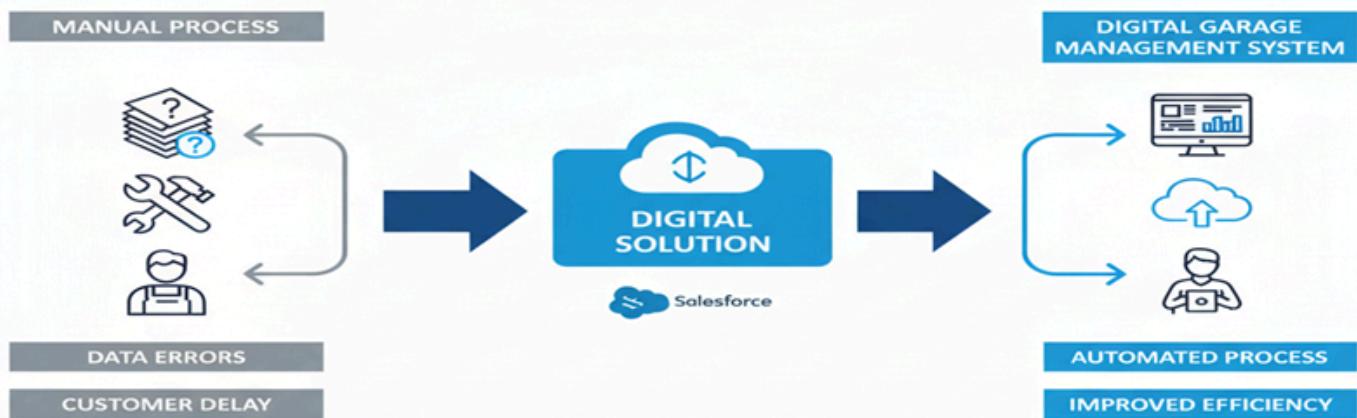


Define Problem Statement

Date	23 Oct 2025
Team ID	NM2025TMID04744
Project Name	Garage Management system
Maximum Marks	2 Marks

Customer Problem Statement

Many small and medium-sized automobile garages still depend on manual processes such as maintaining handwritten job cards, paper-based billing, and unorganized service tracking. This often leads to misplaced records, delayed service updates, inconsistent communication, and poor customer satisfaction. As a customer demand for faster and more transparent service increases, these outdated systems fail to meet modern expectations.



Problem Definition:

The key problem lies in the absence of a centralized, automated system that can handle the core operations of a garage – from customer registration and vehicle service tracking to billing and feedback collection – all in one place.

Manual handling of these processes causes:

- Time delays and duplication of data
- Human errors during billing and record entry
- Difficulty in tracking past services or payment history
- Limited customer follow-up and poor service transparency

Proposed Solution:

To overcome these challenges, a Garage Management System (GMS) is proposed using Salesforce, a powerful cloud-based CRM platform.

The system will:

- Digitally manage customer details, vehicle information, and appointments
- Automate billing and payment updates through Salesforce Flows and Triggers
- Track service status and quality checks in real-time
- Enable managers and salespersons to efficiently collaborate using roles and permissions
- Generate reports and dashboards for performance insights