

Garage Management system

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1.INTRODUCTION

1.1 Project Overview

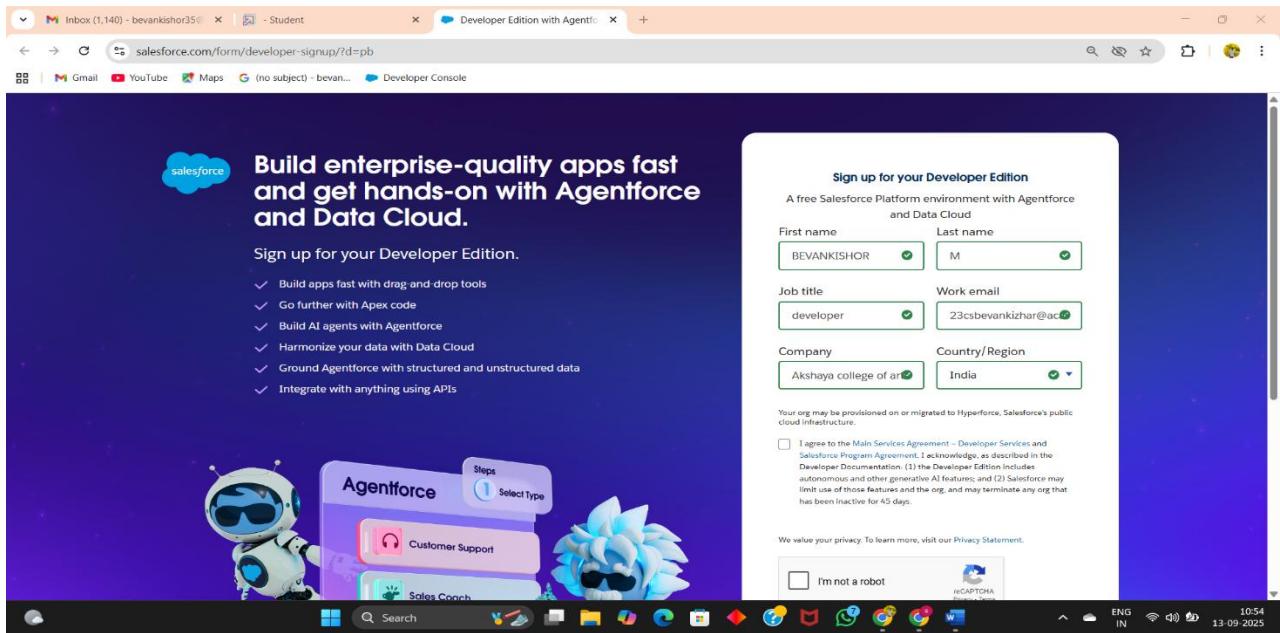
The Garage Management System project in Salesforce is designed to streamline vehicle servicing, repair tracking, and spare parts management. It enables garages to record customer details, monitor mechanic performance, and generate automated invoices. Through customized reports and dashboards, the system enhances operational efficiency, supports better decision-making, and improves overall customer satisfaction.

1.2 Purpose

The purpose of the Garage Management System in Salesforce is to simplify and automate garage operations, including service tracking, spare parts usage, billing, and customer management. It aims to provide accurate reports and dashboards for better monitoring, improve efficiency of mechanics, and enhance customer satisfaction through organized and timely services.

Creating Developer Account:

By using this URL - <https://orgfarm-f331f6164a-dev-ed.develop.lightning.force.com/lightning>



- Created objects: Customer Details, Appointment, Service records, Billing details and feedback

Customer Details

Details

Description

API Name: Customer_Details__c

Singular Label: Customer Details

Plural Label: Customer Details

Enable Reports: ✓

Track Activities: ✓

Track Field History: ✓

Deployment Status: Deployed

Help Settings: Standard salesforce.com Help Window

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes tabs for Student, Fwd: Welcome to..., Recently Viewed, Service records, SF_Project Demo, SalesForce report, FINAL REPORT, and FINAL REPORT. The main title is "SETUP > OBJECT MANAGER" followed by "Service records".

The left sidebar contains a "Details" section with various configuration options:

- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions**
- Compact Layouts
- Field Sets
- Object Limits
- Record Types
- Related Lookup Filters
- Search Layouts
- List View Button Layout
- Restriction Rules
- Scoping Rules
- Object Access

The right panel displays the "Details" for the "Service records" object. The API Name is set to "Service_records_c". The Singular Label is "Service records" and the Plural Label is also "Service records". Under the "Enable Reports" section, "Track Activities" is checked. Under "Track Field History", "Deployment Status" is set to "Deployed". The "Help Settings" link points to "Standard salesforce.com Help Window".

At the bottom of the page, the URL is https://orgfarm-f331f6164a-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/01gL000001ngLh/ButtonsLinksActions/view.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes tabs for Student, Fwd: Welcome to..., Recently Viewed, Service records, SF_Project Demo, SalesForce report, FINAL REPORT, and FINAL REPORT. The main title is "SETUP > OBJECT MANAGER" followed by "Billing details and feedback".

The left sidebar contains a "Details" section with various configuration options:

- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions**
- Compact Layouts
- Field Sets
- Object Limits
- Record Types
- Related Lookup Filters
- Search Layouts
- List View Button Layout
- Restriction Rules
- Scoping Rules

The right panel displays the "Details" for the "Billing details and feedback" object. The API Name is set to "ser_000_c". The Singular Label is "Billing details and feedback" and the Plural Label is also "Billing details and feedback". Under the "Enable Reports" section, "Track Activities" is checked. Under "Track Field History", "Deployment Status" is set to "Deployed". The "Help Settings" link points to "Standard salesforce.com Help Window".

At the bottom of the page, the URL is https://orgfarm-f331f6164a-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/01gL000001ngLh/ButtonsLinksActions/view.

The screenshot shows the Salesforce Setup interface for the Appointment object. The left sidebar lists various setup tabs: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, and Scoping Rules. The main content area is titled 'Details' and shows the following configuration:

| Description | Value |
|----------------|---------------|
| API Name | Appointment_c |
| Custom | ✓ |
| Singular Label | Appointment |
| Plural Label | Appointments |

On the right side, there are sections for 'Enable Reports' (checked), 'Track Activities' (checked), 'Track Field History' (checked), 'Deployment Status' (Deployed), 'Help Settings' (Standard salesforce.com Help Window), and a 'Search Setup' bar at the top.

- Configured fields and relationships

The screenshot shows the 'Fields & Relationships' section for the Appointment object. The left sidebar is identical to the previous screenshot. The main content area displays a table of fields:

| FIELD LABEL | FIELD NAME | DATA TYPE | CONTROLLING FIELD | INDEXED |
|---------------------|-----------------------|--------------------------|-------------------|---------|
| Appointment Date | Appointment_Date_c | Date | | |
| Appointment Name | Name | Auto Number | | |
| Created By | CreatedBy | Lookup(User) | ✓ | |
| Customer Details | Customer_Details__c | Lookup(Customer Details) | ✓ | |
| Customer Name | Customer_Name__c | Lookup(Appointment) | ✓ | |
| Last Modified By | LastModifiedBy | Lookup(User) | | |
| Maintenance service | Maintenance_service_c | Checkbox | | |
| Owner | OwnerId | Lookup(User,Group) | ✓ | |
| Payment Paid | Payment_Paid_c | Currency(18, 0) | | |
| Repairs | Repairs_c | Checkbox | | |

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes tabs like Student, Fwd: Welcome to..., Recently Viewed, Appointment, SF Project Demo, SalesForce report, FINAL REPORT, and FINAL REPORT. Below the navigation is a toolbar with icons for Gmail, YouTube, Maps, and Developer Console. The main area displays the 'Appointment' object setup page under 'SETUP > OBJECT MANAGER'. The 'Fields & Relationships' section lists 13 items, sorted by Field Label. The table columns are FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The listed fields include:

| FIELD LABEL | FIELD NAME | DATA TYPE | CONTROLLING FIELD | INDEXED |
|---------------------|-----------------------|--------------------------|-------------------|---------|
| Appointment Date | Appointment_Date_c | Date | | |
| Appointment Name | Name | Auto Number | | ✓ |
| Created By | CreatedBy | Lookup(User) | | |
| Customer Details | Customer_Details_c | Lookup(Customer Details) | | ✓ |
| Customer Name | Customer_Name_c | Lookup(Appointment) | | ✓ |
| Last Modified By | LastModifiedBy | Lookup(User) | | |
| Maintenance service | Maintenance_service_c | Checkbox | | |
| Owner | OwnerId | Lookup(User,Group) | | ✓ |
| Payment Paid | Payment_Paid_c | Currency(18, 0) | | |
| Repairs | Repairs_c | Checkbox | | |

The bottom of the screen shows a taskbar with various application icons and system status indicators.

Creating a Custom Tab

relevant tabs

The screenshot shows the Salesforce Setup interface with the 'Tabs' tab selected in the left sidebar under 'Setup'. The main content area displays the 'Custom Tabs' section, which includes sections for 'Custom Object Tabs', 'Web Tabs', 'Visualforce Tabs', and 'Lightning Component Tabs'. Each section provides a table for managing tabs, showing columns for Action, Label, Tab Style, and Description. A search bar at the top right allows users to search for specific tabs.

The screenshot shows the Lightning App Builder interface with the 'App Details & Branding' tab selected in the left sidebar under 'App Settings'. The main content area displays the 'App Details & Branding' section, which includes fields for 'App Name' (Garage Management Application), 'Developer Name' (Garage_Management_Application), 'Description' (Enter a description...), 'Image' (Upload button), 'Primary Color Hex Value' (#0070D2), and 'Org Theme Options' (checkbox). An 'App Launcher Preview' section shows a preview of the app icon and name. The top navigation bar shows multiple tabs including 'Student', 'Fwd: Welcome to...', 'Recently Viewed', 'SF_Project Demo', 'Salesforce report', 'FINAL REPORT', 'record screen w...', and 'Developer Console'.

VALIDATION RULES

DUPLICATE RULES

The screenshot shows the Salesforce Object Manager interface. The left sidebar lists various setup options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, Scoping Rules, and Object Access. The main content area displays a Validation Rule for the 'Billing details and feedback' object. The rule is titled 'Billing details and feedback Validation Rule'. It has an active status and was created by 'bevankishor.m' on 8/28/2025, 4:41 AM. The validation formula is 'NOT(REGEX(Rating_for_service__c , '[1-5][1]'))' and the error message is 'rating should be from 1 to 5'. The error location is 'Rating for service'. The bottom of the screen shows a Windows taskbar with icons for weather, search, file explorer, and various applications.

Billing details and feedback Validation Rule

Validation Rule Detail

| Rule Name | rating_should_be_less_than_5 | Active |
|-------------------------|---|-----------------------------------|
| Error Condition Formula | NOT(REGEX(Rating_for_service__c , '[1-5][1]')) | ✓ |
| Error Message | rating should be from 1 to 5 | Error Location |
| Description | | Rating for service |
| Created By | bevankishor.m, 8/28/2025, 4:41 AM | Modified By |
| | | bevankishor.m, 8/28/2025, 4:41 AM |

PROFILE:

The screenshot shows the Salesforce Setup interface under the Profiles section. The Standard User profile is selected. The profile details include the name 'Standard User', user license 'Salesforce', and creation information ('Created By: salesforce.com, Inc., 8/24/2025, 2:50 PM'). The 'Profile Detail' section shows various assignments for different object layouts. A red box highlights the 'Global Layout' assignment for the Home Page Layout.

ROLES:

The screenshot shows the Salesforce Setup interface under the Roles section. It displays the 'Creating the Role Hierarchy' page. The hierarchy tree shows roles like 'akashaya college of arts and science', 'CEO', 'CFO', 'COO', 'Manager', 'sales person', 'SVP.Customer Service & Support', 'Customer Support, International', 'Customer Support, North America', 'Installation & Repair Services', 'SVP.Human Resources', and 'SVP.Sales & Marketing'. Each node has 'Edit | Del | Assign' options. A red box highlights the 'Add Role' button under the 'CEO' node.

USERS:

All Users

On this page you can create, view, and manage users.

| Action | Full Name | Alias | Username | Role | Active | Profile |
|--------------------------|-------------------|---------|--|---------|-------------------------------------|----------------------------------|
| <input type="checkbox"/> | Chatter Expert | Chatter | chatty_00dg000005xhcmua.u.y3deufoefch@chatter.salesforce.com | | <input checked="" type="checkbox"/> | Chatter Free User |
| <input type="checkbox"/> | cvsd_dcword | dcvds | 231bevan2ar@acascbe.edu.in | | <input checked="" type="checkbox"/> | sales person |
| <input type="checkbox"/> | dvv | dvv | 231bevan_kizhar@acascbe.edu.in | | <input checked="" type="checkbox"/> | Chatter External User |
| <input type="checkbox"/> | EPIC_OrgFarm | OEPC | epic_b09493650ed@orgfarm.salesforce.com | | <input checked="" type="checkbox"/> | System Administrator |
| <input type="checkbox"/> | m_beavankishor | 23c | 23cshevankishor@cas.com | | <input checked="" type="checkbox"/> | System Administrator |
| <input type="checkbox"/> | Mikaelson_Niklaus | nmilk | beavankishor@cas.com | Manager | <input checked="" type="checkbox"/> | Manager |
| <input type="checkbox"/> | User_Integration | Integ | integration@00dg000005xhcmua.u.com | | <input checked="" type="checkbox"/> | Analytics Cloud Integration User |
| <input type="checkbox"/> | User_Security | sec | insightssecurity@00dg000005xhcmua.com | | <input checked="" type="checkbox"/> | Analytics Cloud Security User |

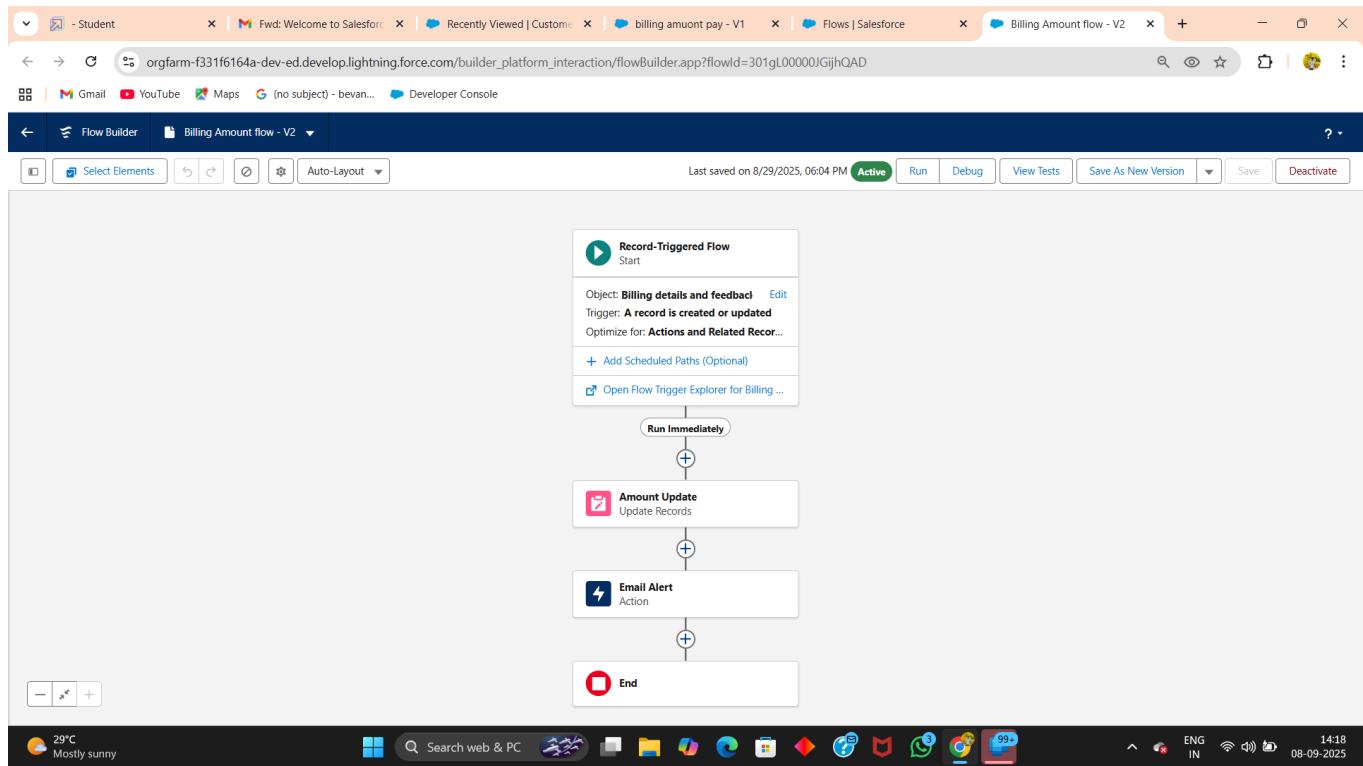
Public Groups

A public group is a set of users. It can contain individual users, other groups, the users in a particular role or territory, or the users in a role or territory plus all of the users below that role or territory in the hierarchy.

| Action | Label | Group Name | Created By | Created Date |
|--------------------------|------------|------------|----------------|--------------------|
| <input type="checkbox"/> | sales team | sales_team | m.beavankishor | 8/28/2025, 6:37 AM |

Sharing Setting:

- Implemented Flows for monthly rent and payment success



Apex:

Student - orgfarm-f331f6164a-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage

Developer Console | Flows | Salesforce | Billing Amount flow - V1 | Billing Amount flow - V2

```
AmountDistributionHandler.apxc
```

```
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        for(Appointment__c app : listApp){
11
12            if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
13
14                app.Service_Amount__c = 10000;
15
16            }
17        }
18    }
19}
```

Logs Tests Checkpoints Query Editor View State Progress Problems

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

Filter Click here to filter the log list

29°C Mostly sunny Search web & PC 14:21 08-09-2025

Student - orgfarm-f331f6164a-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage

Developer Console | Flows | Salesforce | Billing Amount pay - V1 | Billing Amount flow - V2

```
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 |
|------|-------------|-----------|------|--------|------|------|
| | | | | | | |

Filter Click here to filter the log list

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Reports:

The screenshot shows a web browser window with multiple tabs open. The active tab is titled "Garage Management Folder | S..." and displays the "Garage Management Folder" in the "Reports" section of a Salesforce instance. The URL in the address bar is <https://orgfarm-f331f6164a-dev-ed.lightning.force.com/lightning/r/Folder/00lgL000003wa1NQAO/view?queryScope=userFolders>. The page header includes links for "Customer Details", "Appointments", "Service records", "Billing details and feedback", "Reports", and "Dashboards". On the left, a sidebar menu under "Reports" shows "Recent", "Created by Me", "Private Reports", "Public Reports", and "All Reports". Under "Folders", "All Folders" is selected, showing "Created by Me" and "Shared with Me". The main content area shows a table with one item:

| REPORTS | Name | Description | Folder | Created By | Created On | Subscribed |
|---------|--------------------------------|-------------|--------------------------|---------------|--------------------|------------|
| Recent | New Service information Report | | Garage Management Folder | bevankishor m | 8/29/2025, 4:07 AM | |

The browser's taskbar at the bottom shows various pinned icons and the date/time: 08-09-2025, 14:26. The system tray indicates a weather forecast of 29°C Mostly sunny.

Screenshot of the Salesforce Setup page showing the creation of a custom report type named "Service information1".

Left Sidebar:

- Feature Settings
- Analytics
- Reports & Dashboards
 - Access Policies
 - Historical Trending
 - Report Types** (selected)
 - Reporting Snapshots
 - Reports and Dashboards
 - Settings
- Guest User Sharing Rule Access Report

Did you find what you're looking for?
Try using Global Search.

Details Panel:

Display Label: Service information1
API Name: Service_information1
Description: Note: Description will be visible to users who create reports.
Created By: bevankishor m, 08/09/2025, 02:32 pm
Store in Category: other
Deployment Status: Deployed
Modified By: bevankishor m, 08/09/2025, 02:32 pm

Fields Panel:

| Source Object | Included Fields |
|------------------|-----------------|
| Customer Details | 11 |
| Appointments | 15 |
| Service records | 11 |

Object Relationships Panel:

Customer Details (A) with at least one related record from Appointments (B)
 B with at least one related record from Service records (C)
 C with at least one related record from Billing details and feedback (D)

Bottom Bar:

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Screenshot of the Salesforce Report Builder interface for a "New Service information Report".

Top Navigation:

- Fwd: Welcome to Salesforce
- Student
- Report Builder | Salesforce
- Garage Management Folder
- Report Types | Salesforce
- Billing Amount flow - V2

Left Sidebar (Fields):

- REPORT ▾
- New Service information Report ▾
- Service information
- Outline
- Groups
 - GROUP ROWS
 - Add group...
- Rating for service
- GROUP COLUMNS
 - Add group...
- Payment Status
- Columns
 - Add column...
- Customer Name: Appointment Nar
- Appointment Date
- Service Status
- # Payment Paid

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

Details (0 Rows) Click an intersection in the table above to filter details.

| Customer Name: Appointment Name | Appointment Date | Service Status | Payment Paid |
|---------------------------------|------------------|----------------|--------------|
|---------------------------------|------------------|----------------|--------------|

Row Counts Detail Rows Grand Total Stacked Summaries Conditional Formatting

Bottom Bar:

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Fwd: Welcome to Salesforce - Student | Recent | Dashboards | Sales | Garage Management Folder | Report Types | Salesforce | Billing Amount flow - V2 | +

orgfarm-f331f6164a-dev-ed.develop.lightning.force.com/lightning/o/

Recent | Dashboards | Sales | Garage Management Folder | Report Types | Salesforce | Billing Amount flow - V2 | +

Gmail YouTube Maps (no subject) - bevan... Developer Console

Garage Management... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Search...

Dashboards

Recent

2 items

| DASHBOARDS | Dashboard Name | Description | Folder | Created By | Created On | Subscribed |
|---------------|--------------------------|--------------------------|---------------|---------------------|------------|------------|
| Recent | Service Rating dashboard | Service Rating dashboard | bevankishor m | 8/28/2025, 11:20 PM | ✓ | ▼ |
| Created by Me | customer review | Service Rating dashboard | bevankishor m | 8/28/2025, 11:47 PM | ✓ | ▼ |

Customer Details Appointments Service records Billing details and feedback Reports Dashboards

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Fwd: Welcome to Salesforce - Student | Recently Viewed | Customer Details | Recently Viewed | Customer Details | Report Types | Salesforce | Billing Amount flow - V2 | +

orgfarm-f331f6164a-dev-ed.develop.lightning.force.com/lightning/o/Customer_Details_c/list?filterName=_Recent

Recently Viewed | Customer Details | Appointments | Service records | Billing details and feedback | Reports | Dashboards

Garage Management... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Search...

Customer Details

Recently Viewed

6 items • Updated a few seconds ago

| | Customer Details Name | Actions |
|---|-----------------------|---------|
| 1 | mac | edit |
| 2 | VP of Services | edit |
| 3 | bevankishorj | edit |
| 4 | tgdqudb | edit |
| 5 | JEEVITHA | edit |
| 6 | GFBXBX | edit |

Customer Details Appointments Service records Billing details and feedback Reports Dashboards

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ADVANTAGES & DISADVANTAGES

✓ Advantages

- Automates garage operations like billing, service tracking, and inventory.**
 - Provides real-time reports and dashboards for better decision-making.**
 - Improves mechanic productivity and customer satisfaction.**
 - Reduces errors in manual record keeping.**
 - Scalable and customizable within Salesforce.**
-

⚠ Disadvantages

- Requires proper Salesforce setup and customization skills.**
- Internet dependency – cannot work offline.**
- Initial implementation and licensing may be costly.**
- Staff need training to use the system effectively.**

CONCLUSION

“The Garage Management System in Salesforce provides an efficient and reliable platform to manage garage operations. By integrating service tracking, inventory management, and reporting into one system, it reduces manual effort and enhances decision-making. Although it requires investment and training, the long-term benefits of improved productivity, accuracy, and customer satisfaction make it a valuable solution for modern garage businesses.”

APPENDIX

Syntax For creating trigger :

The syntax for creating trigger is :

Trigger [trigger name] on [object name](Before/After event)

```
{  
}
```

```
trigger AmountDistribution on Appointment__c (before insert, before update) {
```

```
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
```

```
        AmountDistributionHandler.amountDist(trigger.new);
```

```
}
```

```
}
```