Requirement Analysis
Solution Requirements (Functional & Non-functional)

Date	27 June 2025
Team ID	LTVIP2025TMID29772
Project Name	GARAGE MANAGEMENT SYSTEM

Solution Requirements:

Solution Requirements specify what is needed to build and implement the solution to meet both the business needs and the functional/non-functional requirements.

Functional Requirements:

These define what the system should do.Following are the functional requirements of the proposed solution.

ID	Requirement	Description
FR-1	User Management	Allow managers,salespersons and service staff to register,login, and manage their accounts with appropriate roles
FR-2	Customer Details Management	Enable creation and storage of customer information including name, phone number, email, and vehicle number.
FR-3	Appointment Scheduling	Allow booking of vehicle service appointments with date, vehicle info, and selected services (maintenance, repair, etc.)
FR-4	Email Notifications	Send automated email notifications on successful payment or service completion.
FR-5	Service Record Management	Create and track service records linked to appointments, capturing service status and quality checks.
FR-6	Billing & Payment Tracking	Generate and manage billing details including automated service amount calculation based on selected services.
FR-7	Feedback Collection	Capture customer feedback with ratings (1–5 scale) and store them against service records.
FR-8	Reporting & Dashboards	Generate reports and dashboards displaying service performance, customer ratings, and billing metrics.
FR-9	Data Validation & Duplication Control	Enforce validation rules (e.g., vehicle number format) and prevent duplicate customer entries.
FR-10	Role-Based Access Control	Restrict access to records and actions based on user roles (manager vs salesperson).

Non-Functional Requirements:

These define how the system performs its tasks. Following are the non-functional requirements of the proposed solution.

FR No	Non-Functional Requirement	Description
NFR-1	Performance	The system should respond to actions within 2 seconds and load reports in under 5 seconds.
NFR-2	Scalability	Must support increasing numbers of customer records, service entries, and billing data without lag.
NFR-3	Security	Enforce Salesforce role-based access, validation rules, and secure login to protect sensitive data.
NFR-4	Usability	Interface should be simple, with well-labeled tabs and dashboards, suitable for non-technical users.
NFR-5	Availability	Ensure 99.9% uptime of the application within the Salesforce environment for continuous garage operations.
NFR-6	Data Accuracy	Maintain accurate linkage between customer, appointment, service, and billing data with lookup fields.
NFR-7	Maintainability	The System should allow Salesforce admins to update flows, rules, and dashboards without code changes.
NFR-8	Compliance	Adhere to relevant data protection and retention policies, including email security and audit trails.