

Garage Management Application

1. Project Overview

This project is focused on developing a Garage Management System designed to streamline the day-to-day operations of an automotive repair shop. The goal is to create an efficient, user-friendly system using Salesforce to manage appointments, inventory, customer data, billing, and vehicle services. This project will enhance operational efficiency, improve customer experience, and support long-term growth for the garage by utilizing cloud-based CRM tools.

2. Objectives

List the specific, measurable goals the project intends to achieve. Examples:

Business Goals:

- a. Improve appointment scheduling efficiency and reduce customer wait times.
- b. Enhance inventory accuracy to prevent stock-outs and over-ordering.
- c. Provide clear, data-driven insights into garage performance and customer satisfaction.

Specific Outcomes:

- a. A custom solution for managing vehicle service records, inventory, and billing.
- b. Automated workflows for updating inventory and notifying customers.
- c. Interactive dashboards to track garage performance metrics.

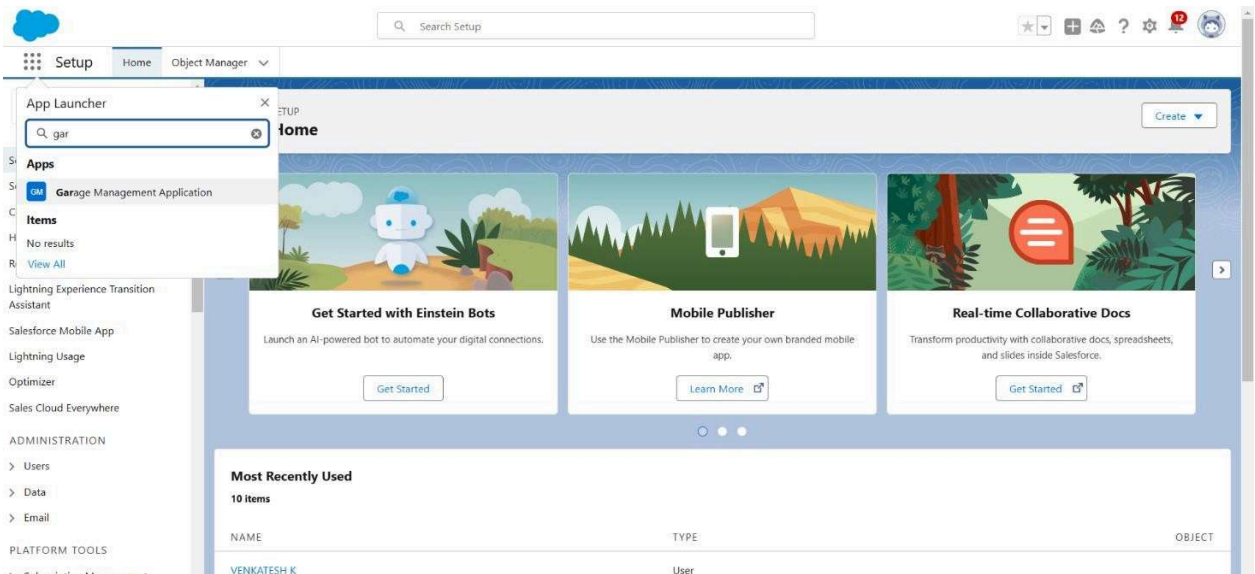
3. Salesforce Key Features and Concepts Utilized

- a. **Custom Objects and Fields:** To manage data for vehicles, customers, service details, and inventory.
- b. **Role-Based Access Control:** Ensures only authorized users can access sensitive data.
- c. **Automation Tools:** Salesforce Flows and ProcessBuilder automate appointment reminders and inventory management.
- d. **Reports & Dashboards:** Provide insights into garage activities, such as parts usage and revenue.

4. Detailed Steps to Solution Design

- **Data Model:** Define entities-like Customer, Vehicle, Service Record, and Inventory Item.
- **User Interface:** Create custom-page layouts for service scheduling and customer check-ins.
- **Business Logic:** Set up Process Builder-and Flow to automate notifications and inventory updates.
- **Screenshots:** Include relevant screenshots of custom objects, fields, and automation workflows to illustrate each design element.

APP LAUNCHER:



GARAGE MANAGEMENT SYSTEM :

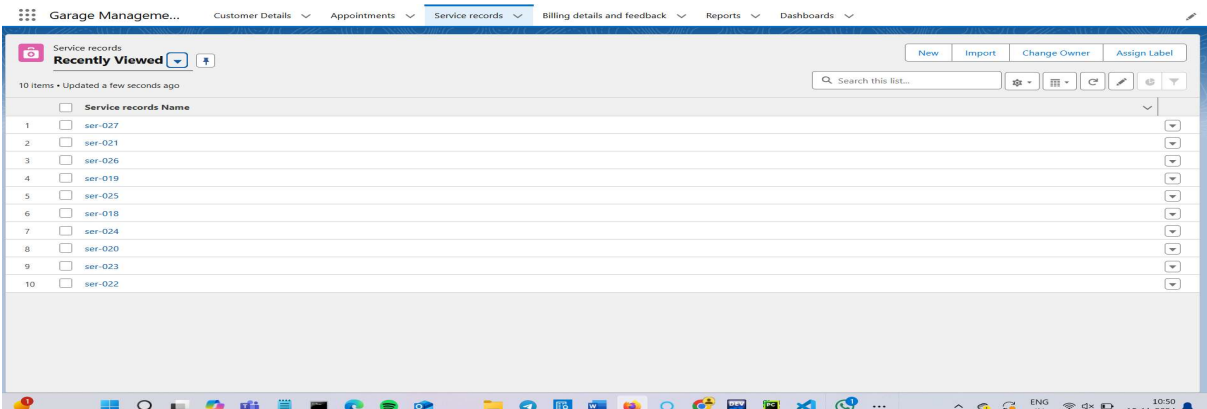
1. Customer Details

	<input type="checkbox"/> Customer Name
1	<input type="checkbox"/> suh
2	<input type="checkbox"/> nil
3	<input type="checkbox"/> Rustom
4	<input type="checkbox"/> Raj
5	<input type="checkbox"/> Harsh
6	<input type="checkbox"/> Sam Nion
7	<input type="checkbox"/> Rishi
8	<input type="checkbox"/> Ham
9	<input type="checkbox"/> Nam
10	<input type="checkbox"/> Esa

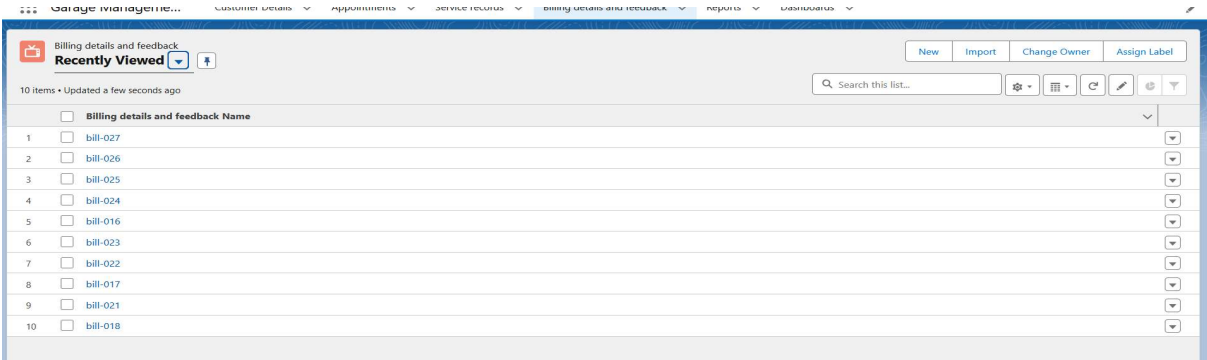
2.Appointments

	<input type="checkbox"/> Appointment Name	
1	<input type="checkbox"/> app-020	<input type="button" value="v"/>
2	<input type="checkbox"/> app-014	<input type="button" value="v"/>
3	<input type="checkbox"/> app-010	<input type="button" value="v"/>
4	<input type="checkbox"/> app-013	<input type="button" value="v"/>
5	<input type="checkbox"/> app-019	<input type="button" value="v"/>
6	<input type="checkbox"/> app-012	<input type="button" value="v"/>
7	<input type="checkbox"/> app-017	<input type="button" value="v"/>
8	<input type="checkbox"/> app-009	<input type="button" value="v"/>
9	<input type="checkbox"/> app-016	<input type="button" value="v"/>
10	<input type="checkbox"/> app-015	<input type="button" value="v"/>

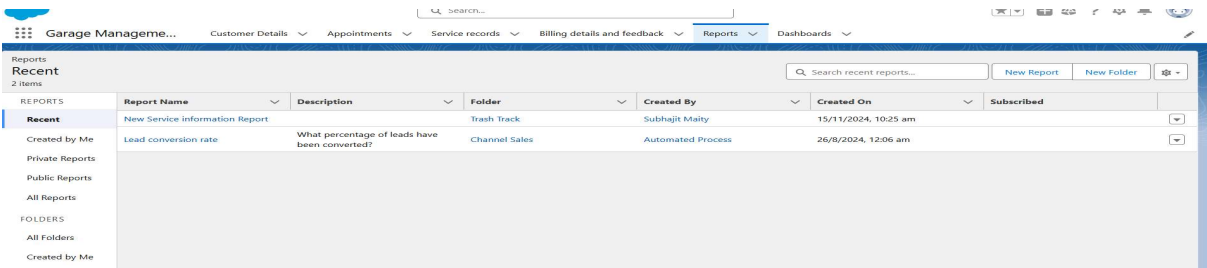
3. Service Record



4. Billing details and feedback Object



5. Reports



Garage Manage... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Report: Service information

New Service Information Report

Enable Field Editing

Rating for service	Payment Status	Completed	Pending	Total
2	Sum of Payment Paid Record Count	55,000	0	55,000
3	Sum of Payment Paid Record Count	111,000	0	111,000
4	Sum of Payment Paid Record Count	114,000	12,000	116,000
5	Sum of Payment Paid Record Count	54,000	0	54,000
Total	Sum of Payment Paid Record Count	334,000	12,000	346,000

Details (3 Rows)

Customer Name	Appointment Date	Service Status	Payment Paid
Raj	12/11/2024	Completed	55,000
Esa	21/11/2024	Completed	55,000
Ham	27/11/2024	Completed	55,000
Ria	26/11/2024	Completed	53,000
Sam/Nan	22/11/2024	Completed	55,000
Harsh	26/11/2024	Completed	55,000

Row Count: Detail Row Grand Total Stacked Summaries

6. Dashboards

Garage Manage... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Dashboards

Recent

Search recent dashboards...

New Dashboard New Folder

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Customer Review	Service Rating		Subhajt Maitly	15/11/2024, 10:28 am	✓

Created by Me

Private Dashboards

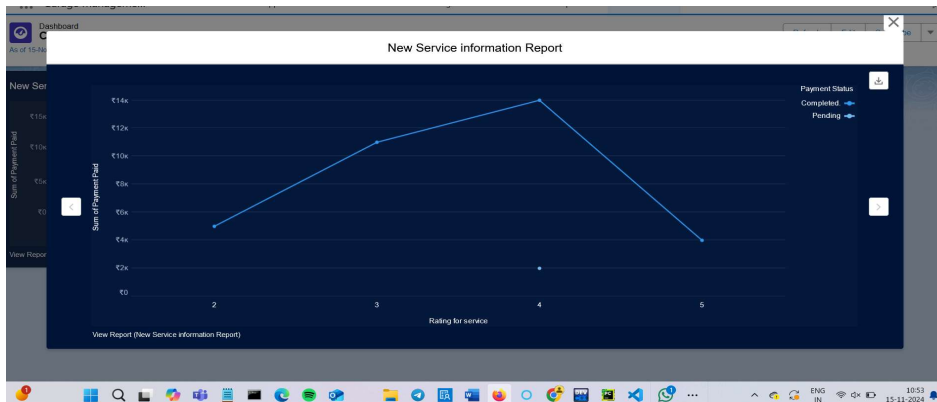
All Dashboards

FOLDERS

All Folders

Created by Me

Shared with Me



5. Testing and Validation

- **Unit Testing:** Test Apex classes and triggers to ensure business logic works as intended.
- **User Interface Testing:** Validate that all user roles have access to appropriate fields and functionality.

6. Key Scenarios Addressed by Salesforce

- **Appointment Management:** Enable easy scheduling, reminders, and rescheduling for customers.
- **Inventory Control:** Automates parts tracking and reordering.
- **Billing and Invoicing:** Simplifies invoicing and keeps financial records up-to-date.

7. Conclusion

Summary of Achievements:

The **Garage Management Application** project successfully delivered a customized solution that manages all core garage operations in a single platform. The system's automation and data tracking capabilities have greatly improved workflow efficiency and customer satisfaction, supporting scalable growth for the garage.

