

**Mahendra Engineering College, Autonomous , Namakkal**

# **A PROJECT REPORT ON**

**GARAGE MANAGEMENT SYSTEM**

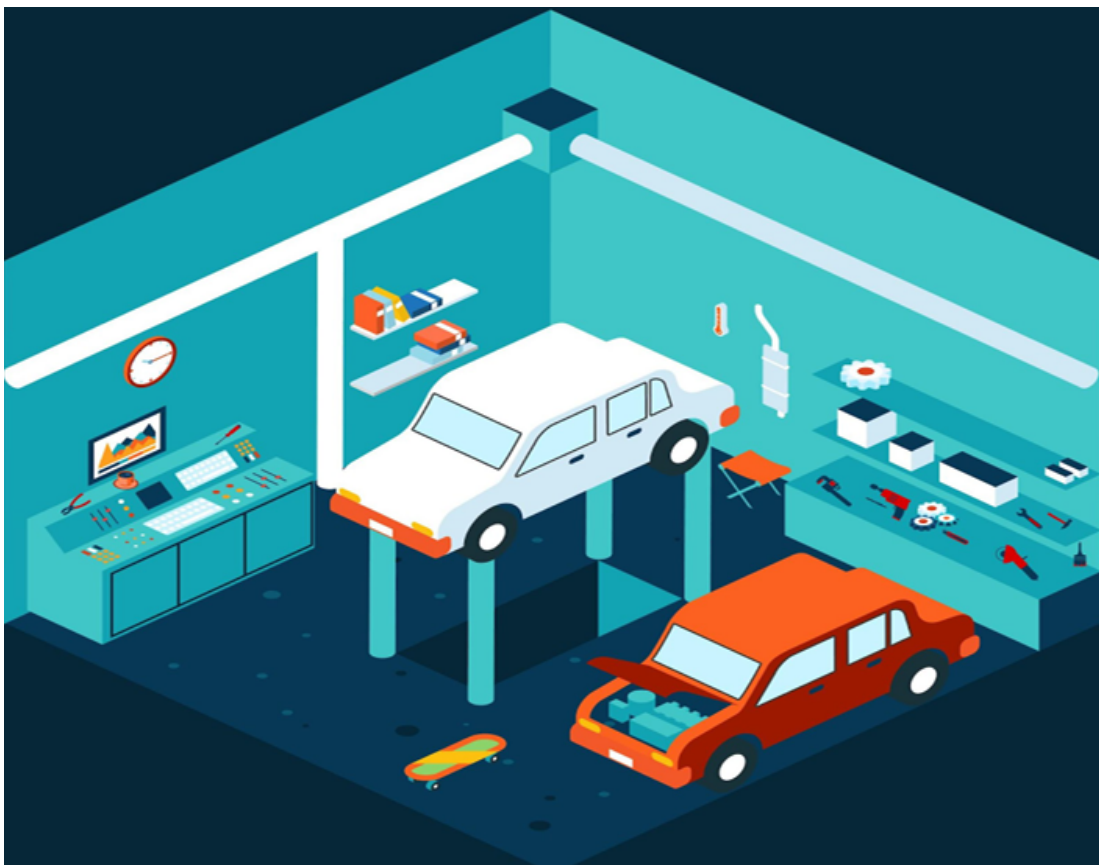
**SUBMITTED TO**

**SmartBridge Educational Services Pvt. Ltd.**

**BY**

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**TABLE OF CONTENTS :**

S.NO	TITLE	PAGE NO.
1	Salesforce	3
2	Developer Account - Creation, Activation	3
3	Creation of Customer Details Object, Appoinment Object	6
4	Creation of Service Recordes object, Billling Details and feedback object	7
5	Creation of tabs	7
6	Lightning app	8
7	Field creation	9
8	Creation of Validation Rule	11
9	Creation of Duplicate rule	11
10	Profile Creation	12
11	Role & Role Hierarchy	13
12	Users	13
13	Public Groups	14
14	Sharing Setting	15
15	Flows	16
16	Apex Trigger	18
17	Reports	20
18	Dashboards	22
19	Conclusion	24

# SALESFORCE

## Introduction:

Are you new to Salesforce? Not sure exactly what it is, or how to use it? Don't know where you should start on your learning journey? If you've answered yes to any of these questions, then you're in the right place. This module is for you.

Welcome to Salesforce! Salesforce is game-changing technology, with a host of productivity-boosting features, that will help you sell smarter and faster. As you work toward your badge for this module, we'll take you through these features and answer the question, "What is Salesforce, anyway?".

## What Is Salesforce?

Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers.

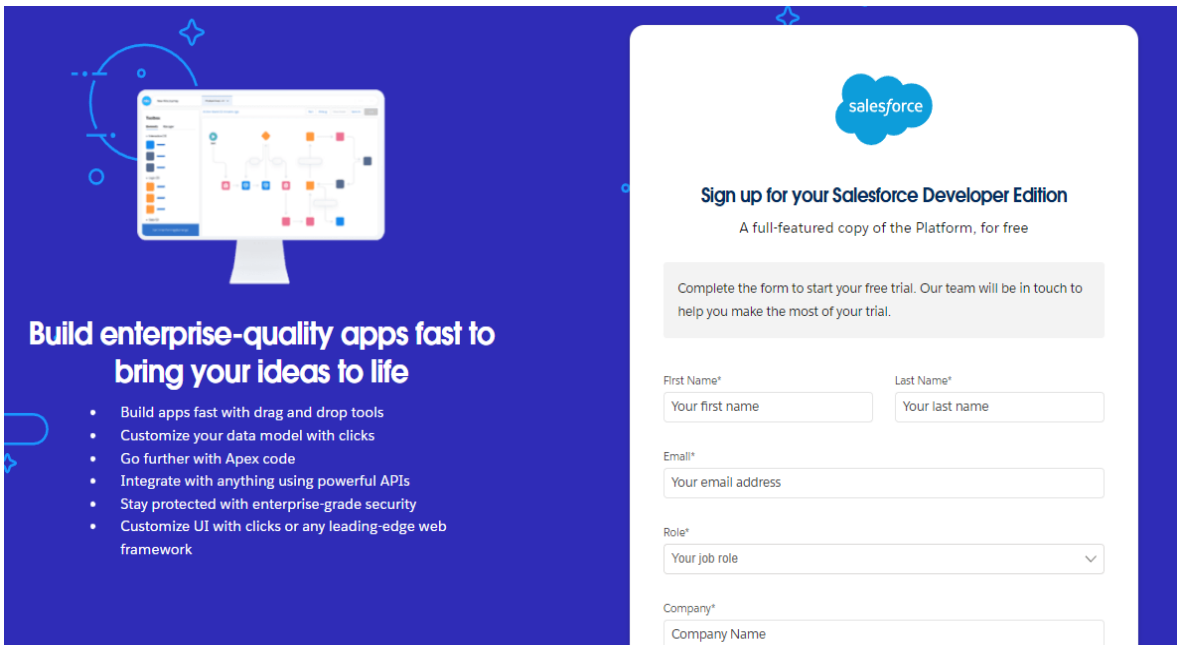
Salesforce has everything you need to run your business from anywhere. Using standard products and features, you can manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

So what does that really mean? Well, before Salesforce, your contacts, emails, follow-up tasks, and prospective deals might have been organized something like this:

<https://youtu.be/r9EX3IGde5k>

## DEVELOPER ACCOUNT:

### Creating Developer Account:



The image shows the Salesforce Developer Edition sign-up page. On the left, there is a blue background with a white monitor icon displaying a Salesforce interface. Below the icon, the text reads "Build enterprise-quality apps fast to bring your ideas to life". To the right of this text is a bulleted list of features. On the right side of the image, there is a white sign-up form with the Salesforce logo at the top. The form title is "Sign up for your Salesforce Developer Edition" with a subtitle "A full-featured copy of the Platform, for free". Below this is a grey box with the text "Complete the form to start your free trial. Our team will be in touch to help you make the most of your trial." The form fields include "First Name\*", "Last Name\*", "Email\*", "Role\*" (a dropdown menu), and "Company\*" (a text input field).

- Build apps fast with drag and drop tools
- Customize your data model with clicks
- Go further with Apex code
- Integrate with anything using powerful APIs
- Stay protected with enterprise-grade security
- Customize UI with clicks or any leading-edge web framework

**Sign up for your Salesforce Developer Edition**  
A full-featured copy of the Platform, for free

Complete the form to start your free trial. Our team will be in touch to help you make the most of your trial.

First Name\*  
Your first name

Last Name\*  
Your last name

Email\*  
Your email address

Role\*  
Your job role

Company\*  
Company Name

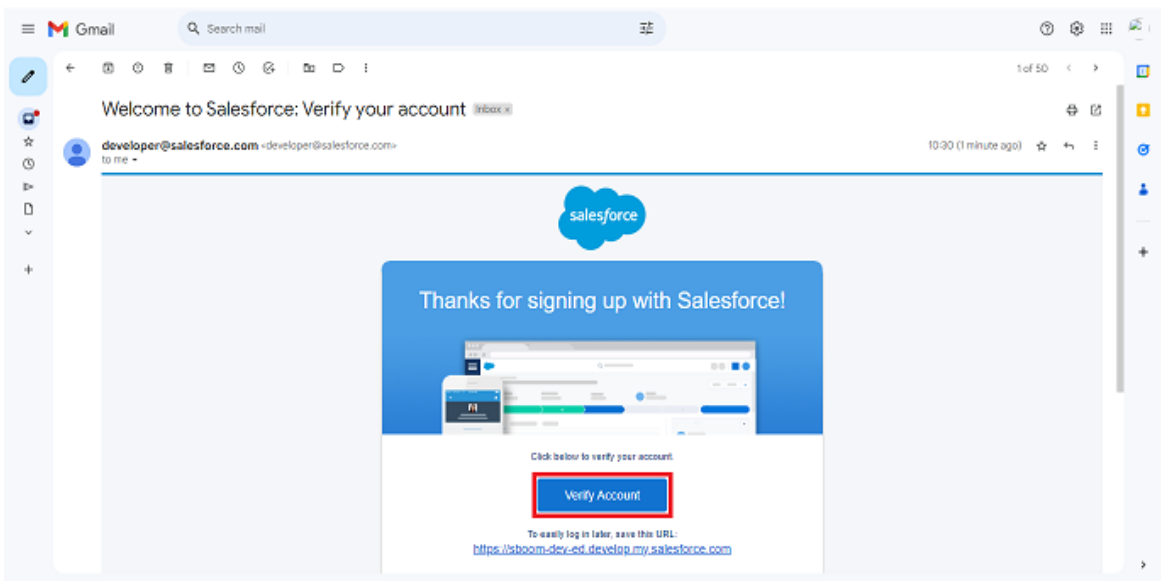
**Creating a developer org in salesforce.**

- 1. Go to <https://developer.salesforce.com/signup>
- 2. On the sign up form, enter the following details :
- 3. First name & Last name
- 4. Email
- 5. Role : Developer
- 6. Company : College Name
- 7. County : India
- 8. Postal Code : pin code
- 9. Username : should be a combination of your name and company

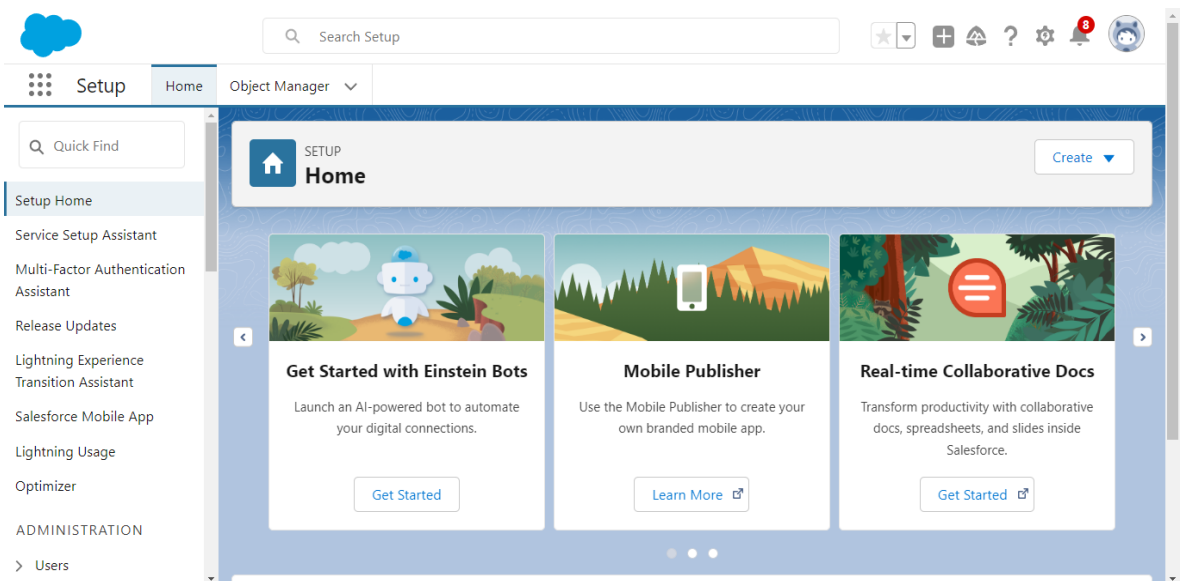
This need not be an actual email id, you can give anything in the format :username@organization.com  
Click on **sign me** up after filling these.

**ACCOUNT ACTIVATION**

- 1. Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins.



- 2. Click on Verify Account
- 3. Give a password and answer a security question and click on change password.
- 4. Then you will redirect to your salesforce setup page.



# Object

## What Is an Object?

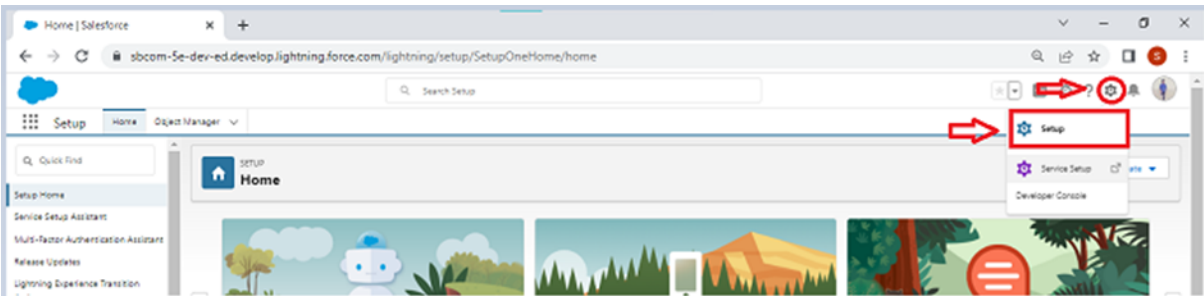
Salesforce objects are database tables that permit you to store data that is specific to an organization. What are the types of Salesforce objects

Salesforce objects are of two types:

- 1. **Standard Objects:** Standard objects are the kind of objects that are provided by salesforce.com such as users, contracts, reports, dashboards, etc.
- 2. **Custom Objects:** Custom objects are those objects that are created by users. They supply information that is unique and essential to their organization. They are the heart of any application and provide a structure for sharing data.

To Navigate to Setup page:

Click on gear icon ? click setup.

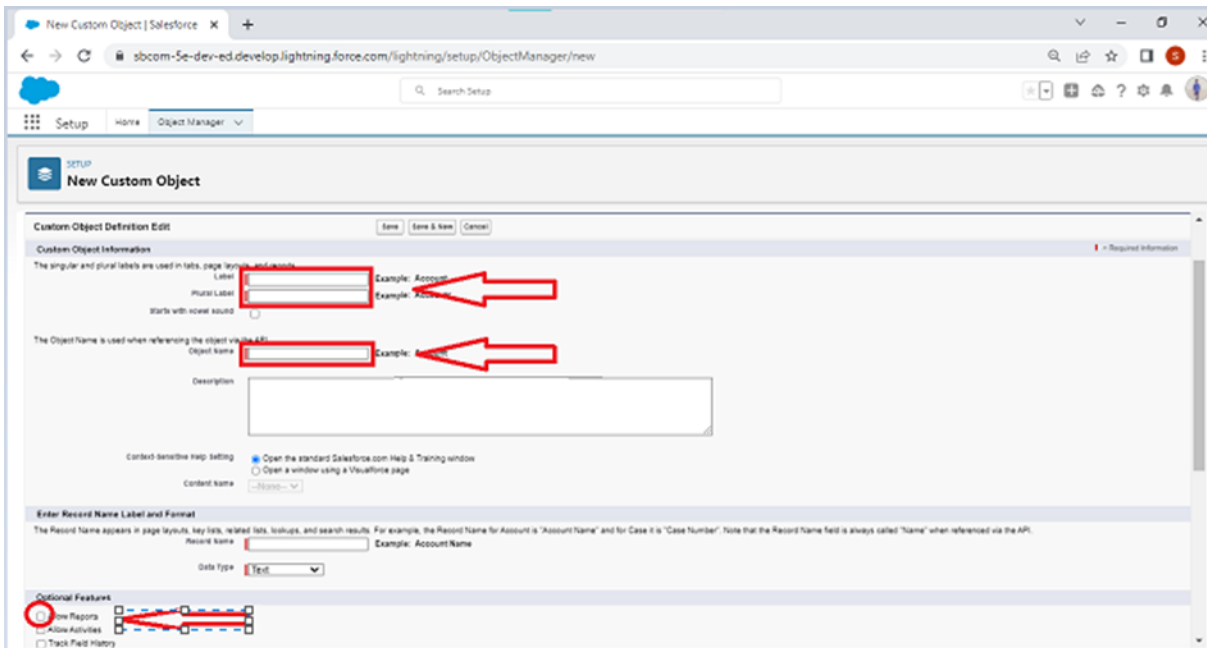


To create an object:

- 1. From the setup page ? Click on Object Manager ? Click on Create ? Click on Custom Object.



- 2. On Custom object defining page:
- 3. Enter the label name, plural label name, click on Allow reports, Allow search.



4. Click on Save.

## Create Customer DetailsObject

**To create an object:**

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
1. Enter the label name >> Customer Details
2. Plural label name >> Customer Details
3. Enter Record Name Label and Format
  - Record Name >> Customer Name
  - Data Type >> Text
2. Click on Allow reports and Track Field History,
3. Allow search >> Save.

## Create Appointment Object

**To create an object:**

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
1. Enter the label name >> Appointment
2. Plural label name >> Appointments
3. Enter Record Name Label and Format
  - Record Name >> Appointment Name
  - Data Type >> Auto Number
  - Display Format >> app-{000}
  - Starting number >> 1
2. Click on Allow reports and Track Field History,
3. Allow search >> Save.

## Create Service records Object

### To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
1. Enter the label name >> Service records
2. Plural label name >> Service records
3. Enter Record Name Label and Format
  - Record Name >>Service recordsName
  - Data Type >> Auto Number
  - Display Format >> ser-{000}
  - Starting number >> 1
2. Click on Allow reports and Track Field History,
3. Allow search >> Save.

## Create Billing details and feedback Object

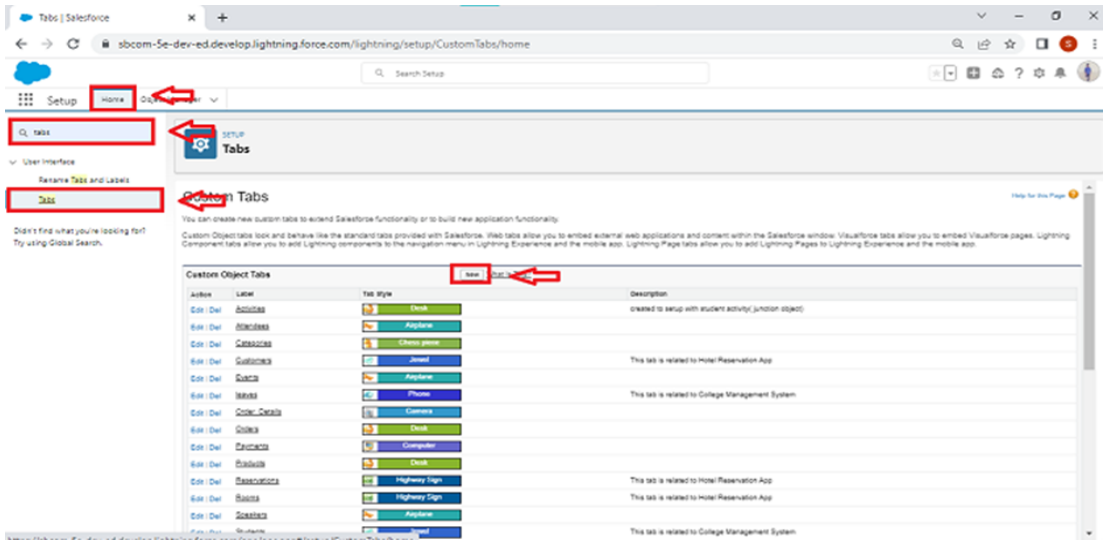
### To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
1. Enter the label name >> Billing details and feedback
2. Plural label name >> Billing details and feedback
3. Enter Record Name Label and Format
  - Record Name >> Billing details and feedbackName
  - Data Type >> Auto Number
  - Display Format >> bill-{000}
  - Starting number >> 1
2. Click on Allow reports and Track Field History,
3. Allow search >> Save.

## Creating a Custom Tab

### To create a Tab:(Customer Details)

1. Go to setup page >> type Tabs in Quick Find bar >> click on tabs >> New (under custom object tab)
2. Select Object(Customer Details) >> Select the tab style >> Next (Add to profiles page) keep it as default >> Next (Add to Custom App) uncheck the include tab .
3. Make sure that the Append tab to users' existing personal customizations is checked.
4. Click save.



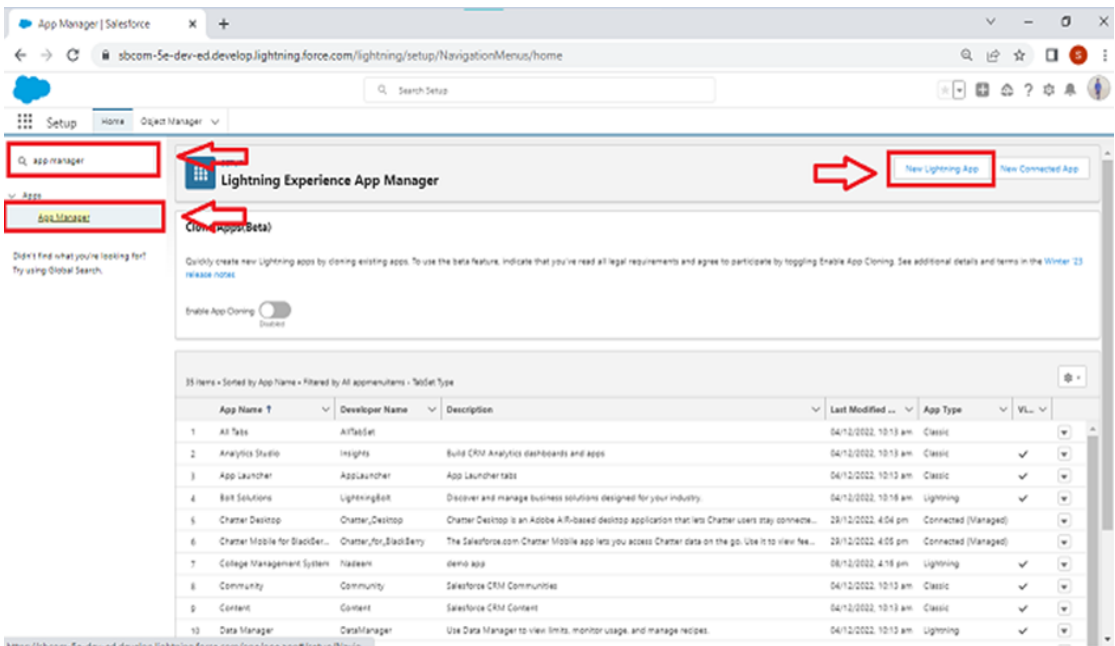
## Creating Remaining Tabs

1. Now create the Tabs for the remaining Objects, they are "Appointments, Service records, Billing details and feedback".
2. Follow the same steps as mentioned in Activity -1 .

## Create a Lightning App

To create a lightning app page:

1. Go to setup page >> search "app manager" in quick find >> select "app manager" >> click on New lightning App.



2. Fill the app name in app details as Garage Management Application >> Next >> (App option page) keep it as default >> Next >> (Utility Items) keep it as default >> Next.
3. To Add Navigation Items:
4. Select the items (Customer Details, Appointments, Service records, Billing details and



feedback, Reports and Dashboards) from the search bar and move it using the arrow button>>Next.

5. To Add User Profiles:
6. Search profiles (System administrator) in the search bar >> click on the arrow button >> save & finish.

## Creation of fields for the Customer Details object

### 1. To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Customer Details) in search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New
3. Select Data Type as a "Phone"
4. Click on next.
5. Fill the Above as following:
  - Field Label: Phone number
  - Field Name : gets auto generated
  - Click on Next >> Next >> Save and new.

### 2. To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Customer Details) in search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New
3. Select Data type as a "Email" and Click on Next
4. Fill the Above as following:
  - Field Label : Gmail
  - Field Name : gets auto generated
  - Click on Next >> Next >> Save and new.

## Creation of Lookup Fields

### Creation of Lookup Field on Appointment Object :

1. Go to setup >> click on Object Manager >> type object name(Appointment) in the search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New
3. Select "Look-up relationship" as data type and click Next.
4. Select the related object " Customer Details" and click next.
5. Next >> Next >> Save.

### Creation of Lookup Field onService recordsObject :

1. Go to setup >> click on Object Manager >> type object name( Service records) in search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New
3. Select "Look-up relationship" as data type and click Next.
4. Select the related object "Appointment" and click next.
5. Make it a required field so click on Required.

6. Scroll down for Lookup Filter and click on Show filter settings.
7. Now add the filter criteria.
8. Field : Appointment: Appointment Date >> Operator : less than >> select field >> Appointment: Created Date
9. Filter type should be Required.
10. Error Message : Value does not match the criteria.
11. Enable the filter by click on Active.
12. Next >> Next >> Save.

#### **Creation of Lookup Field on Billing details and feedback Object :**

1. Go to setup >> click on Object Manager >> type object name( Billing details and feedback) in search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New.
3. Select "Look-up relationship" as data type and click Next.
4. Select the related object "Service records" and click next.
5. Next >> Next >> Save & new.

## **Creation of Checkbox Fields**

#### **Creation of Checkbox Field on Appointment Object :**

1. Go to setup >> click on Object Manager >> type object name( Appointment ) in search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New.
3. Select "Check box" as data type and click Next.
4. Give the Field Label : Maintenance service
5. Field Name : is auto populated
6. Default value : unchecked
7. Click on next >> next >> save.

#### **Creation of Another Checkbox Field on Appointment Object :**

1. Repeat the steps form 1 to 3.
2. Give the Field Label : Repairs
3. Field Nme : is auto populated
4. Default value : unchecked
5. Click on next >> next >> save.
6. Follow the same and create another checkbox with given names
7. Give the Field Label : Replacement Parts
8. Field Nme : is auto populated
9. Default value : unchecked
10. Click on next >> next >> save.

#### **Creation of Checkbox Field on Service records Object :**

1. Go to setup >> click on Object Manager >> type object name( Service records ) in search bar >> click on the object.
2. Now click on "Fields & Relationships" >> New.

3. Select "Check box" as data type and click Next.
4. Give the Field Label : Quality Check Status
5. Field Name : is auto populated
6. Default value : unchecked
7. Click on next >> next >> save

## To create a validation rule to an Appointment Object

1. Go to the setup page >> click on object manager >> From drop down click edit for Appointmentobject.
2. Click on the validation rule >> click New.
3. Enter the Rule name as " Vehicle ".
4. Insert the Error Condition Formula as : -  
NOT(REGEX( Vehicle\_number\_plate\_\_c , "[A-Z]{2}[0-9]{2}[A-Z]{2}[0-9]{4}"))
5. Enter the Error Message as "Please enter valid number ", select the Error location as Field and select the field as "Vehicle number plate", and click Save.

## To create a validation rule to an Service records Object

1. Go to the setup page >> click on object manager >> From drop down click edit for Service recordsobject.
2. Click on the validation rule >> click New.
3. Enter the Rule name as " service\_status\_note ".
4. Insert the Error Condition Formula as : -  
NOT( ISPICKVAL( Service\_Status\_\_c , "Completed"))
5. Enter the Error Message as "still it is pending", select the Error location as Field and select the field as "Service status", and click Save.

## To create a validation rule to an Billing details and feedback Object

1. Go to the setup page >> click on object manager >> From drop down click edit for Billing details and feedbackobject.
2. Click on the validation rule >> click New.
3. Enter the Rule name as " rating\_should\_be\_less\_than\_5".
4. Insert the Error Condition Formula as : -  
NOT( REGEX( Rating\_for\_service\_\_c , "[1-5]{1}"))
5. Enter the Error Message as "rating should be from 1 to 5", select the Error location as Field and select the field as "Rating for Service", and click Save.

## To create a matching rule to an Customer details Object

1. Go to quick find box in setup and search formatching Rule.
2. Click on matching rule >> click on New Rule.
3. Select the object as Customer details and click Next.
4. Give the Rule name : Matching customer details

- 5. Unique name : is auto populated
- 6. Define the matching criteria as
- 7.

Field	Matching Method
1. Gmail	Exact
2. Phone Number	Exact
- 8. Click save.
- 9. After Saving Click on Activate.

**To create a Duplicate rule to an Customer details Object**

- 1. Go to quick find box in setup and search forDuplicate rules.
- 2. Click on Duplicate rule >> click on New Rule >> select customer details object.
- 3. Give the Rule name as : Customer Detail duplicate
- 4. Scroll a little in Matching rule section
- 5. Select the matching rule:Matching customer details
- 6. And Click on save.
- 7. After saving the Duplicate Rule, Click on Activate.

**PROFILE CREATION:**

**Manager Profile**

**To create a new profile:**

- 1. Go to setup >> type profiles in quick find box >> click on profiles >> clone the desired profile (Standard User) >> enter profile name (Manager) >> Save.
- 2. While still on the profile page, then click Edit.
- 3. Select the Custom App settings as default for the Garage management.
- 4. Scroll down to Custom Object Permissions and Give access permissions for Appointments,Billing details and feedback , service records and customer details objects as mentioned in the below diagram.
- 5. Changing the session times out after should be “ 8 hours of inactivity”.
- 6. Change the password policies as mentioned :
- 7. User passwords expire in should be “ never expires ”.
- 8. Minimum password length should be “ 8 ”, and click save.

**Sales person Profile**

- 1. Go to setup >> type profiles in quick find box >> click on profiles >> clone the desired profile (Salesforce Platform User) >> enter profile name (sales person) >> Save.
- 2. While still on the profile page, then click Edit.
- 3. Select the Custom App settings as default for the GARage management.
- 4. Scroll down to Custom Object Permissions and Give access permissions for Appointments,Billing details and feedback , service records and customer details objects as mentioned in the below diagram.
- 5. And click save.

# ROLE & ROLE HIERARCHY

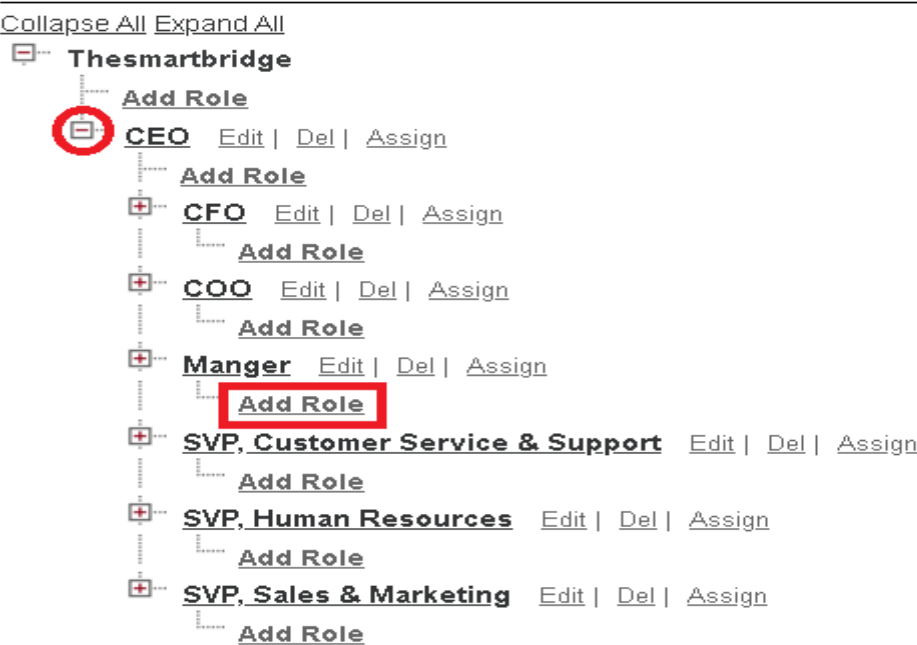
## Creating Manager Role :

- 1. Go to quick find >> Search for Roles >> click on set up roles.
- 2. Click on Expand All and click on add role under whom this role works.
- 3. Give Label as “Manager” and Role name gets auto populated. Then click on Save.

## Creating another roles

Creating another two roles under manager

- 1. Go to quick find >> Search for Roles >> click on set up roles.
- 2. Click plus on CEO role, and click add role under manager.



- 3. Give Label as “sales person” and Role name gets auto populated. Then click on Save.

# USERS:

## Create User

- 1. Go to setup >> type users in quick find box >> select users >> click New user.
- 2. Fill in the fields
  - i. First Name: Niklaus
  - ii. Last Name: Mikaelson
  - iii. Alias: Give a Alias Name
  - iv. Email id: Give your Personal Email id
  - v. Username: Username should be in this form: text@text.text
  - vi. Nick Name: Give a Nickname
  - vii. Role: Manager
  - viii. User licence: Salesforce
  - ix. Profiles: Manager

New User

Help for this Page

User Edit

Save Save & New Cancel

General Information

First Name Miklaus

Last Name Mikaelson

Alias nmika

Email

Username Mikaelson@Miklaus

Nickname mik

Title

Company

Department

Division

Role Manger

User License Salesforce

Profile Manager

Active ☒

Marketing User ☐

Offline User ☐

Knowledge User ☐

Flow User ☐

Service Cloud User ☐

Site.com Contributor User ☐

Site.com Publisher User ☐

WDC User ☐

Data.com User Type --None--

3. Save.

## creating another users

- Repeat the steps and create another user using
  - Role : sales person
  - User licence : Salesforce Platform
  - Profile : sales person

create atleast 3 users with these permissions.

## PUBLIC GROUPS:

### Creating New Public Group

- Go to setup >> type users in quick find box >> select public groups >> click New.
- Give the Label as "sales team".
- Group name is autopopulated.
- Search for Roles.
- In Available Members select Sales person and click on add it will be moved to selected member.
- Click on save.

Group Information

Save Cancel

New Public Group

Label Sales Team

Group Name Sales\_Team

Grant Access Using Hierarchies ☒

Search: Roles for Find

Available Members

- Role: Customer Support, North America
- Role: Director, Channel Sales
- Role: Director, Direct Sales
- Role: Eastern Sales Team
- Role: Installation & Repair Services
- Role: Manager
- Role: Marketing Team
- Role: SVP, Customer Service & Support
- Role: SVP, Human Resources
- Role: SVP, Sales & Marketing
- Role: VP, International Sales
- Role: VP, Marketing
- Role: VP, North American Sales
- Role: Western Sales Team

Add

Remove

Selected Members

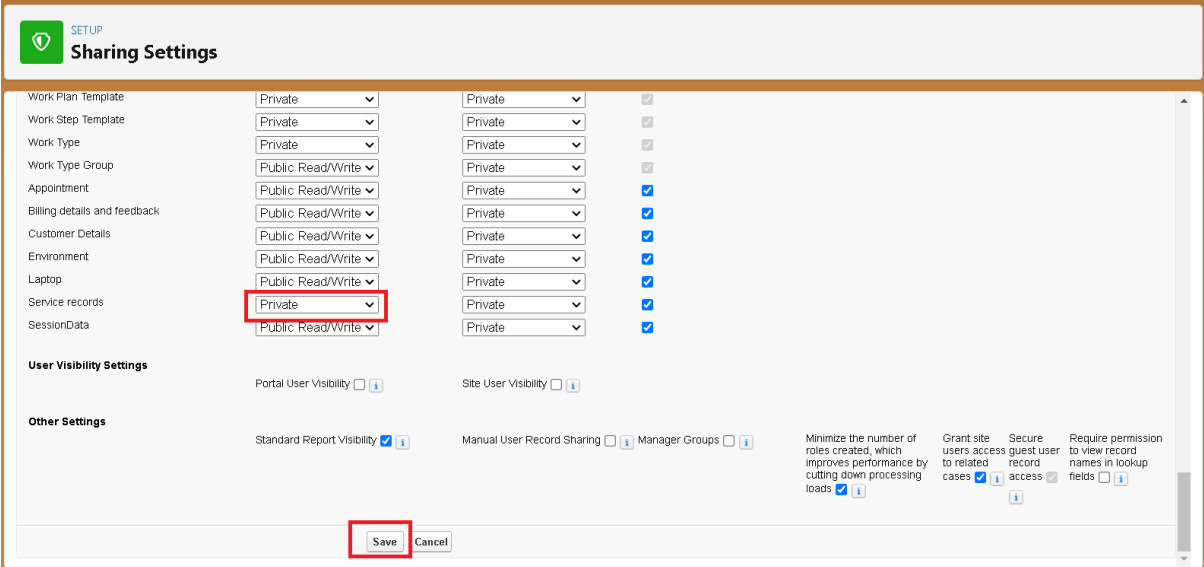
- Role: Sales person

Add to Delegated Administration Groups

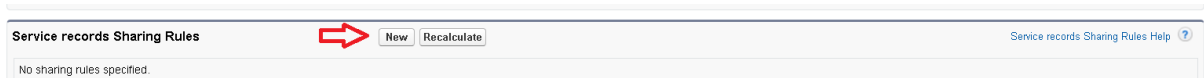
# SHARING SETTINGS:

## Creating Sharing settings

- 1. Go to setup >> type users in quick find box >> select Sharing Settings >> click Edit.
- 2. Change the OWD setting of the Service records Object to private as shown in fig.



- 3. Click on save and refresh.
- 4. Scroll down a bit, Click new on Service records sharing Rules.
- 5.

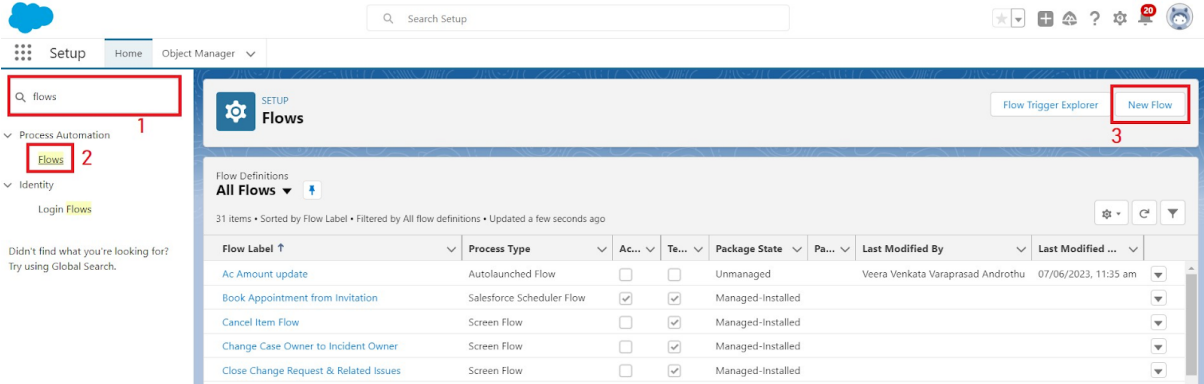


- 6. Give the Label name as “ Sharing setting”
- 7. Rule name is auto populated.
- 8. In step 3 : Select which records to be shared, members of “ Roles ” >> “ Sales person”
- 9. In step 4: share with, select “ Roles ” >> “ Manager ”
- 10. In step 5 : Change the access level to “ Read / write ”.
- 11. Click on save.

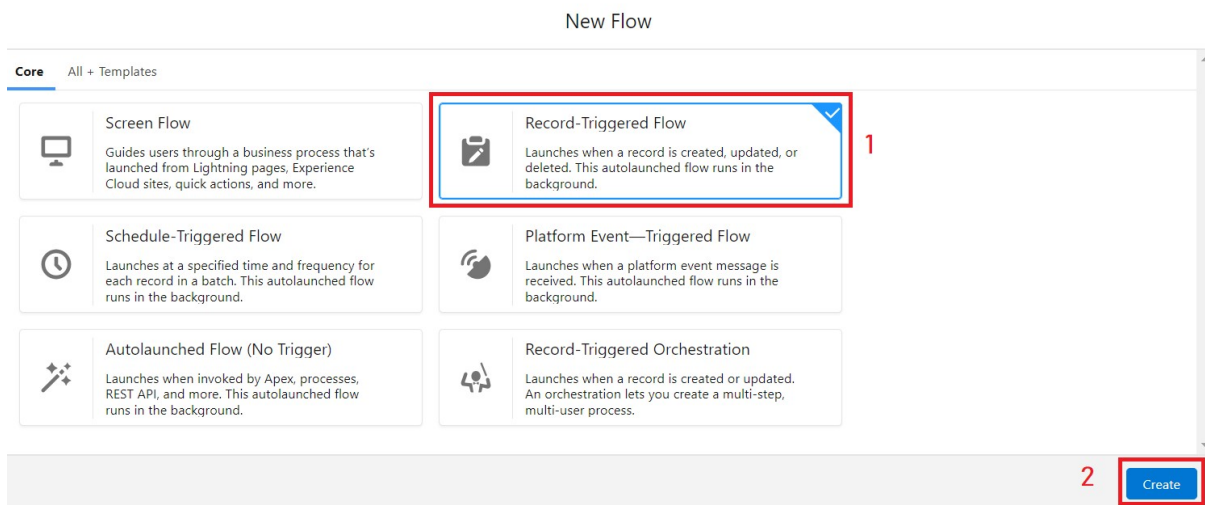
# FLOWS :

## Create a Flow

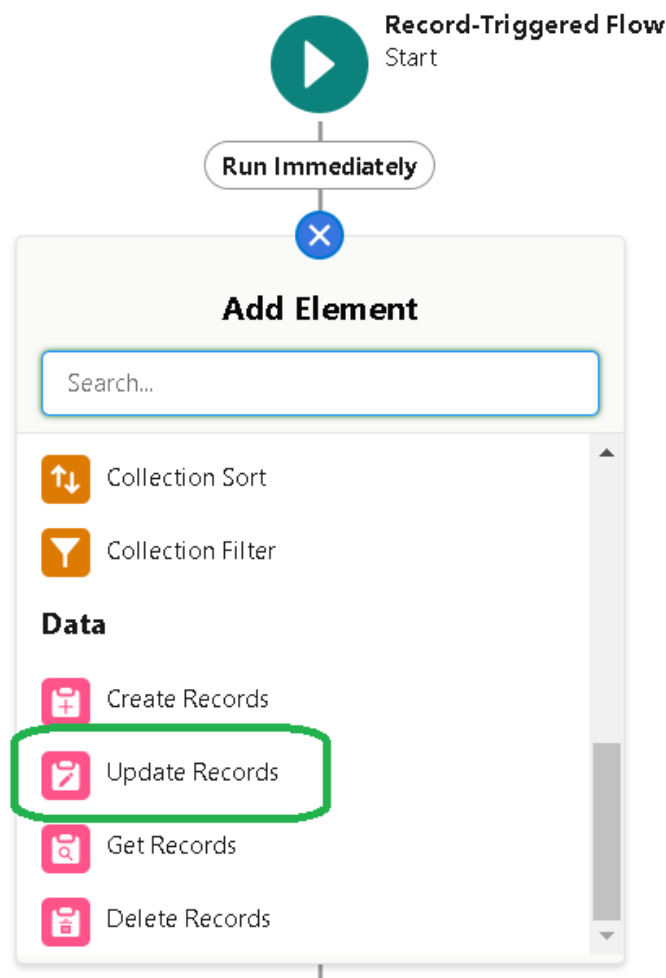
- 1. Go to setup >> type Flow in quick find box >> Click on the Flow and Select the New Flow.



- 2. Select the Record-triggerred flow and Click on Create.



3. Select the Object as "Billing details and feedback" in the Drop down list.
4. Select the Trigger Flow when: "A record is Created or Updated".
5. Select the Optimize the flow for: "Actions and Related Records" and Click on Done.
6. Under the Record-triggered Flow Click on "+" Symbol and In the Drop down List select the "Update records Element".



7. Give the Label Name : Amount Update
8. Api name : is auto populated
9. Set a filter condition : All Conditions are met(AND)
10. Field : Payment\_Status\_\_c
11. Operator : Equals
12. Value : Completed
13. AndSet Field Values for the Billing details and feedback Record
14. Field : Payment\_Paid\_\_c
15. Value : {!\$Record.Service\_records\_\_r.Appointment\_\_r.Service\_Amount\_\_c}



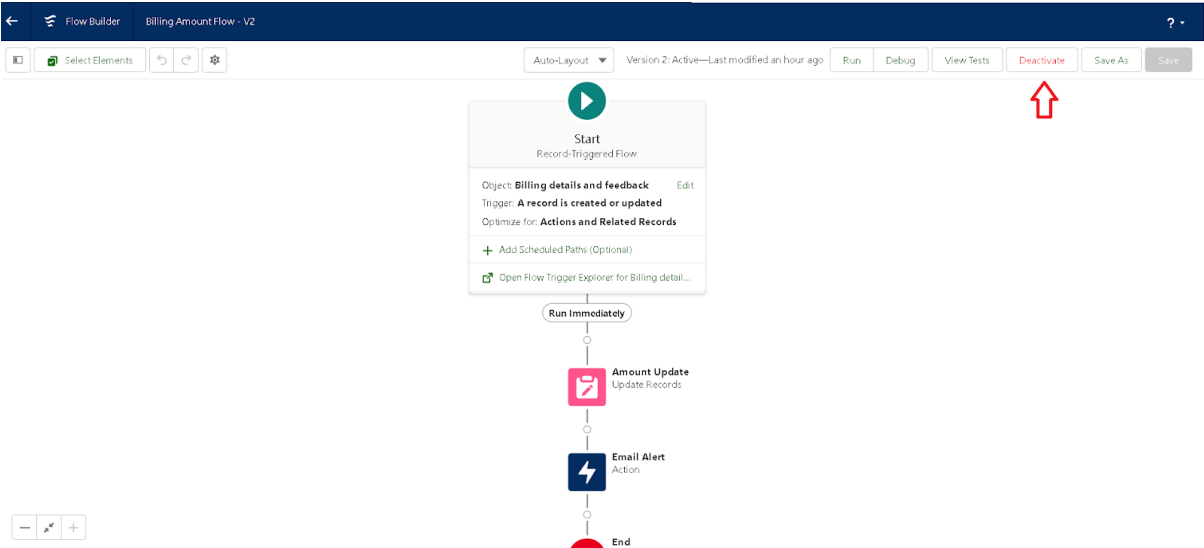
- 16. Click On Done.
- 17. Before creating another Element. Create a New Resource form Toolbox form top left.
- 18. Click on the New Resource, And select Variable.
- 19. Select the resource type as text template.
- 20. Enter the API name as “ alert”.
- 21. Change the view as Rich Text ? View to Plain Text.
- 22. In body field paste the syntax that given below.

Dear {!\$Record.Service\_records\_\_r.Appointment\_\_r.Customer\_Name\_\_r.Name},

I hope this message finds you well. I wanted to take a moment to express my sincere gratitude for your recent payment for the services provided by our garage management team. Your prompt payment is greatly appreciated, and it helps us continue to provide top-notch services to you and all our valued customers.

Amount paid : {!\$Record.Payment\_Paid\_\_c}  
Thank you for Coming .

- 23. Click done.
- 24. Now Click on Add Element , select Action.
- 25. Their action bar will be opened in that search for “ send email ” and click on it.
- 26. Give the label name as “ Email Alert”
- 27. API name will be auto populated.
- 28. Enable the body in set input values for the selected action.
- 29. Select the text template that created , Body : {!alert}
- 30. Include recipient address list select the email form the record.
- 31. RecipientAddressList:  
      {!\$Record.Service\_records\_\_r.Appointment\_\_r.Customer\_Name\_\_r.Gmail\_\_c}
- 32. Include subject as “ Thank You for Your Payment - Garage Management”.
- 33. Click done.
- 34. Click on save. Give the Flow label , Flow Api name will be autopopulated.
- 35. And click save, and click on activate.

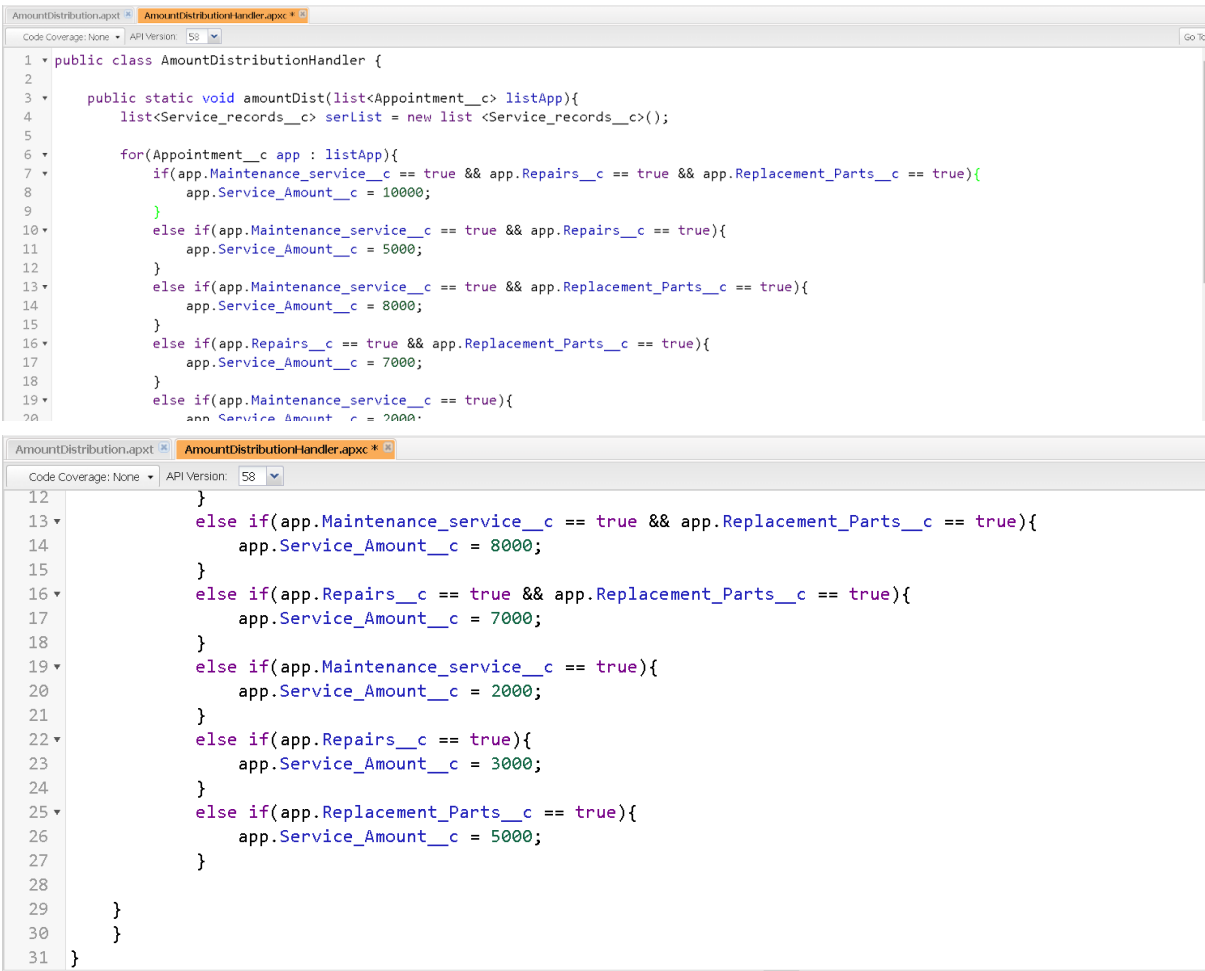


# APEX TRIGGER:

## Apex handler

UseCase : This use case works for Amount Distribution for each Service the customer selected for there Vehicle.

1. Login to the respective trailhead account and navigate to the gear icon in the top right corner.
2. Click on the Developer console. Now you will see a new console window.
3. In the toolbar, you can see FILE. Click on it and navigate to new and create New apex class.
4. Name the class as “AmountDistributionHandler ”.



Code:

```
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;
    }
}
}
}

```

Trigger Handler :

How to create a new trigger :

1. While still in the trailhead account, navigate to the gear icon in the top right corner.
2. Click on developer console and you will be navigated to a new console window.
3. Click on File menu in the tool bar, and click on new? Trigger.
4. Enter the trigger name and the object to be triggered.
5. Name : AmountDistribution
6. sObject : Appointment\_\_c

Syntax For creating trigger :

The syntax for creating trigger is :

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

```

{
}

```

In this project , trigger is called whenever the particular records sum exceed the threshold i.e minimum business requirement value. Then the code in the trigger will get executed.

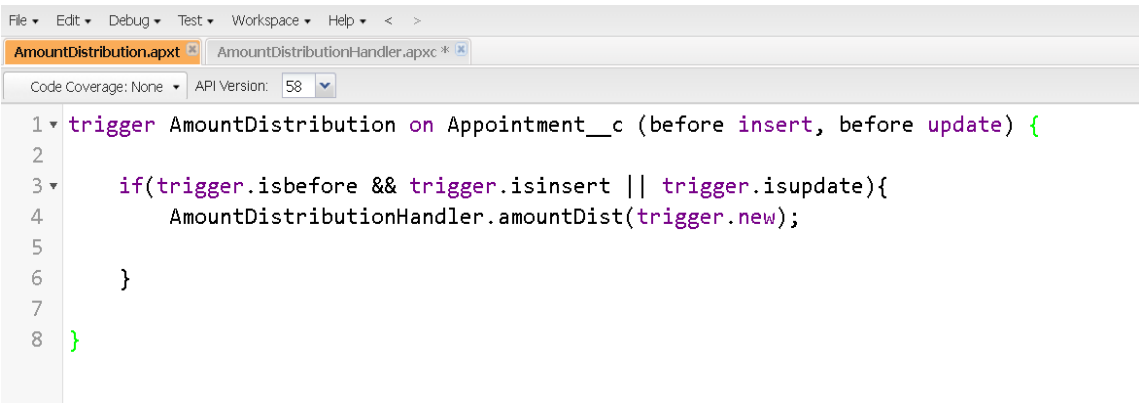
1. Handler for the Appointment Object

Code:

trigger AmountDistribution on Appointment\_\_c (before insert, before update) {

```
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
        AmountDistributionHandler.amountDist(trigger.new);
    }
}
```

}

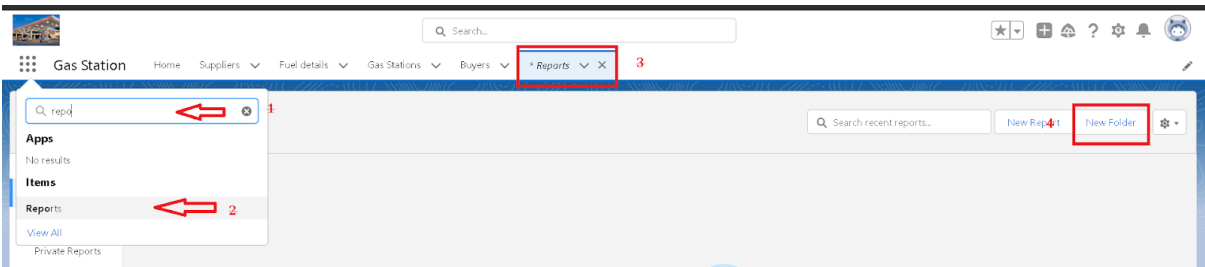
A screenshot of an IDE window showing the Apex code for the AmountDistribution trigger. The code is as follows:

```
1 trigger AmountDistribution on Appointment__c (before insert, before update) {
2
3     if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
4         AmountDistributionHandler.amountDist(trigger.new);
5     }
6 }
7
8 }
```

# REPORTS :

## create a report folder

1. Click on the app launcher and search for reports.
2. Click on the report tab, click on new folder.



3. Give the Folder label as "Garage Management Folder", Folder unique name will be auto populated.
4. Click save.

## Sharing a report folder

1. Go to the app >> click on the reports tab.
2. Click on the All folder , click on the Drop down arrow for Garage Management folder, and Click on share.
3. Select the share with as "roles", in name field search for "manager", give "view" as access for that role.
4. Then click share, and click on Done.

## Create Report Type

1. Go to setup >> type users in quick find box >> select Report Type >> click on Continue.
2. Click on new custom report type.
3. Select the Primary object as " Customer details".
4. Give the Report type Label as " Service information "
5. Report type Name is autopopulated.
6. Keep the Description as same.
7. Select Store in Category as " other Reports "
8. Select the deployment status as " Depolyed "; click on Next.
9. now , Click on Related object box.
10. Click on Select Object, choose Appointment Object as shown in fig.
11. Again Click to relate another object.
12. And select the related object as " service records".
13. Repeat the process and select the related object as " Billing details and feedback".
14. And click on save.

**Report Types**

This report type will generate reports about Customer Details. You may define which related records from other objects are returned in report results by choosing a relationship to another object.

**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**  
C to D Relationship:  
☒ Each "C" record must have at least one related "D" record.  
☐ "C" records may or may not have related "D" records.

Object Limit Reached  
You can associate up to four objects to a custom report type.

Previous Save Cancel

## Create Report

**Before creating report, create latest "10" records in every object.  
Try to fill every field in each record for better experience.**

1. Go to the app >> click on the reports tab
2. Click New Report.

Employee Manage... Home Employees Assets Asset Services Projects ProjectTasks **Reports** Dashboards

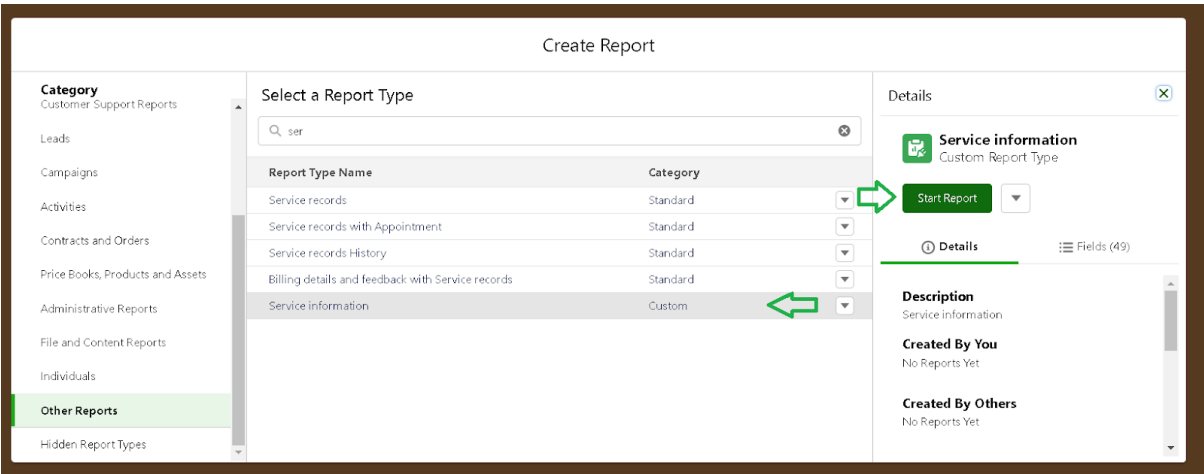
Reports  
Recent  
2 items

Search recent reports... **New Report** New Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Employee's working on projects report		Private Reports	Employee Project	5/6/2023, 9:33 am	
Created by Me	Assets assigned to Employees		Private Reports	Employee Project	5/6/2023, 9:36 am	
Private Reports						
Public Reports						
All Reports						

FOLDERS

3. Select the Category as other reports, search for Service Information, select that report, click on it. And click on start report.

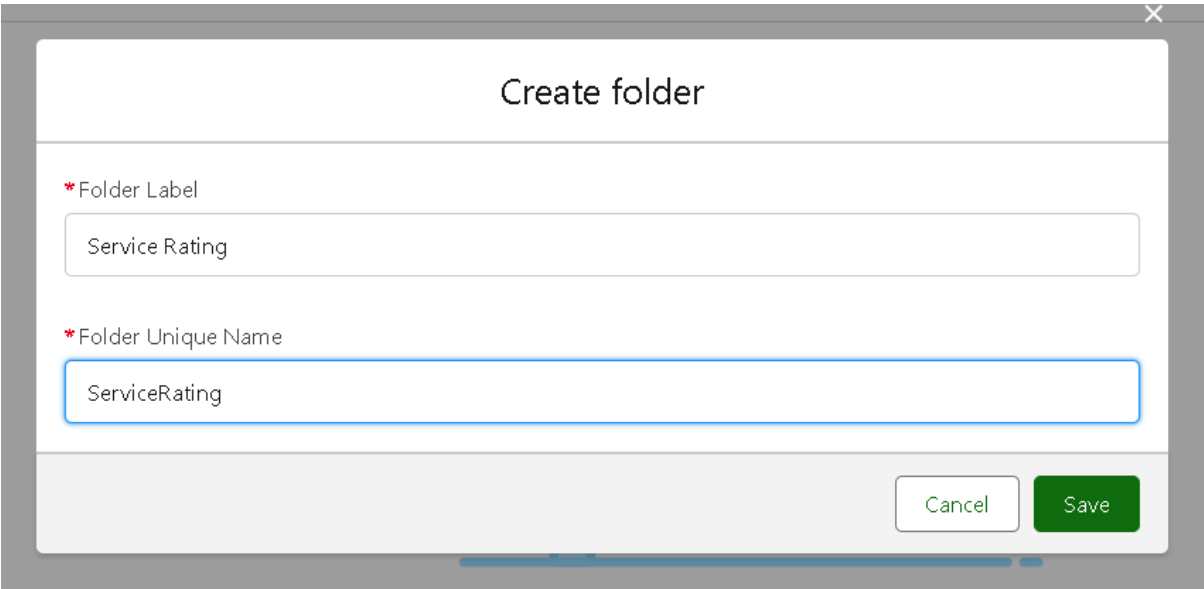


4. Their outline pane is opened already, select the fields that mentioned below in column section.
  1. Customer name
  2. Appointment Date
  3. Service Status
  4. Payment paid
5. Remove the unnecessary fields.
6. Select the fields that mentioned below in GROUP ROWS section.
  1. Rating for Service
7. Select the fields that mentioned below in GROUP ROWS section.
  1. Payment Status
8. Click on Add Chart , Select the Line Chart.
9. Click on save, Give the report Name : New Service information Report
10. Report unique Name is auto populated.
11. Select the folder the created and Click on save.

## DASHBOARDS :

### Create Dashboard Folder

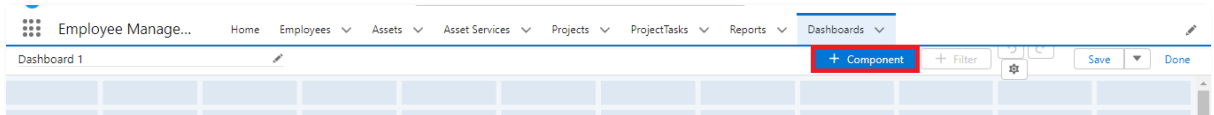
1. Click on the app launcher and search for dashboard.
2. Click on dashboard tab.
3. Click new folder, give the folder label as “ Service Rating dashboard”.
4. Folder unique name will be auto populated.
5. Click save.



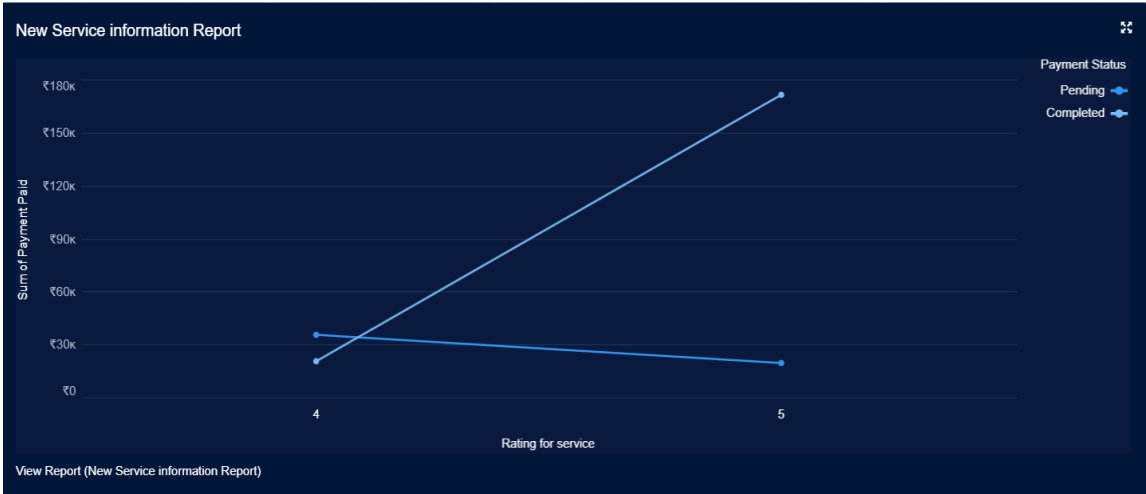
6. Follow the same steps, form milestone 15, and activity 2, and provide the sharing settings for the folder that just created.

# Create Dashboard

- 1. Go to the app >> click on the Dashboards tabs.
- 2. Give a Name and select the folder that created, and click on create.
- 3. Select add component.



- 4. Select a Report and click on select.
- 5. Select the Line Chart. Change the theme.
- 6. Click Add then click on Save and then click on Done.
- 7. Preview is shown below.



After that Click on Subscribe on top right.

- 8. Set the Frequency as “ weekly ”.
- 9. Set a day as monday.
- 10. And Click on save.

A screenshot of an "Edit Subscription" dialog box. The title is "Edit Subscription". Below the title is a subtitle: "Schedule dashboard refreshes and subscribe to receive results." Under the "Settings" section, there are three rows of settings. The first row is "Frequency" with three buttons: "Daily", "Weekly", and "Monthly". A green arrow points to the "Weekly" button. The second row is "Days" with seven buttons: "Sun", "Mon", "Tue", "Wed", "Thu", "Fri", and "Sat". A green arrow points to the "Mon" button. The third row is "Time" with a dropdown menu showing "3:00 pm". Below the "Settings" section is the "Recipients" section. It has a checkbox labeled "Receive new results by email when dashboard is refreshed." which is checked. Below this is a label "Send email to" followed by the text "Me". There is a button labeled "Edit Recipients". At the bottom right of the dialog box are two buttons: "Cancel" and "Save". A green arrow points to the "Save" button.

## Conclusion:

The Garage Management System (GMS) developed in Salesforce has successfully addressed the challenges faced by traditional garage operations. By leveraging Salesforce's robust platform and customizable features, the GMS has streamlined various aspects of garage management, including:

- **Customer Relationship Management (CRM):** The system provides a centralized platform for managing customer information, preferences, and service history. This enables personalized interactions and improved customer satisfaction.
- **Appointment Scheduling:** The GMS allows for efficient appointment scheduling, reducing wait times and optimizing resource allocation.
- **Inventory Management:** The system tracks inventory levels, ensuring that necessary parts and supplies are always available.
- **Service Order Management:** The GMS simplifies the creation, tracking, and completion of service orders, improving operational efficiency.
- **Reporting and Analytics:** The system generates comprehensive reports and analytics, providing valuable insights into business performance and identifying areas for improvement.

Overall, the GMS has demonstrated its potential to enhance garage operations, increase efficiency, and improve customer service. By adopting this Salesforce-based solution, garages can gain a competitive edge and drive growth in today's dynamic market.

**Future enhancements** could include integrating with telematics systems for predictive maintenance, implementing mobile app functionality for customers, and exploring the use of artificial intelligence for advanced analytics and automation.