

Ideation Phase – Brainstorm & Idea Prioritization

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| Date: | 02/11/2025 |
| Team ID: | NM2025TMID03021 |
| Project Name: | Garage Management System |
| Maximum Marks: | 4 Marks |

Garage Management System – Brainstorming Template

This guided project focuses on building a **Garage Management System** using Salesforce to help manage vehicles, customers, and service records efficiently. It automates workflows such as job assignment, service tracking, and billing, improving operational efficiency and reducing manual errors. The project demonstrates how Salesforce objects, automation tools, and validation rules can streamline garage operations and ensure data consistency.

Step 1: Team Gathering, Collaboration, and Problem Statement Selection

Our team began by discussing common problems faced in small-scale and medium-sized garage operations. Through collaboration and idea exchange sessions, we identified key issues such as inefficient service tracking, difficulty in maintaining customer records, and lack of automated notifications.

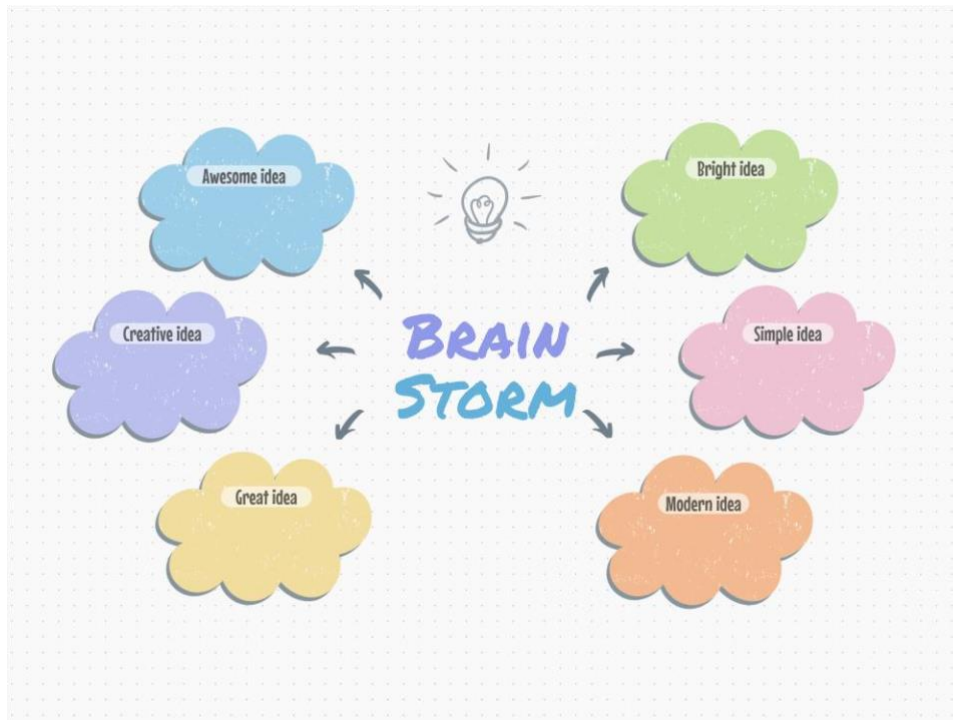
After reviewing possible Salesforce use cases, we decided to develop a **Garage Management System** to automate these processes and improve customer satisfaction.



Reference:

<https://www.mural.co/templates/brainstorm-and-idea-prioritization>

Step 2: Brainstorm, Idea Listing, and Grouping



Brainstorm:

All team members contributed their ideas on how to digitalize garage operations using Salesforce. We focused on using standard and custom objects, automation flows, and dashboards to simplify daily tasks like vehicle servicing, part management, and billing.

Idea Listing:

- Create custom objects for Vehicles, Customers, and Service Records.
- Implement Service Request assignment automation.
- Track status of ongoing repairs and update customers automatically.
- Generate service invoices automatically using Salesforce records.
- Set up dashboards to visualize service performance and workload.

Grouping:

We grouped ideas under the following categories:

1. **Data Management** – Vehicle, Customer, and Service record handling.
2. **Automation** – Workflow for service assignment and notifications.
3. **Reporting & Analytics** – Dashboards for garage performance insights.
4. **User Interface** – Easy-to-use Salesforce Lightning App pages for staff.

Action Planning:

After finalizing our categories, we assigned responsibilities to each member.

- One handled **object creation** and **relationships**,
- another focused on **automation and validation rules**,
- and others worked on **UI design** and **testing scenarios**.

A clear timeline was set to ensure steady progress and integration.

Step 3: Idea Prioritization

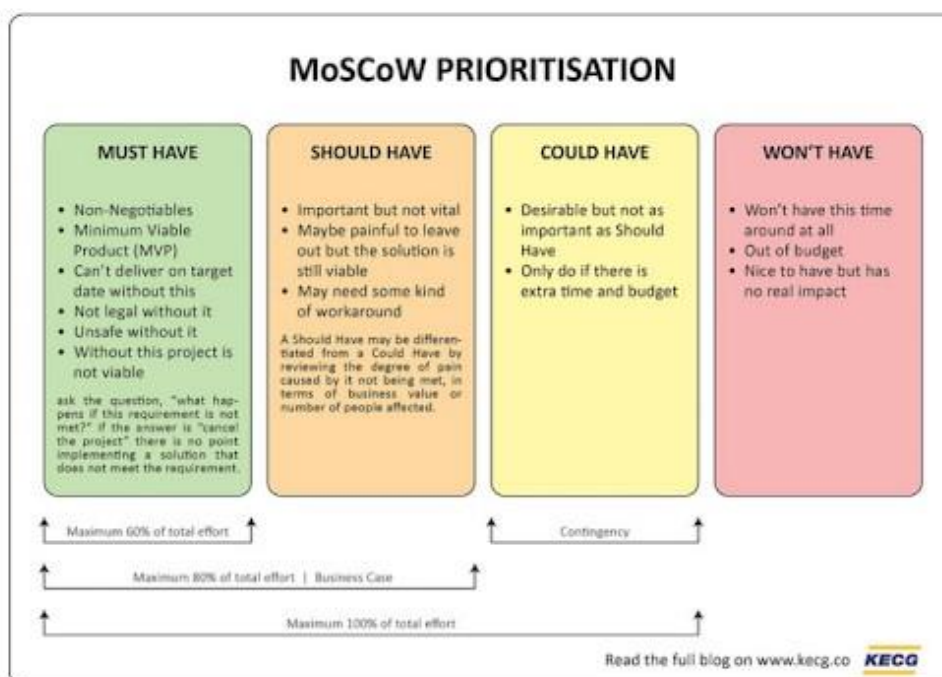


Fig 3: Image showing workflow of the Garage Management System (placeholder for screenshot).

Idea Prioritization:

Idea prioritization helped us focus on critical functionalities first — especially **service tracking** and **automation**. These are the backbone of the system, ensuring smooth management of garage operations.

By structuring our ideas:

- We first implemented **vehicle and customer modules**,
- then moved to **service and billing automation**,
- and finally added **dashboards and reports** for analytics.

This prioritization ensured that essential workflows were functional before adding advanced features. It also maintained clarity on how each module supports the overall goal — **efficient, accurate, and automated garage management**.

Conclusion

The brainstorming and idea prioritization phase helped our team clearly define project objectives, organize ideas, and structure the development plan effectively. It ensured balanced participation, practical planning, and smooth Salesforce implementation.