

# Problem–Solution Fit

Date	23 Oct 2025
Team Id	NM2025TMID04744
project Name	Garage management system
Maximum Mark	2 marks

## Problem Definition

- Paper-based job cards and bills often get misplaced.
- Managers cannot track pending or completed services easily.
- Billing and payment updates take extra time.
- No structured follow-up or feedback mechanism.

## Problem Solution Fit

The proposed system uses Salesforce CRM to digitalize every workflow.

Custom Objects manage customer and service data; Flows and Validation Rules automate repetitive steps; Dashboards provide performance insights.

This approach directly solves each identified problem and ensures faster, more accurate operations.

Problem	Project Solution
Manual data handling	Digital Objects & Record Management
Billing errors	Automated Billing Flows
No updates	Record-Triggered Automation
No analytics	Reports & Dashboards
Limited access control	Role-Based Profiles & Sharing Rules

## PROBLEM



Manual Records



Data Loss



Slow Updates



Customer  
Frustration



## SOLUTION



Automation



Centralized Data



Faster Billing



Improved Service



salesforce