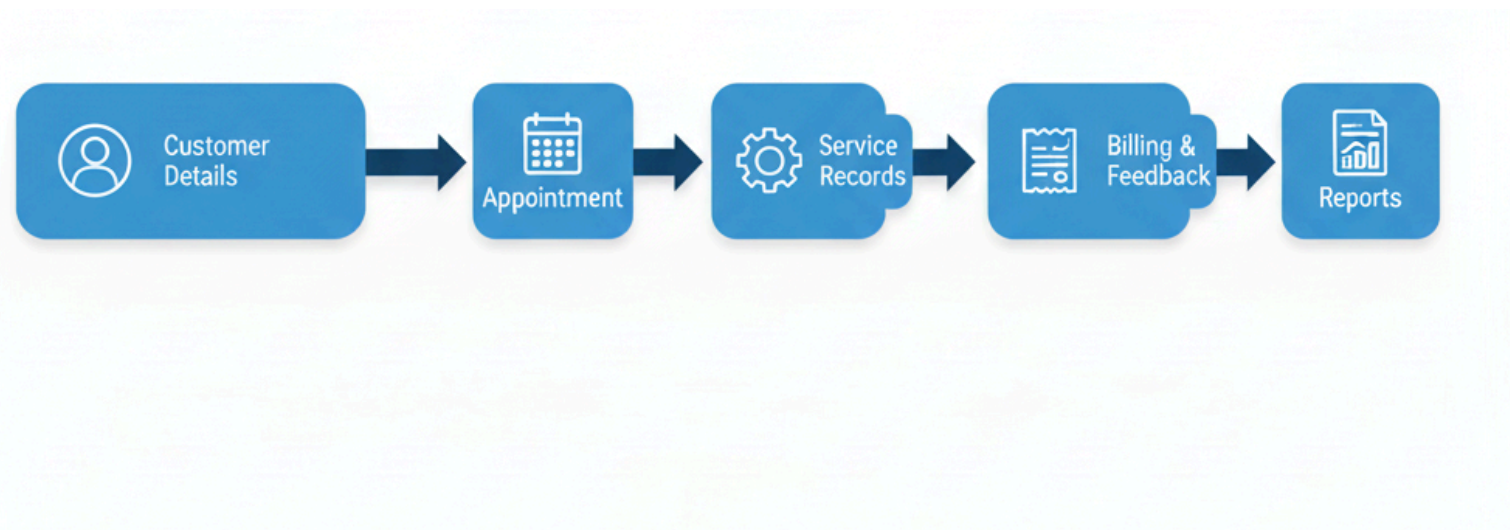


# Data Flow & User Stories

Date	23 Oct 2025
Team Id	NM2025TMID04744
project Name	Garage management system
Maximum Mark	4 marks

## Data Flow

The data flow in the Garage Management System represents how information moves between different objects and processes in Salesforce. When a Customer record is created, their details are linked to an Appointment where services are selected. Once the appointment is confirmed, a Service Record is generated to track progress and quality checks. Upon completion, Billing and Feedback records are created, updating payment details and capturing customer satisfaction. This structured data flow ensures accurate tracking of every customer interaction — from service booking to billing and reporting.



User Stories

User Role	User Story	Acceptance Criteria
Customer	As a customer, I want to book an appointment for my vehicle service so that I can save time at the garage.	The system should allow customers to select a date, time, and service type.
Sales Person	As a sales person, I want to manage customer details and appointments so that I can track daily operations efficiently.	Able to view, edit, and update customer and appointment records.
Manager	As a manager, I want to monitor the entire service process and payments to ensure smooth operations.	Should view reports and dashboards summarizing all activities.