PROPOSED SOLUTION

Date	23 Octobar 2025
Team ID	NM2025TMID01747
Project Name	Garage Management System
Maximum Marks	2 Marks

Proposed Solution Templete :

S.no	Parameters	Description
1	**Problem Statement**	In traditional garage operations, customer records, vehicle details, and service tracking are managed manually, leading to errors, data loss, delayed services, and poor customer communication. There is no centralized system to handle all processes efficiently.
2	**Solution Description**	The Garage Management Project is a Salesforce-based solution that automates garage operations. It manages customer details, vehicle information, service bookings, billing, and feedback through custom objects and automated workflows, ensuring accuracy and operational efficiency.
3	**Uniqueness**	The solution leverages Salesforce's low-code tools such as Flows, Validation Rules, and Process Builder to automate real-world garage processes without requiring external systems, offering an innovative CRM-based service management approach.

4	**Customer Satisfaction**	The system enhances customer experience by providing transparency, timely updates, and accurate billing. It improves staff coordination, reduces delays, and ensures reliable service delivery, thereby increasing overall customer trust and satisfaction.
5	**Business Model**	While primarily academic, the system offers real-world business value by saving time, reducing operational errors, and improving workflow efficiency—ultimately enabling garages to serve more customers effectively and increase profitability.
6	**Scalability of the Solution**	The solution can be scaled to include advanced modules such as spare parts inventory, employee performance tracking, and supplier management. It can also be adapted for multi-branch garage operations or integrated with external payment systems.

Solution Description :

The **Garage Management Project** is a Salesforce-powered system developed to simplify and automate day-to-day operations in automobile garages. It brings together all customer, vehicle, and service information in one centralized platform using Salesforce tools like **Flows** and **Validation Rules**. This integration helps manage service bookings, billing, and customer feedback with high efficiency and accuracy, reducing manual work and errors.

With features such as **real-time updates** and **automated notifications**, the system improves transparency between staff and customers, ensuring better communication and satisfaction. By connecting all garage activities in a single cloud-based environment, the solution enhances teamwork, speeds up service delivery, and supports smarter decision-making. Overall, it transforms traditional garage operations into a **modern, automated, and data-driven system**.

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