

IDEATION PHASE

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID01280
Project Name	Garage Management System – Digitalization of Garage Operations

Customer Problem Statement Template

Garage businesses often rely on manual recordkeeping for managing customer information, service bookings, billing, and feedback.

This leads to challenges such as misplaced data, delayed service tracking, inconsistent billing, and lack of analytical reporting. Without an integrated system, managing multiple customers and services becomes time-consuming and error-prone.

There is a need for a centralized Salesforce-based Garage Management System that automates key operations — from booking to billing — ensuring data consistency, better communication, and efficient workflows.

This system should also provide real-time service tracking, validation rules for data accuracy, and dashboards for managerial insights, ultimately improving customer satisfaction and operational productivity.

Problem & Solution Table

PROBLEM	DESCRIPTION	SOLUTION
Manual Record Management	Paper-based or spreadsheet tracking leads to data inconsistency and inefficiency.	Create custom Salesforce objects to store customer, service, and billing data digitally.
Missed or Overlapping Appointments	Lack of scheduling automation results in missed service slots.	Implement an Appointment object with date validations and auto-numbering.
Inaccurate Billing	Manual billing often causes calculation errors.	Use Apex Trigger (AmountDistribution) to automatically calculate service charges.
Poor Service Tracking	No mechanism to monitor service status or completion.	Create Service Records object with picklist values (Started, Completed) and automated updates via Flow.
Delayed Payments	Payment confirmation and updates handled manually cause confusion.	Automate payment status updates and email confirmations using Record-Triggered Flow.
Limited Data Visibility	Managers cannot easily monitor team performance.	Implement roles, profiles, and dashboards for transparent reporting and access control.