

# **Garage Management System**

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**College Code:** bruag

**TEAM ID:** NM2025TMID22297

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# 1. INTRODUCTION

## 1.1 Project Overview

The Garage Management System (GMS) is designed to optimize automotive repair operations by simplifying service management, enhancing efficiency, and strengthening customer relationships. With an intuitive interface and robust features, it ensures a seamless experience for both customers and staff, enabling garages to remain competitive in the market.

## 1.2 Purpose

The purpose of the Garage Management System (GMS) is to streamline operations in automotive repair facilities by providing a user-friendly, efficient platform that enhances service quality, improves workflow management, and strengthens customer relationships.

# 2. DEVELOPMENT PHASE

Creating Developer Account:

By using this URL - <https://naanmudhalvan.smartinternz.com>

**Created Objects :** Customer Details, Appointments, Service records, Billing details and feedback.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes 'Setup', 'Home', 'Object Manager', and a search bar labeled 'Search Setup'. Below the header, the breadcrumb path 'SETUP > OBJECT MANAGER' and the object name 'Customer Details' are displayed. The main content area is divided into two columns: 'Details' on the left and 'Fields & Relationships' on the right. The 'Details' column contains fields for 'Description', 'API Name' (set to 'Customer\_Details\_\_c'), 'Custom' (checked), 'Singular Label' (set to 'Customer Details'), and 'Plural Label' (set to 'Customer Details'). The 'Fields & Relationships' column includes sections for 'Enable Reports' (checked), 'Track Activities' (checked), 'Track Field History' (checked), 'Deployment Status' (set to 'Deployed'), and 'Help Settings'. At the bottom of the page, there are 'Edit' and 'Delete' buttons. A vertical sidebar on the left lists various object 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, and Scoping Rules.

The screenshot shows the Salesforce Setup interface with the following details:

**Header:** Search Setup, Setup, Home, Object Manager

**Breadcrumbs:** SETUP > OBJECT MANAGER

**Section:** Appointment

**Left Sidebar (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

**Right Panel (Details):**

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

**Buttons:** Edit, Delete

Setup > OBJECT MANAGER

## Billing details and feedback

Details	
Fields & Relationships	Description
Page Layouts	API Name Billing_details_and_feedback_c
Lightning Record Pages	Custom
Buttons, Links, and Actions	✓ Singular Label Billing details and feedback
Compact Layouts	Plural Label Billing details and feedback
Field Sets	Enable Reports ✓
Object Limits	Track Activities
Record Types	Track Field History
Related Lookup Filters	Deployment Status
Search Layouts	Deployed
List View Button Layout	Help Settings
Restriction Rules	Standard salesforce.com Help Window
Scoping Rules	

Edit | Delete

Setup > OBJECT MANAGER

## Service records

Details	
Fields & Relationships	Description
Page Layouts	API Name Service_records_c
Lightning Record Pages	Custom
Buttons, Links, and Actions	✓ Singular Label Service records
Compact Layouts	Plural Label Service records
Field Sets	Enable Reports ✓
Object Limits	Track Activities
Record Types	Track Field History ✓
Related Lookup Filters	Deployment Status
Search Layouts	Deployed
List View Button Layout	Help Settings
Restriction Rules	Standard salesforce.com Help Window
Scoping Rules	

Edit | Delete

- Created Custom Tabs for all the Objects that has been Created.

**Custom Tabs**

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

**Custom Object Tabs** [New](#) [What Is This?](#)  
No Custom Object Tabs have been defined

**Web Tabs** [New](#) [What Is This?](#)  
No Web Tabs have been defined

**Visualforce Tabs** [New](#) [What Is This?](#)  
No Visualforce Tabs have been defined

**Lightning Component Tabs** [New](#) [What Is This?](#)  
No Lightning component tabs have been defined

**Lightning Page Tabs** [New](#) [What Is This?](#)  
No Lightning Page Tabs have been defined

Action	Label	Tab Style	Description
Edit   Del	Appointments	Car	
Edit   Del	Billing details and feedback	Box	
Edit   Del	Customer Details	Bell	
Edit   Del	Service records	Bottle	

**Custom Object Tabs** [New](#) [What Is This?](#)

**Web Tabs** [New](#) [What Is This?](#)  
No Web Tabs have been defined

**Visualforce Tabs** [New](#) [What Is This?](#)  
No Visualforce Tabs have been defined

<https://orofarm-d068f0e72-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/home>

- Developed Lightning App with relevant tabs.

The screenshot shows the "Lightning Experience App Manager" page. The left sidebar has a tree view with categories like "Salesforce Mobile App", "Data", "Apps" (which is expanded to show "App Manager", "AppExchange Marketplace", and "Connected Apps"), "External Client Apps", and "Lightning Bolt". The main area displays a table titled "Lightning Experience App Manager" with 27 items. The columns are "App Name", "Developer Name", "Description", "Last Modified", "App Type", and "Vis...". The table lists various Salesforce apps such as Content, Data Cloud, Data Manager, Digital Experiences, Garage Management Application, Lightning Usage App, Marketing CRM Classic, My Service Journey, Platform, Queue Management, Sales, Sales Cloud Mobile, and many more. The "App Type" column shows a mix of "Classic" and "Lightning" applications.

### New Lightning App

#### App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

**App Details**

\* App Name !  
Garage Management Application

\* Developer Name !  
Garage\_Management\_Application

Description !  
Enter a description...

**App Branding**

Image !

Primary Color Hex  
Value !  
#0070D2

Org Theme Options  
 Use the app's image and color instead of the org's custom theme

Next

## New Lightning App

### App Options

#### Navigation and Form Factor ?

##### \*Navigation Style

- Standard navigation
- Console navigation

##### \*Supported Form Factors

- Desktop and phone
- Desktop
- Phone

#### Setup and Personalization ?

##### Setup Experience

- Setup (full set of Setup options)
- Service Setup
- Data Cloud Setup

##### App Personalization Settings

- Disable end user personalization of nav items in this app
- Disable temporary tabs for items outside of this app
- Use Omni-Channel sidebar

Back

Next

## New Lightning App

### Utility Items (Desktop Only)

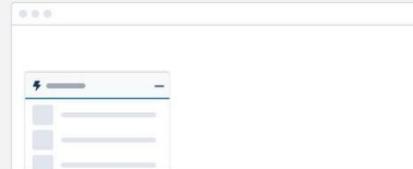
Give your users quick access to productivity tools and add background utility items to your app.

Add Utility Item

Utility Bar Alignment ?

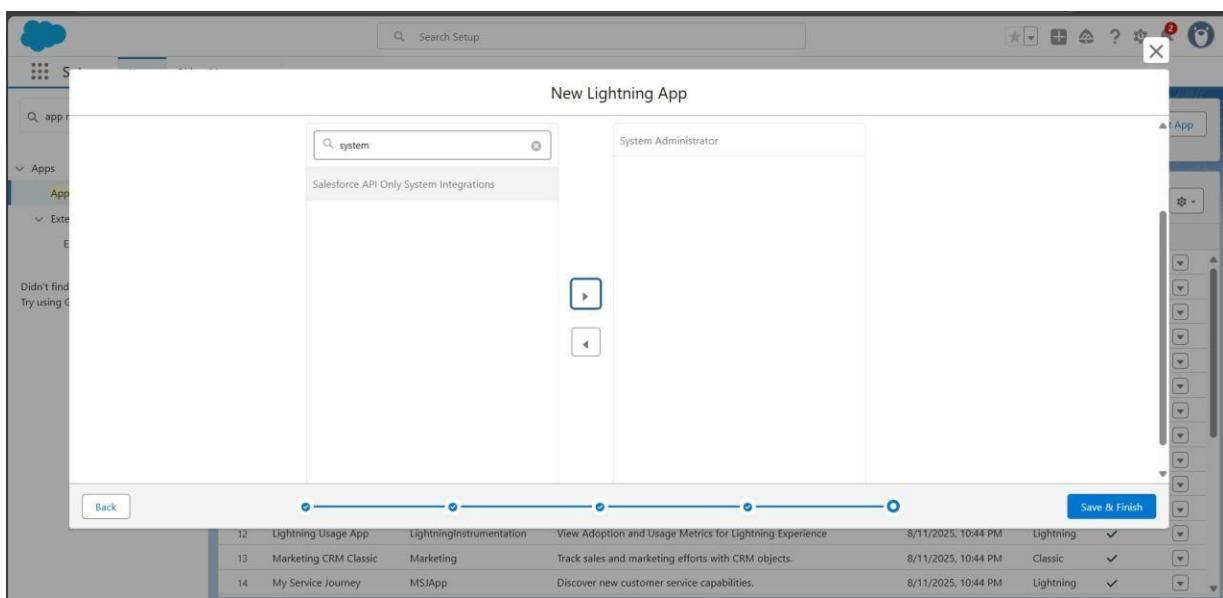
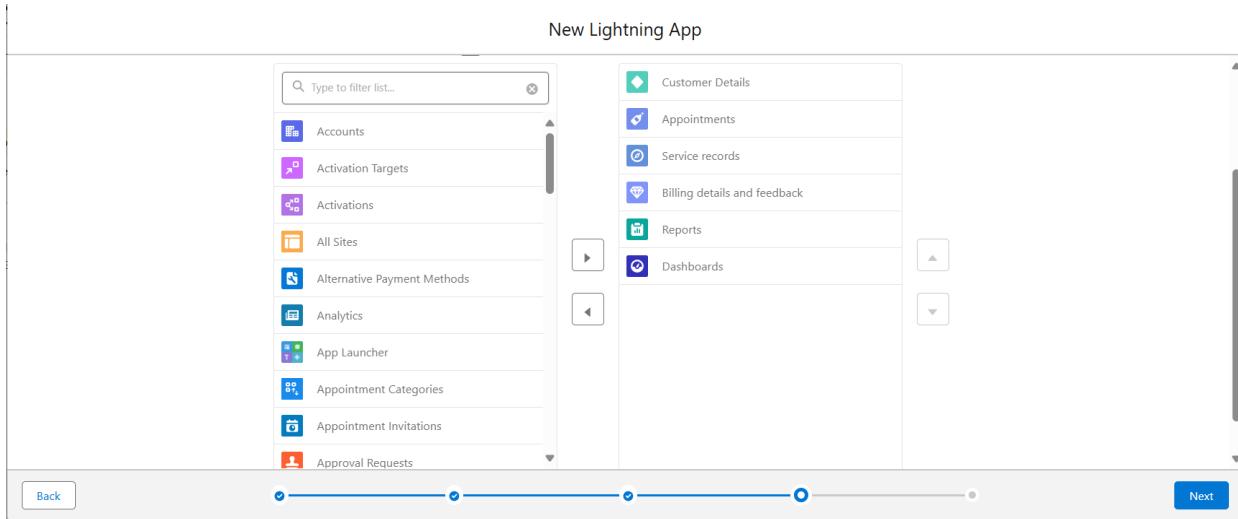
Default

The utility bar is a fixed footer that opens components in docked panels. Available only when the app is viewed in Lightning Experience on a desktop.



Back

Next



- Created **fields** for: Customer Details Object, Lookup, Checkbox, Date Fields, Currency, Text, Picklist, Formula and Service Records Object

The screenshot shows the Salesforce Setup interface for the 'Customer Details' object. The left sidebar lists various setup options like Details, Fields & Relationships, Page Layouts, etc. The main content area displays the 'Fields & Relationships' section for the 'Customer Details' object. It shows 6 items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Details 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		▼

The screenshot shows the Salesforce Setup interface for the 'Appointment' object. The left sidebar lists various setup options like Details, Fields & Relationships, Page Layouts, etc. The main content area displays the 'Fields & Relationships' section for the 'Appointment' object. It shows 5 items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		▼
Customer Details	Customer_Details__c	Lookup(Customer Details)		▼
Last Modified By	LastModifiedById	Lookup(User)		▼
Owner	OwnerId	Lookup(User,Group)		✓

The screenshot shows the Salesforce Setup interface under the Object Manager. The left sidebar lists various configuration options like Fields & Relationships, Page Layouts, and Record Types. The main area displays the details for the 'Service records' object. The 'Details' section includes fields for Description, API Name (Service\_records\_c), Singular Label (Service records), and Plural Label (Service records). On the right, there are sections for Reports, Activities, Field History, Deployment Status, Help Settings, and a link to the Standard salesforce.com Help Window.

The screenshot shows the Salesforce Setup interface under the Object Manager. The left sidebar lists various configuration options. The main area displays the 'Fields & Relationships' section for the 'Billing details and feedback' object. It shows five items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Billing details and feedback Name (Name, Auto Number, indexed), Created By (CreatedById, Lookup(User)), Last Modified By (LastModifiedById, Lookup(User)), Owner (OwnerId, Lookup(User,Group)), and Service records (Service\_records\_c, Lookup(Service records)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Service records	Service_records_c	Lookup(Service records)		✓

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Customer Details**

**Fields & Relationships**  
6 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Details 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		▼

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

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Appointment**

**Fields & Relationships**  
9 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date/Time		▼
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		▼
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedById	Lookup(User)		▼
Maintenance service	Maintenance_service__c	Checkbox		▼
Owner	OwnerId	Lookup(User,Group)		✓
Repairs	Repairs__c	Checkbox		▼
Replacement Parts	Replacement_Parts__c	Checkbox		▼

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

SETUP > OBJECT MANAGER

## Service records

Fields & Relationships				
6 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		<input checked="" type="checkbox"/>
Created By	CreatedBy	Lookup(User)		<input type="checkbox"/>
Last Modified By	LastModifiedBy	Lookup(User)		<input type="checkbox"/>
Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
Quality Check Status	Quality_Check_Status__c	Checkbox		<input type="checkbox"/>
Service records Name	Name	Auto Number		<input checked="" type="checkbox"/>

SETUP > OBJECT MANAGER

## Billing details and feedback

Fields & Relationships				
6 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		<input checked="" type="checkbox"/>
Created By	CreatedBy	Lookup(User)		<input type="checkbox"/>
Last Modified By	LastModifiedBy	Lookup(User)		<input type="checkbox"/>
Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
Payment Paid	Payment_Paid__c	Currency(18, 0)		<input type="checkbox"/>
Service records	Service_records__c	Lookup(Service records)		<input checked="" type="checkbox"/>

Setup > Object Manager

### Billing details and feedback

Fields & Relationships		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Details		Billing details and feedback Name	Name	Auto Number		<input checked="" type="checkbox"/>
Fields & Relationships		Created By	CreatedById	Lookup(User)		<input type="checkbox"/>
Page Layouts		Last Modified By	LastModifiedById	Lookup(User)		<input type="checkbox"/>
Lightning Record Pages		Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
Buttons, Links, and Actions		Payment Paid	Payment_Paid__c	Currency(18, 0)		<input type="checkbox"/>
Compact Layouts		Rating for service	Rating_for_service__c	Text(1)		<input type="checkbox"/>
Field Sets		Service records	Service_records__c	Lookup(Service records)		<input checked="" type="checkbox"/>
Object Limits						<input type="checkbox"/>
Record Types						<input type="checkbox"/>
Related Lookup Filters						<input type="checkbox"/>
Search Layouts						<input type="checkbox"/>
List View Button Layout						<input type="checkbox"/>
Restriction Rules						<input type="checkbox"/>
Scoping Rules						<input type="checkbox"/>

Setup > Object Manager

### Service records

Fields & Relationships		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Details		Appointment	Appointment__c	Lookup(Appointment)		<input checked="" type="checkbox"/>
Fields & Relationships		Created By	CreatedById	Lookup(User)		<input type="checkbox"/>
Page Layouts		Last Modified By	LastModifiedById	Lookup(User)		<input type="checkbox"/>
Lightning Record Pages		Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
Buttons, Links, and Actions		Quality Check Status	Quality_Check_Status__c	Checkbox		<input type="checkbox"/>
Compact Layouts		Service records Name	Name	Auto Number		<input checked="" type="checkbox"/>
Field Sets		Service Status	Service_Status__c	Picklist		<input type="checkbox"/>
Object Limits						<input type="checkbox"/>
Record Types						<input type="checkbox"/>
Related Lookup Filters						<input type="checkbox"/>
Search Layouts						<input type="checkbox"/>
List View Button Layout						<input type="checkbox"/>
Restriction Rules						<input type="checkbox"/>
Scoping Rules						<input type="checkbox"/>

Setup > OBJECT MANAGER

### Billing details and feedback

Fields & Relationships				
8 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		<input checked="" type="checkbox"/>
Created By	CreatedBy	Lookup(User)		<input type="checkbox"/>
Last Modified By	LastModifiedBy	Lookup(User)		<input type="checkbox"/>
Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
Payment Paid	Payment_Paid__c	Currency(18, 0)		<input type="checkbox"/>
Payment Status	Payment_Status__c	Picklist		<input type="checkbox"/>
Rating for service	Rating_for_service__c	Text(1)		<input type="checkbox"/>
Service records	Service_records__c	Lookup(Service records)		<input checked="" type="checkbox"/>

Setup > OBJECT MANAGER

### Service records

Fields & Relationships				
8 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		<input checked="" type="checkbox"/>
Created By	CreatedBy	Lookup(User)		<input type="checkbox"/>
Last Modified By	LastModifiedBy	Lookup(User)		<input type="checkbox"/>
Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
Quality Check Status	Quality_Check_Status__c	Checkbox		<input type="checkbox"/>
service date	service_date__c	Formula (Date)		<input type="checkbox"/>
Service records Name	Name	Auto Number		<input checked="" type="checkbox"/>
Service Status	Service_Status__c	Picklist		<input type="checkbox"/>

- Created the **Validation rule** for: Appointment object, Billing Details and Feedback objects.

The screenshot shows the Salesforce Object Manager interface. The left sidebar lists various setup categories like Details, Fields & Relationships, Page Layouts, etc. The main content area is titled "Validation Rules" under "Billing details and feedback". It shows one item: "rating\_should\_be\_less\_than\_5" with the error message "rating should be from 1 to 5". The row includes columns for Rule Name, Error Location, Error Message, Active status (checked), and Modified By (DURGA\_C on 07/09/2025, 11:28 am). A "New" button is at the top right of the list table.

The screenshot shows the detailed view of the validation rule "rating\_should\_be\_less\_than\_5" for the "Billing details and feedback" object. The page title is "Billing details and feedback Validation Rule". The "Validation Rule Detail" section shows the following configuration:

Rule Name	rating_should_be_less_than_5
Error Condition Formula	NOT(REGEX(Rating_for_service__c, '[1-5][1]'))
Error Message	rating should be from 1 to 5
Description	
Created By	DURGA_C 07/09/2025, 11:28 am

Below the detail table are "Edit" and "Clone" buttons. The right side of the page includes "Active" status (checked), "Error Location" (Rating for service), and "Modified By" (DURGA\_C 07/09/2025, 11:28 am). The left sidebar is identical to the previous screenshot, listing various setup categories.

- Create **duplicate rules** to Customer details Object for: Matching and Duplicate.

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** Matching Rules | Sales | Recent | Reports | All Dashboards | Help | Student
- Search Bar:** Search Setup
- Left Sidebar:**
  - Setup
  - Home
  - Object Manager
  - Duplicate** (highlighted)
  - Data
    - Duplicate Management
    - Duplicate Error Logs
    - Duplicate Rules
    - Matching Rules** (highlighted)
- Middle Content Area:**

**Matching Rule**  
Standard Contact Matching Rule Help for this Page ⓘ

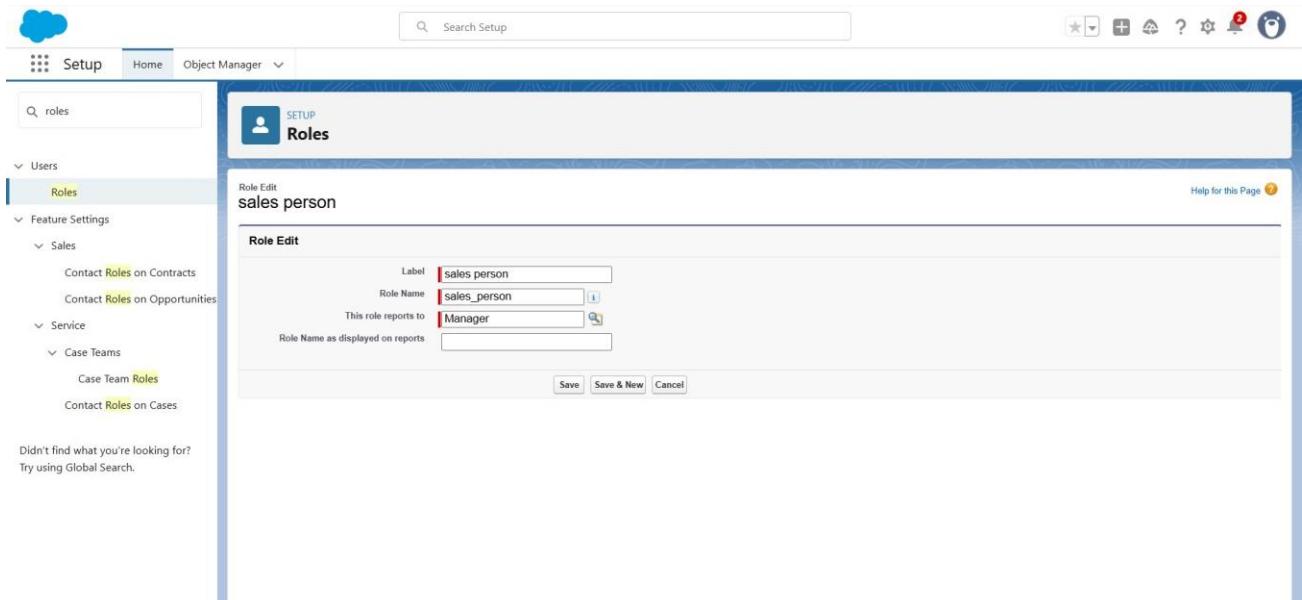
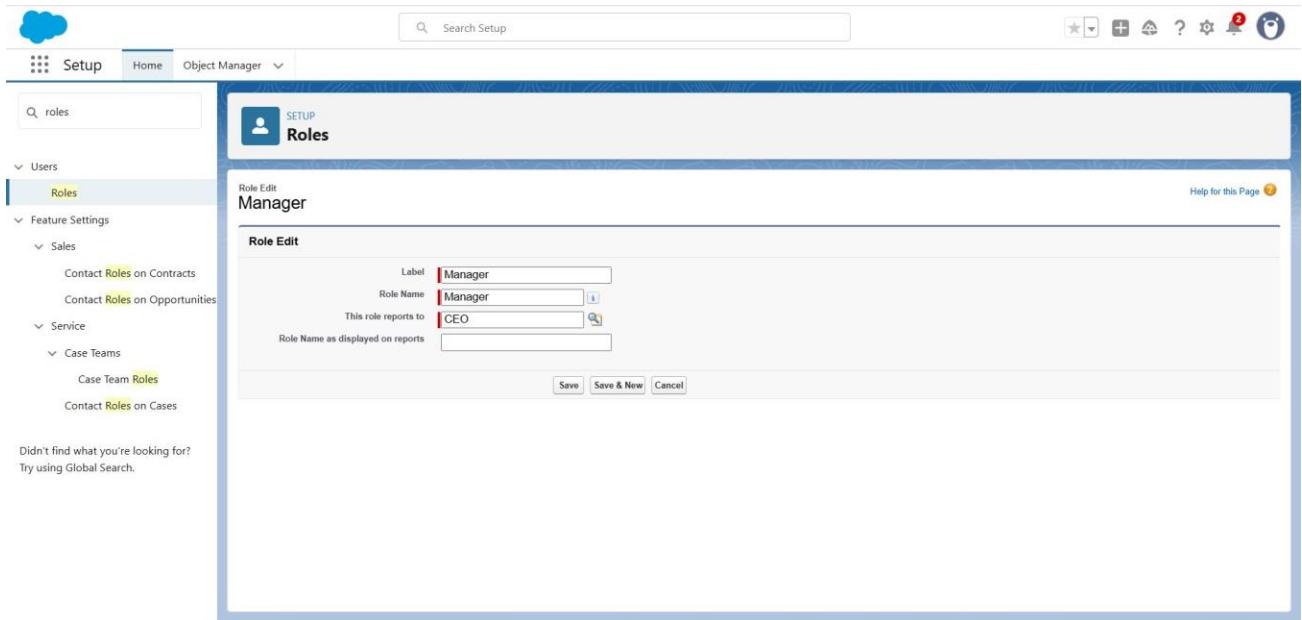
Matching Rule Detail	Object	Contact	<a href="#">Activate</a>
Rule Name	Standard Contact Matching Rule		
Unique Name	Standard Contact Matching Rule		
Description	Matching rule for contact records. <a href="#">More info</a>		
Status	Inactive		
Created By	DURGA.C 28/07/2025, 7:31 pm		
Modified By	DURGA.C 28/07/2025, 7:31 pm		

- Created Profiles for: Manager and Sales Person.

The screenshot shows the Salesforce Setup interface under the 'Profiles' section. The left sidebar includes sections like Hyperforce Assistant, Users, Data, Feature Settings, Marketing, Sales, and Products. The main content area is titled 'Profile Manager' and displays the 'Manager' profile details. It shows the profile has no custom setting definitions enabled. The 'Page Layouts' section lists various standard object layouts such as Global Layout, Email Application, Home Page Layout, Access, Account, Active Scratch Org, Alternative Payment Method, Individual Layout, Invoice, Invoice Line, Lead, Legal Entity, Location, and Macro. Each layout is associated with a specific assignment link. The 'Description' field indicates the profile was created by 'DURGA C' on 07/09/2025, 11:48 am, and modified by 'DURGA C' on 07/09/2025, 11:51 am.

The screenshot shows the Salesforce Setup interface under the 'Profiles' section. The left sidebar includes sections like Hyperforce Assistant, Users, Data, Feature Settings, Approval Settings, Data.com, Prospector Preferences, Prospector Users, Functions, Marketing, Lead Processes, Sales, Products, Asset Settings, Product Schedules, and Settings. The main content area is titled 'Profile Edit' for the 'Standard User' profile. It shows the user license is 'Salesforce'. The 'Custom App Settings' section lists various apps with checkboxes for 'Visible' and 'Default' status. Some apps listed include My Service Journey, Playground Starter, Recruiting, Sales, Service, Sales Cloud Mobile, Sales Console, Salesforce Chatter, Sample Console, and Service.

- Created Roles and Role Hierarchy for: Manager and Another.



## ● Created Users and Another user.

User Edit  
Niklaus Mikaelson

**User Edit**

**General Information**

First Name	Niklaus	Role	Manager
Last Name	Mikaelson	User License	Salesforce
Alias	nmika	Profile	Manager
Email	durgac92006@gmail.com	Active	<input checked="" type="checkbox"/>
Username	durgac92006@gmail.com	Marketing User	<input type="checkbox"/>
Nickname	User1757226950245302080	Offline User	<input type="checkbox"/>
Title		Knowledge User	<input type="checkbox"/>
Company		Flow User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Site.com Contributor User	<input type="checkbox"/>

Data.com Monthly Addition Limit: 300  
Accessibility Mode (Classic Only):   
High-Contrast Palette on Charts:   
Load Lightning Pages While Scrolling:

All Users

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

To get more licenses, use the Your Account app. [Let's Go](#)

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>   Edit	C_DURGA	DC	23ba2f16durgac@curious-raccoon-mdp64b.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>   Edit	Chatter.Expert	Chatter	chatty.00dns00000uwa782ad.ns2m4yspk3w@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/>   Edit   Login	Daniels_Amy	adani	adaniestredd705.com	Western Sales Team	<input checked="" type="checkbox"/>	Standard Profile - No Acct Delete
<input type="checkbox"/>   Edit	Kim_Ted	tkim	tkim@wyred8565.com	Western Sales Team	<input type="checkbox"/>	Standard Profile - No Acct Delete
<input type="checkbox"/>   Edit   Login	Larkin_Noah	nlark	nlarkin@red87954.com	Customer Support_ International	<input checked="" type="checkbox"/>	Standard Profile - No Acct Delete
<input type="checkbox"/>   Edit	Lorette_Maya	miorr	miorr@blue899.com	Western Sales Team	<input type="checkbox"/>	Standard Profile - No Acct Delete
<input type="checkbox"/>   Edit   Login	Mikaelson_Niklaus	nmika	durgac92006@gmail.com	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/>   Edit	User_Integration	integ	integration@00dns0000uwa782ad.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/>   Edit	User_Security	sec	insightssecurity@00dns00000uwa782ad.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User
<input type="checkbox"/>   Edit	user_test	testuser	testuserdr674@gmail.com		<input type="checkbox"/>	Minimum Access - Salesforce

- Created new Public Groups.

The screenshot shows the Salesforce Setup interface. On the left, the navigation bar includes 'Setup', 'Home', and 'Object Manager'. A search bar at the top right says 'Search Setup'. The main area is titled 'Public Groups' under the 'Users' section. A sub-menu on the left lists 'Public Groups' (which is selected), 'Feature Settings', 'Salesforce Files', 'Content Deliveries and Public Links', 'Company Settings', and 'Calendar Settings'. The 'Public Calendars and Resources' section is also visible. A message at the bottom left says 'Didn't find what you're looking for? Try using Global Search.' The central panel shows 'Group Information' for an 'Edit Public Group'. The 'Label' field contains 'sales team' and the 'Group Name' field contains 'sales\_team'. The 'Grant Access Using Hierarchies' checkbox is checked. The 'Available Members' list is empty ('--None--'). The 'Selected Members' list contains 'Role: sales person'. Buttons for 'Add' and 'Remove' are shown between the two lists. A 'Save' and 'Cancel' button are at the top right of the form.

- Created the Sharing Setting.

The screenshot shows the Salesforce Setup interface. The navigation bar includes 'Setup', 'Home', and 'Object Manager'. A search bar at the top right says 'Search Setup'. The main area is titled 'Sharing Settings' under the 'Security' section. A sub-menu on the left lists 'Sharing Rule Access Report' and 'Sharing Settings' (which is selected). A message at the bottom left says 'Didn't find what you're looking for? Try using Global Search.' The central panel shows 'Service records Sharing Rule'. It has a 'Label' field with 'Sharing setting', a 'Rule Name' field with 'Sharing\_setting', and a 'Description' field which is empty. Below these fields, it says 'Service records: owned by members of' and lists 'Role: sales person' and 'Role: Manager'. Under 'Share with', it lists 'Role: Manager'. Under 'Access Level', it shows 'ReadWrite'. Under 'Created By', it shows 'DURGAC, 07/09/2025, 12:30 pm'. At the bottom right, there are 'Save' and 'Cancel' buttons. A 'Help for this Page' link is at the top right of the form.

- Created Flow - Billing amount flow.

Your automation was activated.

Last saved on 9/7/2025, 07:28 PM **Active** Run Debug View Tests Save As New Version Save Deactivate

curious-raccoon-mdp64b-dev-ed.trailblaze.lightning.force.com/lightning/setup/Flows/home

Search Setup

Setup Home Object Manager

flows

**Flows**

All Flows

34 Items • Sorted by Flow Label • Filtered by All flow definitions • Updated a few seconds ago

Flow Label	Process Type	Active	Template	Package State	Last Modified Date	Last Modified By
Create Sales Lead Record	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed		
Create Sales Person Account Record	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed		
Create Work Order from Case	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Deploy Data Kit Components	Autolaunched Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Find Contact Associated with Messaging Session	Individual-Object Linking Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Generate Payment Link	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Get External Storage Upload Config	Autolaunched Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
New Contact	Screen Flow	<input type="checkbox"/>	<input type="checkbox"/>	Unmanaged	DURGA C 16/08/2025, 8:58 pm	
Orchestration flow for Recurrence Scheduler	Autolaunched Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Process Simple Approval	Flow Approval Processes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Recurrence Schedule Flow	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed		
Reset Password	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Return Item Flow	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		
Review Approval Request	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed		

- Developed **Apex Triggers:**  
Created Apex Class called AmountDistributionHandler.

The screenshot shows the Workbench IDE interface with the following details:

- File Menu:** File, Edit, Debug, Test, Workspace, Help.
- Title Bar:** AmountDistributionHandler.apxc (active), AmountDistribution.apxt.
- Status Bar:** Code Coverage: None, API Version: 64.
- Code Editor:** Displays the `AmountDistributionHandler` class with its methods and logic.
- Bottom Navigation:** Logs, Tests, Checkpoints, Query Editor, View State, Progress, Problems (selected).
- Table Headers:** Name, Line, Problem.

```
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                app.Service_Amount__c = 10000;  
15            }  
16        }  
17    }  
18}
```

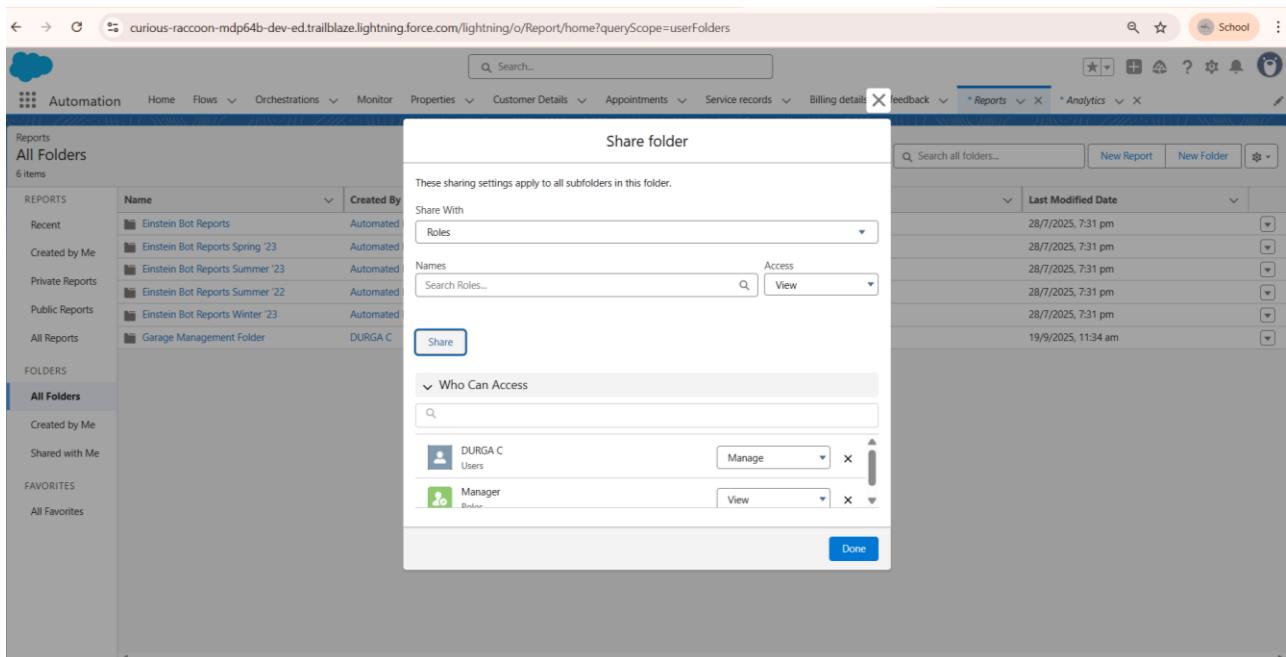
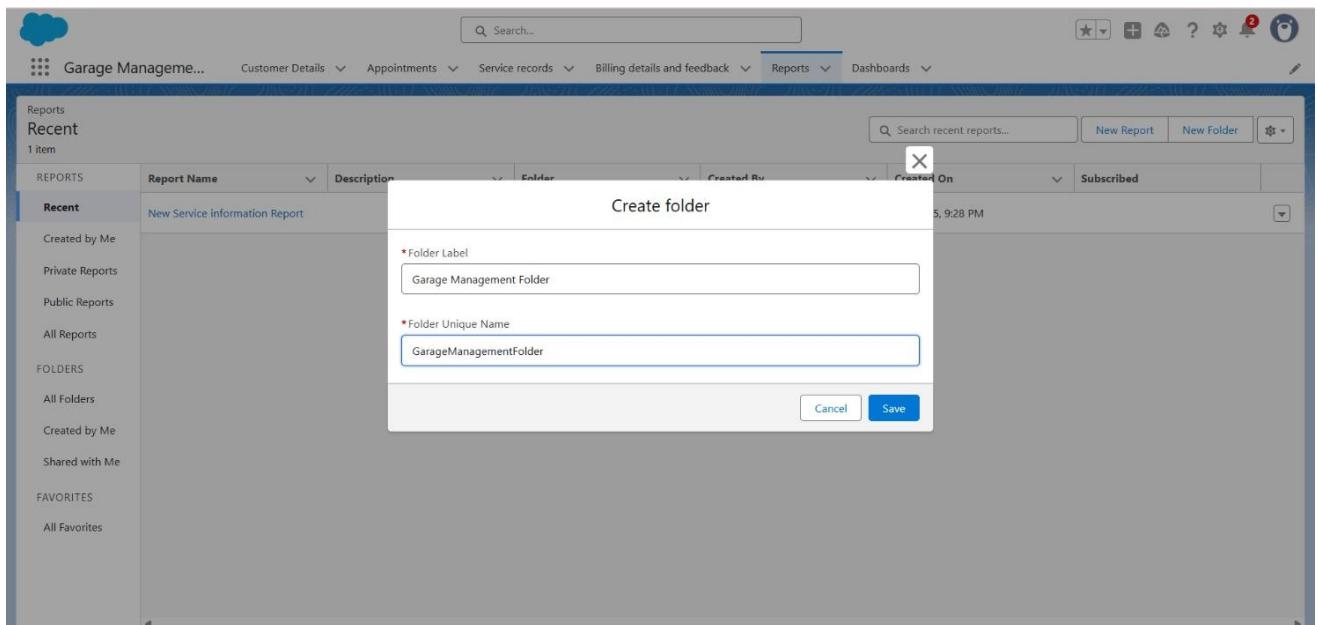
Created an Apex trigger called AmountDistribution.

The screenshot shows the Workbench IDE interface with the following details:

- File Menu:** File, Edit, Debug, Test, Workspace, Help.
- Toolbar:** Code Coverage: None, API Version: 64.
- Code Area:** The code editor displays the `AmountDistribution.apxt` trigger. The code is as follows:

```
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 }
```

- Created Report folders, Report type, Report and shared Report folder.



Setup Home Object Manager

Q. report types

Feature Settings Analytics Reports & Dashboards Report Types

Didn't find what you're looking for? Try using Global Search.

### 2 Define Report Records Set

Select related objects to define which records are included in reports using this report type.

**A Customer Details** Primary Object

**B Appointments**

A to B Relationship:

- Each "A" record must have at least one related "B" record.
- "A" records may or may not have related "B" records.

**C Service records**

B to C Relationship:

- Each "B" record must have at least one related "C" record.
- "B" records may or may not have related "C" records.

**D Billing details and feedback**

Cancel Save

curious-raccoon-mdp64b-dev-ed.trailblaze.lightning.force.com/lightning/setup/CustomReportTypeLightning/070NS00000JWRAD/view

Setup Home Object Manager

Q. report types

Feature Settings Analytics Reports & Dashboards Report Types

Didn't find what you're looking for? Try using Global Search.

### Details

Display Label	Service information
API Name	Service_information
Description	Service information
Created By	DURGA C, 9/19/25, 11:42 AM
Store in Category	other
Deployment Status	Deployed
Modified By	DURGA C, 9/19/25, 11:42 AM

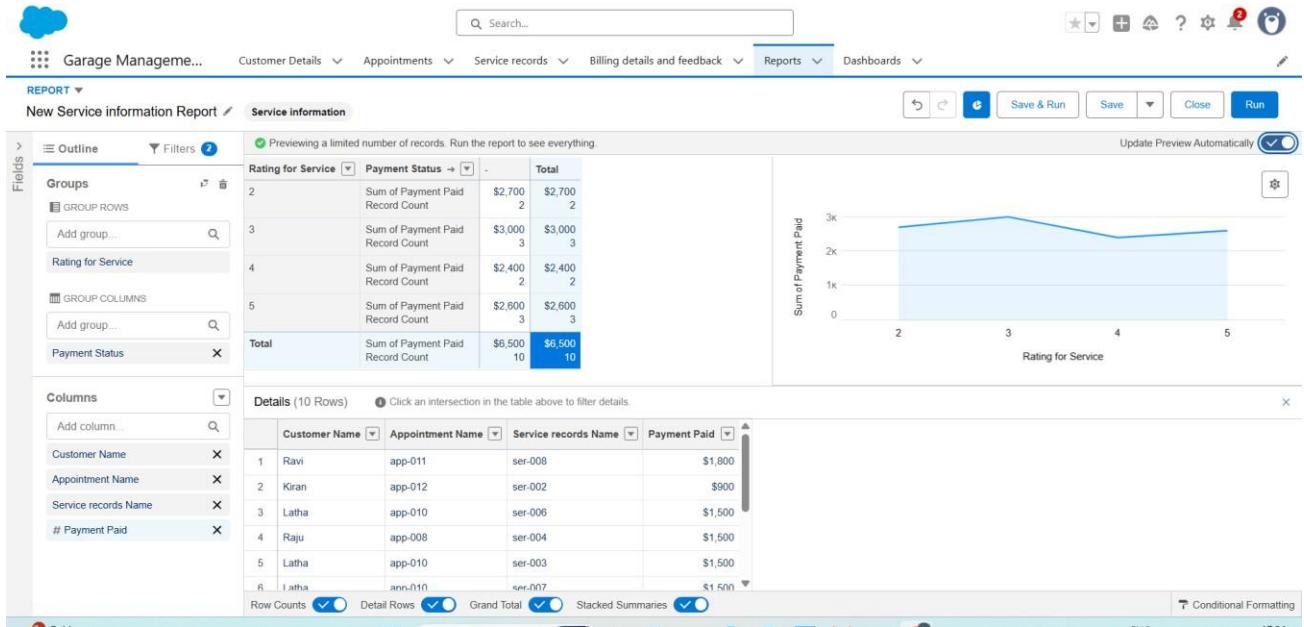
### Object Relationships

Customer Details (A)

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

### Fields

Source Object	Included Fields
Customer Details	9
Appointments	13
Service records	10
Billing details and feedback	10



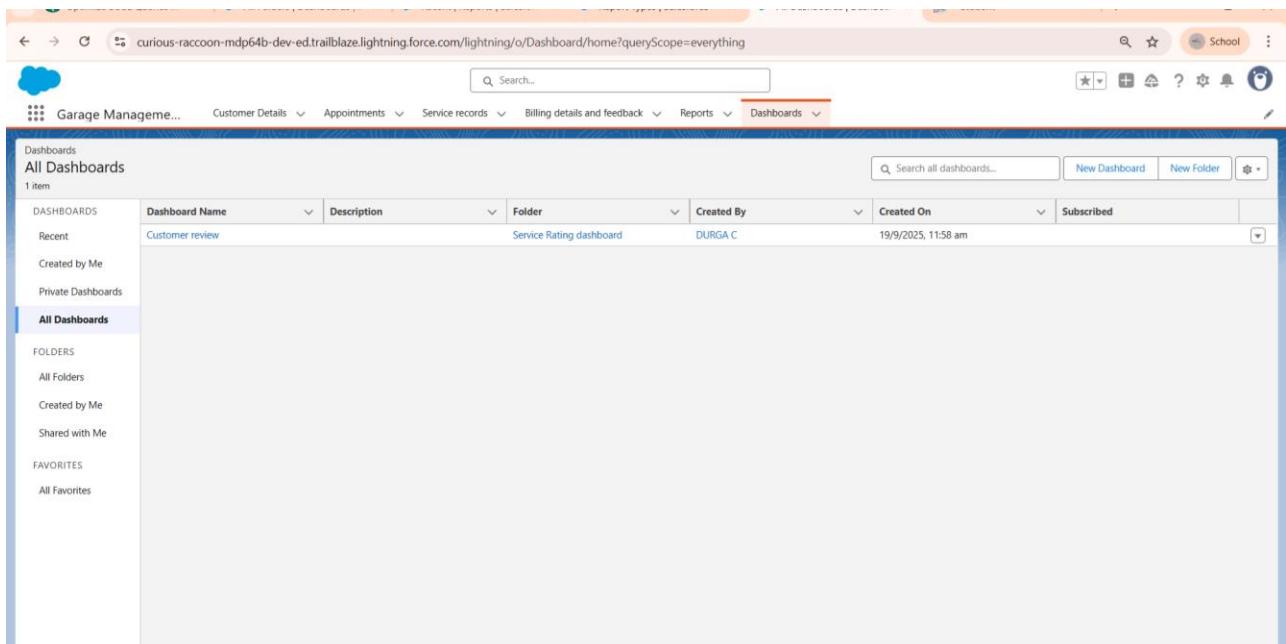
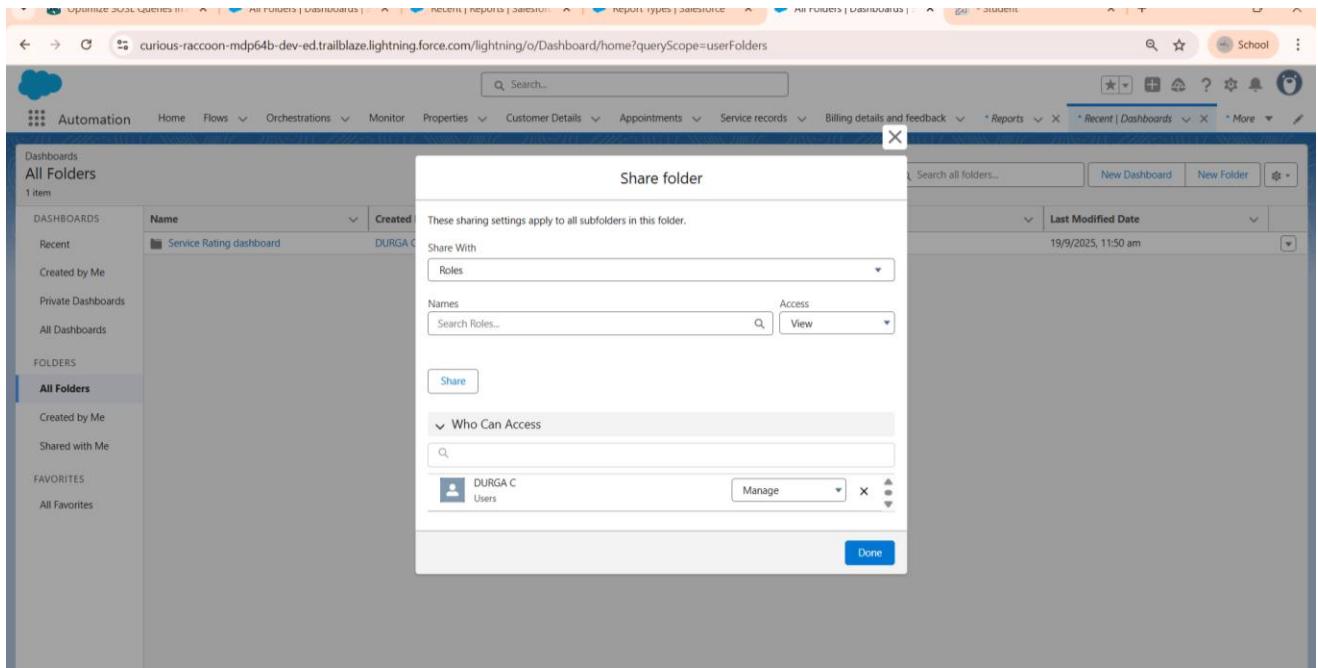
- Created Dashboards and Dashboard folders.

The screenshot shows the "Dashboards" section of the Garage Management system. The left sidebar lists categories: Recent, DASHBOARDS, FOLDERS, and FAVORITES. The main area displays a table of recent dashboards:

Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Enablement Dashboard	View da helps d comes. board f Don t d make cl duplicat	Create folder		2025, 4:37 PM	

A modal window is open for creating a new folder:

- \*Folder Label: Service Rating
- \*Folder Unique Name: ServiceRating
- Cancel
- Save



Garage Management System

Customer review

New Service information Report

Sum of Payment Paid

Rating for Service

View Report (New Service information Report)

Edit Widget

New Service information Report

Subtitle

Footer

Legend Position

Right

Widget Theme

Light

Dark (Dashboard default)

Preview

New Service information Report

Sum of Payment Paid

Rating for Service

View Report (New Service information Report)

Payment Status

Cancel Update

Rating for Service	Sum of Payment Paid
1	\$500
2	\$2500
3	\$2800
4	\$2200
5	\$2500

Garage Management System

Customer review

New Service information Report

Sum of Payment Paid

Rating for Service

View Report (New Service information Report)

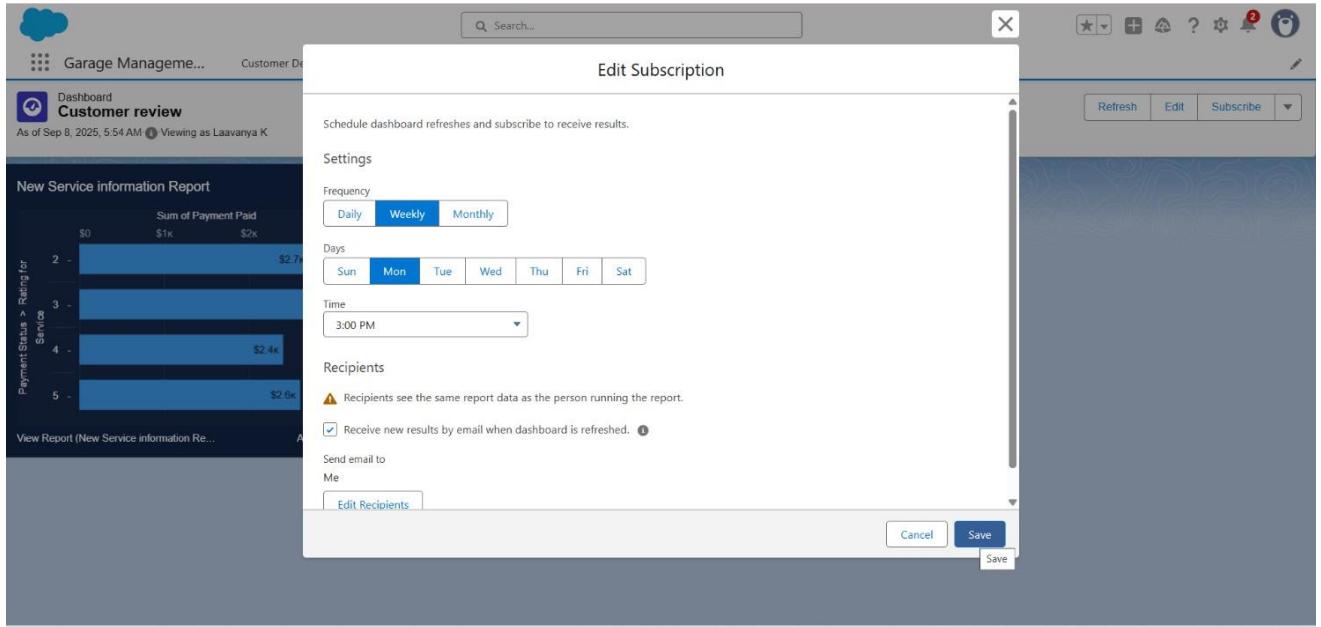
Payment Status

+ Widget

+ Filter

Save

Done



### 3. ADVANTAGES & DISADVANTAGES

#### Advantages of Garage Management System:

- **Centralized Data Management** – All customer, vehicle, and service records are stored in one place, improving accessibility and reducing data duplication.
- **Improved Customer Experience** – Automated service reminders, transparent billing, and quick updates enhance customer trust and satisfaction.
- **Operational Efficiency** – Streamlines job scheduling, inventory tracking, and billing, reducing manual effort and errors.
- **Scalability** – Built on Salesforce, the system can easily expand with additional modules or features as the business grows.

- **Integration Capabilities** – Seamlessly integrates with CRM, payment systems, and other Salesforce apps for smooth workflows.
- **Analytics & Reporting** – Real-time dashboards and reports help managers track performance, revenue, and customer trends.

#### **Disadvantages of Garage Management System:**

- **Cost of Implementation** – Licensing, customization, and ongoing Salesforce subscription costs may be high for small garages.
- **Learning Curve** – Staff may require training to adapt to Salesforce's interface and features.
- **Customization Dependency** – Advanced requirements often need Salesforce developers/consultants, increasing dependency.
- **Internet Reliance** – Being a cloud-based system, uninterrupted internet is essential for smooth operations.
- **Overhead for Small Businesses** – Smaller repair shops may find the system more complex than needed for basic operations.

---

## **4. CONCLUSION**

The Garage Management System streamlines operations, enhances customer satisfaction, and supports business growth, making it a reliable solution for modern automotive repair facilities.

---

# 5. RESULTS

## Output Screenshots:

The screenshot shows the Salesforce Home page for a user named Karnika. The top navigation bar includes Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, More, and a search bar. A message "karnika, Let's get selling!" is displayed. The page features several dashboard components:

- Plan My Accounts:** Shows 0 Accounts owned by me. It includes three activity status counts: 0 Upcoming Activity (green), 0 Past Activity (blue), and 0 No Activity (red). A "View Accounts" button is present.
- Grow Relationships:** Shows 0 Contacts owned by me and created in the last 90 days. It includes three activity status counts: 0 Upcoming Activity (green), 0 Past Activity (blue), and 0 No Activity (red). A "View Contacts" button is present.
- Build Pipeline:** Shows Leads owned by me and created in the last 30 days. It includes a progress bar and a green "0 Upcoming Activity" indicator.
- My Goals:** Allows users to set personal weekly or monthly goals for emails, calls, and meetings. It features a plus sign and checkmark icon.
- Today's Events:** Displays a calendar-like interface with a sun icon and a list of events.

On the left sidebar, there is an App Launcher with a search bar containing "Q Ga". Under "Apps", the "Garage Management Application" is listed. Under "Items", there are links to Capability Navigator, Data Use Legal Basis, Engagement Channel Types, Legal Entities, Payment Gateway Logs, and View More. A "View Opportunities" button is also present. At the bottom left, there is a "To Do List" section.

The screenshot shows the Garage Management application within the Salesforce environment. The browser address bar indicates the URL is curios-raccoon-mdp64b-dev-ed.trailblaze.lightning.force.com/lightning/o/Customer\_Details\_\_c/new?count=1&nooverride=1&useRecordTypeCheck=1&navigationLocation=LIST\_VIEW&... . The page title is "New Customer Details".

The main content area displays a "New Customer Details" form with the following fields:

- Information:**
  - \*Customer Details Name: Mac
  - Owner: DURGA C
  - Phone: 5678765567

At the bottom of the form are "Cancel", "Save & New", and "Save" buttons. Below the form, a message states "Nothing to see here" and "There's nothing in your list yet. Try adding a new record." The top navigation bar for the application includes Customer Details, Appointments, Service records, Billing details and feedback, Reports, and Dashboards.

The screenshot shows the 'New Appointment' form in a Salesforce Lightning interface. The form is titled 'New Appointment' and includes a section for 'Information'. It has fields for 'Appointment Name' (Customer Details: Mac), 'Owner' (DURGA C), 'Maintenance service' (checkbox checked), 'Repairs' (checkbox checked), 'Replacement Parts' (checkbox unchecked), 'Appointment Date' (17/09/2025), 'Service Amount' (empty), and 'Vehicle number plate' (TS30EU0443). The bottom of the form features 'Cancel', 'Save & New', and 'Save' buttons.

The screenshot shows the 'New Service records' form in a Salesforce Lightning interface. The form is titled 'New Service records' and includes a section for 'Information'. It has fields for 'Service records Name' (Appointment: app-001), 'Owner' (DURGA C), 'Quality Check Status' (checkbox unchecked), and 'Service Status' (dropdown set to 'Started'). The bottom of the form features 'Cancel', 'Save & New', and 'Save' buttons. A message at the bottom states: 'There's nothing in your list yet. Try adding a new record.'

Service records Name  
ser-001

Appointment  
app-001

Quality Check Status

Service Status  
Started

service date  
19/09/2025

Created By  
DURGA C, 19/09/2025, 12:04 pm

Owner  
DURGA C

Last Modified By  
DURGA C, 19/09/2025, 12:05 pm

Service records Name  
ser-001

Appointment  
app-001

Quality Check Status

Service Status  
Completed.

service date  
19/09/2025

Created By  
DURGA C, 19/09/2025, 12:04 pm

Owner  
DURGA C

Last Modified By  
DURGA C, 19/09/2025, 12:06 pm

## 6. APPENDIX

- Source Code: Provided in Apex Classes and Triggers

### **To create apex class (AmountDistributionHandler)**

```
public class AmountDistributionHandler {  
  
    public static void amountDist(list<Appointment__c> listApp){  
  
        list<Service_records_c> serList = new list <Service_records_c>();  
  
        for(Appointment__c app : listApp){  
  
            if(app.Maintenance_service_c == true && app.Repairs_c == true &&  
app.Replacement_Parts_c == true){  
  
                app.Service_Amount__c = 10000;  
  
            }  
  
            else if(app.Maintenance_service_c == true && app.Repairs_c ==  
true){  
  
                app.Service_Amount__c = 5000;  
  
            }  
  
            else if(app.Maintenance_service_c == true &&  
app.Replacement_Parts_c == true){  
  
                app.Service_Amount__c = 8000;  
  
            }  
        }  
    }  
}
```

```
        else if(app.Repairs_c == true && app.Replacement_Parts_c ==  
true){  
  
            app.Service_Amount__c = 7000;  
  
        }  
  
        else if(app.Maintenance_service__c == true){  
  
            app.Service_Amount__c = 2000;  
  
        }  
  
        else if(app.Repairs__c == true){  
  
            app.Service_Amount__c = 3000;  
  
        }  
  
        else if(app.Replacement_Parts__c == true){  
  
            app.Service_Amount__c = 5000;  
  
        }  
  
    }  
  
}
```

### **AmountDistribution - Apex Trigger:**

```
trigger AmountDistribution on Appointment__c (before insert, before update) {  
  
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
  
        AmountDistributionHandler.amountDist(trigger.new);  
  
    }  
  
}
```

---