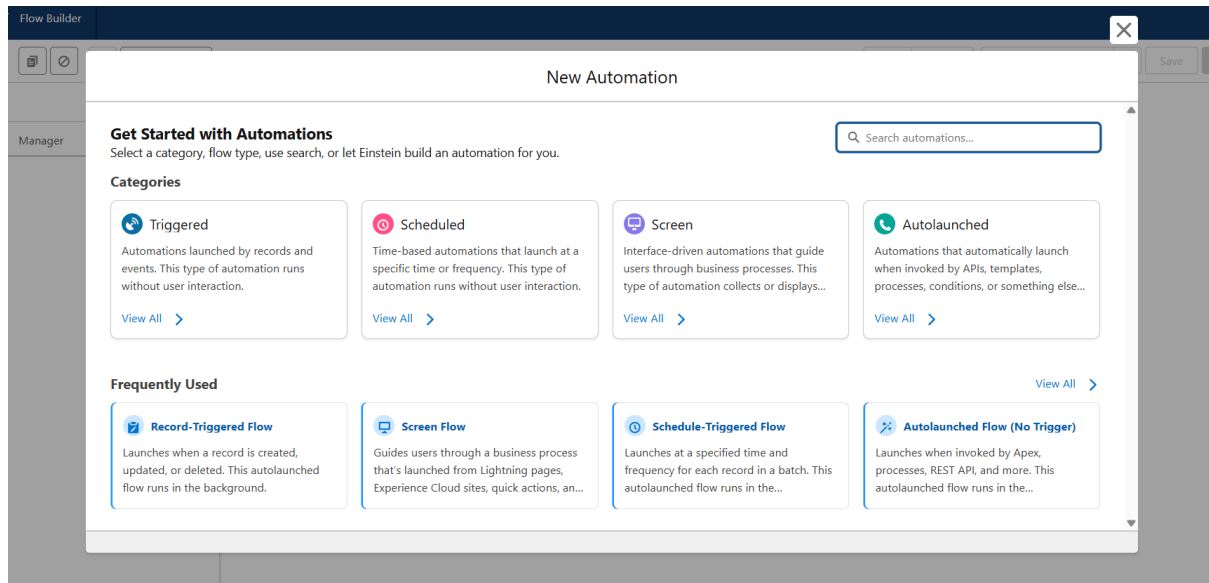
Modified By

Akshay Babu, 9/17/2025, 8:46 AM

Save

Cancel

# • Flows



SETUP

Flows

Flow

Amount Update

Help for this Page

Back to List: Flows

Flow Detail

EditOpenRunDelete

Flow Label	Amount Update	Flow API Name	Amount_Update
Description		Namespace Prefix	
Environments	Default	Type	Autolaunched Flow
Active Version		URL	/flow/Amount_Update
Trigger	Record—Run After Save	Activated/Deactivated By	
Modified By	Akshay Babu, 9/17/2025, 9:11 AM	Created By	Akshay Babu, 9/17/2025, 9:11 AM

Flow Versions

Action	Flow Label	Version	Description	Built with	Created Date	Type	Status	Progress Status	Run in Mode	API Version for Running the Flow	Log Metrics to Data Cloud
<a href="#">Open</a>   <a href="#">Run</a>   <a href="#">Activate</a>	Amount Update	1		Flow Builder	9/17/2025, 9:11 AM	Autolaunched Flow	Inactive	Draft	Default Mode	64.0	<input type="checkbox"/>

## • Apex handler

Developer Console - Google Chrome

orgfarm-b64b4beaff-dev-ed.develop.my.salesforce.com/\_ui/common/apex/debug/ApexCSIPage

File Edit Debug Test Workspace Help

AmountDistributionHandler.apxc AmountDistribution.apxt

Code Coverage: None API Version: 64

Go To

```
1 public class AmountDistributionHandler {
2
3
4
5 public static void amountDist(list<Appointment__c> listApp){
6
7     list<Service_records__c> serList = new list <Service_records__c>();
8
9
10
11 for(Appointment__c app : listApp){
12
13     if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
14
15         app.Service_Amount__c = 10000;
16
17     }
18
19     else if(app.Maintenance_service__c == true && app.Repairs__c == true){
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
------	-------------	-----------	------	--------	------	------

Developer Console - Google Chrome

orgfarm-b64b4beaff-dev-ed.develop.my.salesforce.com/\_ui/common/apex/debug/ApexCSIPage

File Edit Debug Test Workspace Help

AmountDistributionHandler.apxc AmountDistribution.apxt

Code Coverage: None API Version: 64

Go To

```
1 trigger AmountDistribution on Appointment__c (before insert, before update) {
2
3
4
5 if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
6
7     AmountDistributionHandler.amountDist(trigger.new);
8
9
10
11 }
12
13
14
15 }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
------	-------------	-----------	------	--------	------	------

• Reports

Search recent reports...

Description	Folder	Created By	Created On
on Report			25, 11:24 PM
on Report			25, 11:59 PM

Create folder

\* Folder Label

Garage Management Folder

\* Folder Unique Name

GarageManagementFolder

Cancel

Save

Reports

Recent

2 items

Search recent reports...

New Report

New Folder

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

Search...

Star

+

?

⚙

🔔

👤

Sales

Home

Opportunities

Leads

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Campaigns

Dashboards

Reports

Chatter

Groups

Calendar

More

REPORT

New Service information Report

Service information

Save & Run

Save

Close

Run

Outline

Filters

Previewing a limited number of records. Run the report to see everything.

Update Preview Automatically

Fields

Groups

GROUP ROWS

Add group...

Rating for service

Payment Status

GROUP COLUMNS

Add group...

Columns

Add column...

Customer Name

Appointment Date

Service Status

# Payment Paid

No results found

Rating for service

Payment Status

Customer Name

Appointment Date

Service Status

Payment Paid

No records returned in preview. Try running the report or editing report filters.

Show All customer details

Set the Created Date filter to All Time

Edit other filters in the filter panel.

Row Counts

Detail Rows

Subtotals

Grand Total

Conditional Formatting


To Do List

## • Create Report Type

### Custom Report Types

#### Build Custom Report Types

Help users create the reports they want with the new custom report type editor.  
Build report types that go beyond standard report types by defining the relationships between objects and adding fields via lookups.

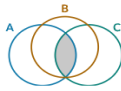


A

B

C

**Select Objects**  
Select which objects users can include in the report.



**Define Relationships**  
Define relationships between the objects available to users in the report.

☐ Don't show me this page again

Continue

SETUP

Custom Report Types


### New Custom Report Type

1 Define the Custom Report Type

#### Select Primary Object

Select the object that is the focus of reports created with this report type.

\* Primary Object

Select an object... 

#### Details

\* Display Label

Enter label...

\* API Name

Enter API name...

\* Description

CancelNext

### Create Report

Category

Recently Used

All

Accounts & Contacts

Opportunities

Customer Support Reports

Leads

Campaigns

Activities

Contracts and Orders

Price Books, Products and Assets

Administrative Reports

File and Content Reports

Select a Report Type

ser

Showing results for ser

Recently Used Report Types

Report Type Name	Category
Service information	Custom

Details

Service information

Custom Report Type

Start Report

Details

Fields (42)

Description

Service information

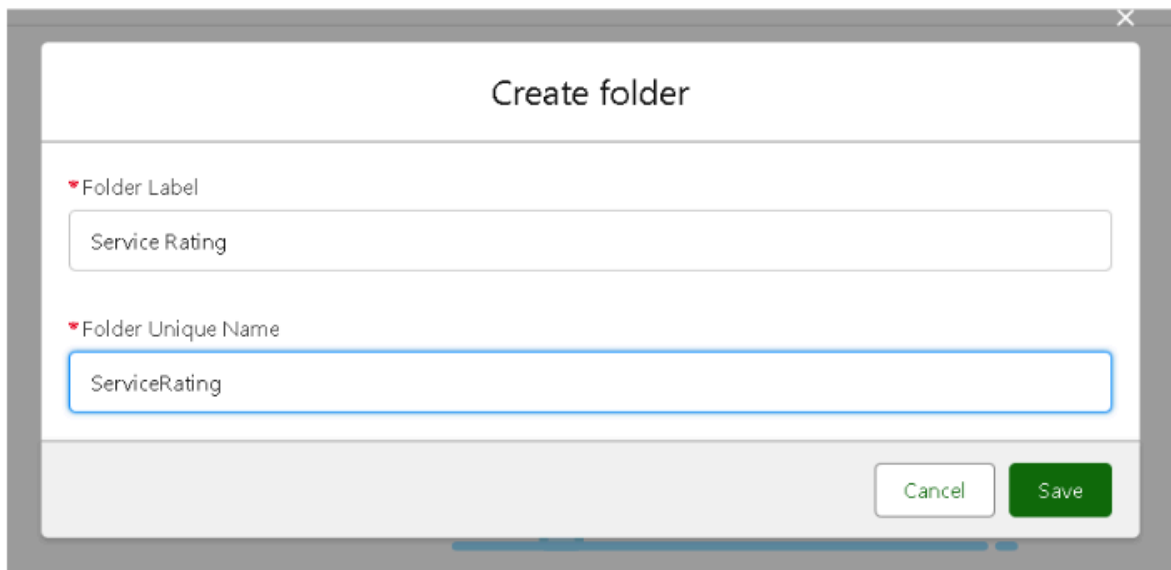
Created By You

New Service information Report

New Service information Report



- **Dashboard Folder**



A dialog box titled "Create folder" with a close button (X) in the top right corner. It contains two input fields: "Folder Label" with the text "Service Rating" and "Folder Unique Name" with the text "ServiceRating". At the bottom right, there are two buttons: "Cancel" and "Save".

Create folder

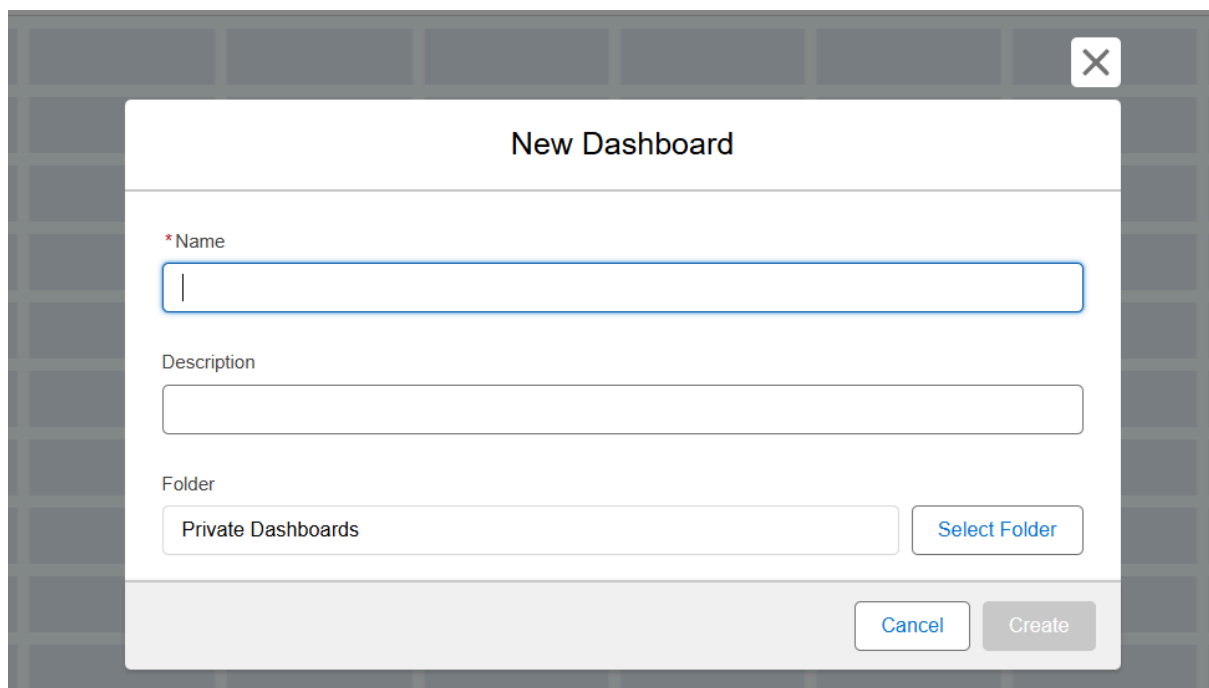
▼ Folder Label

Service Rating

▼ Folder Unique Name

ServiceRating

Cancel Save



A dialog box titled "New Dashboard" with a close button (X) in the top right corner. It contains three input fields: "Name" (marked with a red asterisk) which is empty, "Description" which is empty, and "Folder" which contains the text "Private Dashboards". To the right of the "Folder" field is a button labeled "Select Folder". At the bottom right, there are two buttons: "Cancel" and "Create".

New Dashboard

\* Name

Description

Folder

Private Dashboards Select Folder

Cancel Create

## 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.