

Problem–Solution Fit

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| 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

SOLUTION



Manual Records



Data Loss



Slow Updates



Customer Frustration



salesforce

Automation



Centralized Data



Faster Billing



Improved Service

