CST394-2 / IIT372-2 Project II

One-Page Project Proposal

**Title of the Project:** *GearWise - CRM System for Automated Vehicle Service Center*

# Problem and Proposed Solution:

**Problem:** In service stations frequently having trouble keeping up with supplier relationships, satisfying customer demands and appointment scheduling. They still maintain a ton of files and paper records, manual processes, and antiquated technology to keep track of their suppliers, and customers. Within their company, this has already resulted in inefficiencies and disgruntled customers.

**Solution:** To address the client's challenges, we propose a digital transformation. Implementing an integrated CRM system and automated appointment scheduling will streamline operations. Transitioning from manual processes to an automated system will optimize efficiency. Here through this platform the client will be comfortable with appointment scheduling and supplier management and with our unique features we can increase customer interactions and supply better customer experience.

# Five Main Functionalities:

Functionality 1: Service Appointment Reservation and Flexible rescheduling - Here we hope to implement functionality in a vehicle service center enables customers to schedule appointments for servicing their vehicles. It involves providing to customers can select desired service types, preferred dates, and available time slots.

Functionality 2: Time Based Service alert -This function proactively notifies customers of upcoming vehicle service needs. It sends timely reminders via email or SMS, prompting customers to schedule appointments in advance.

Functionality 3: Queue Optimization – Managing vehicle slots with a virtual representation and customers can see those empty slots availability.

Functionality 4: Customer service portal - In this section records vehicle details and service history during visits. Upon return, it generates a comprehensive report, including previous service records and maintenance details. This ensures accurate and efficient servicing, enhancing customer satisfaction.

Functionality 5: Integrated Supply chain management - This function facilitates seamless procurement of supplies from suppliers for the vehicle service center. It includes a feature to monitor supplies levels and automatically trigger notifications to suppliers when stock reaches predefined thresholds.

# Novelty:

# Our system introduces unique features like Time-based service alerts, a customer service portal, queue management, and integrated supply chain management, setting a new standard with AI-driven virtual Assistance for service booking. The Chat bot can answer user queries about pricing, services, and scheduling appointments and also get recommendations for vehicle types.

1. GPS tracking, allowing customer to easily locate the nearest available vehicle service center
2. During off peak hours offer reduce pricing as part of our commitment to provide value and flexibility to our customer. This enables clients to take advantage of our services during quieter times, optimizing their budget while receiving the top-notch service.
3. System introduces unique features like rewards program where customers earn coins for each service visit, which can be redeemed for discounts on future services