Proposed Solution

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

Overview

The Proposed Solution describes how the system is implemented on Salesforce to resolve the garage's manual challenges.
 It integrates multiple modules into a single cloud platform that automates the full service cycle—from booking to billing.

System Features

1. Customer Details Module – stores customer and vehicle data.
2. Appointment Module – books service slots and generates auto numbers.
3. Service Records Module – tracks maintenance and quality-check status.
4. Billing & Feedback Module – manages payments and collects ratings.
5. Reports & Dashboards – visualize performance metrics.
6. User Access Control – defines Manager / Sales Person roles.

Components Used

- Objects & Fields: Custom Objects for each module.
- Validation Rules: Verify correct inputs (vehicle number, rating range).
- Flows:
    - Billing Flow – updates payment amount and sends thank-you email.
    - Service Flow – marks service status = Completed after quality check.
- Apex Trigger & Handler: Calculates Service Amount based on selected services.
- Profiles & Roles: Provide layered access (Manager > Sales Person).
- Reports & Dashboards: Summarize daily operations and performance.

Benefits

- Eliminates manual paperwork.
- Ensures real-time status tracking.
- Automates communication with customers.
- Provides managers with analytics for decision-making.
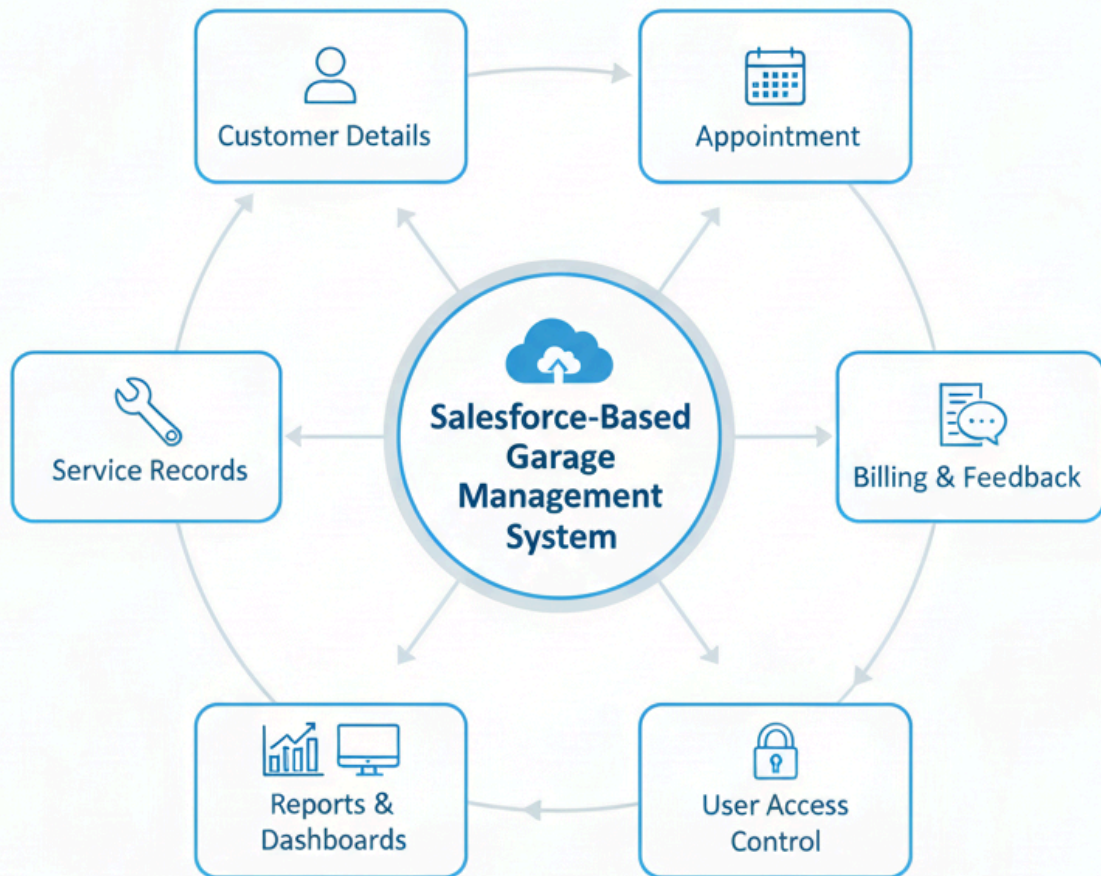
Conclusion

The solution leverages Salesforce automation and scalability to modernize garage operations, offering a reliable, paper-free, and intelligent management experience.