

GARAGE MANAGEMENT SYSTEM

College Name: Shree Venkateshwara Arts and Science (co-education) College, Gobi.
College Code: brubd

TEAM ID: NM2025TMID20883

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INTRODUCTION:

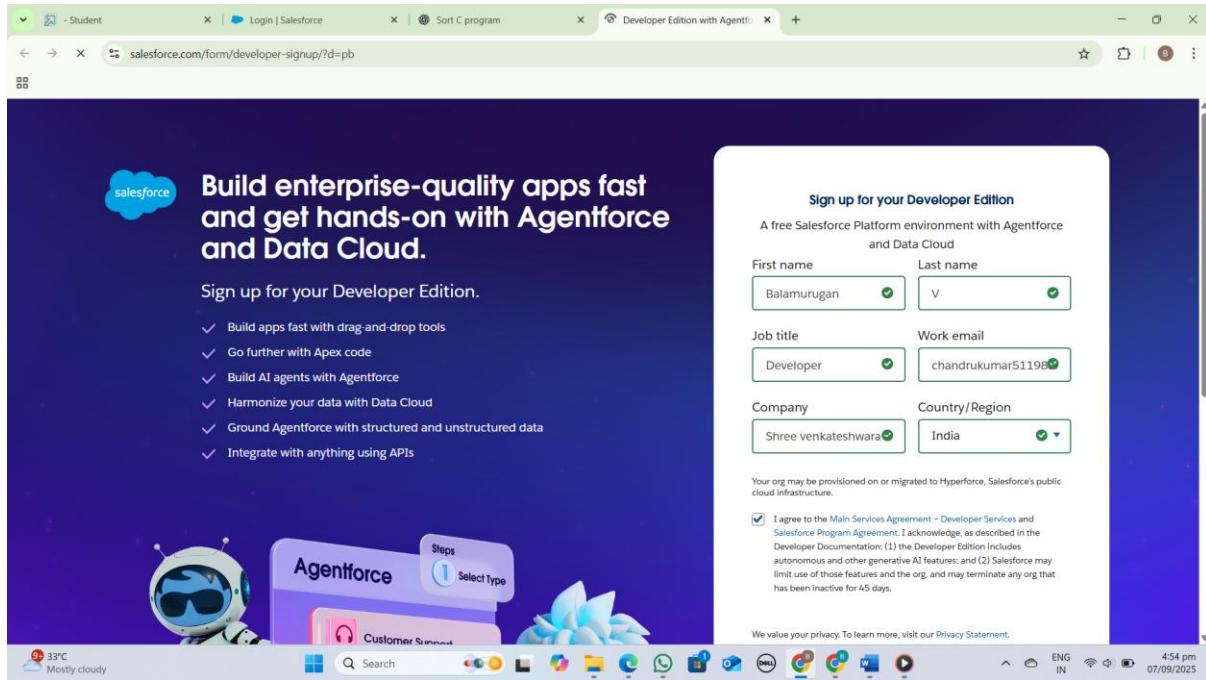
A Garage Management System in Salesforce is designed to streamline automotive service operations, improve customer experience, and enhance efficiency. It leverages Salesforce's CRM capabilities to manage appointments, vehicle records, billing, and inventory in one centralized platform. This system ensures workshops can track vehicles from check-in to delivery with full visibility. Customers benefit from timely updates, digital service history, and improved communication channels. With automated reminders, the system reduces missed appointments and boosts customer retention. Salesforce enables mechanics and managers to collaborate seamlessly with real-time data access. Parts inventory is tracked efficiently to prevent delays in service. Service advisors can generate accurate quotations and invoices instantly. Custom dashboards provide insights into revenue, workload, and customer satisfaction. Integration with mobile apps allows technicians to update job status directly from the workshop floor.

The system supports predictive maintenance through scheduled reminders and data analytics. Managers can track technician productivity and identify skill gaps. Integration with payment systems simplifies financial operations. Cloud-based access ensures anytime, anywhere management of workshop activities. Overall, the Garage Management System in Salesforce delivers a smart, customer-centric solution for modern automotive service centers.

Salesforce:

Salesforce is highly customizable with Service Cloud, Sales Cloud, Experience Cloud, and AppExchange apps.

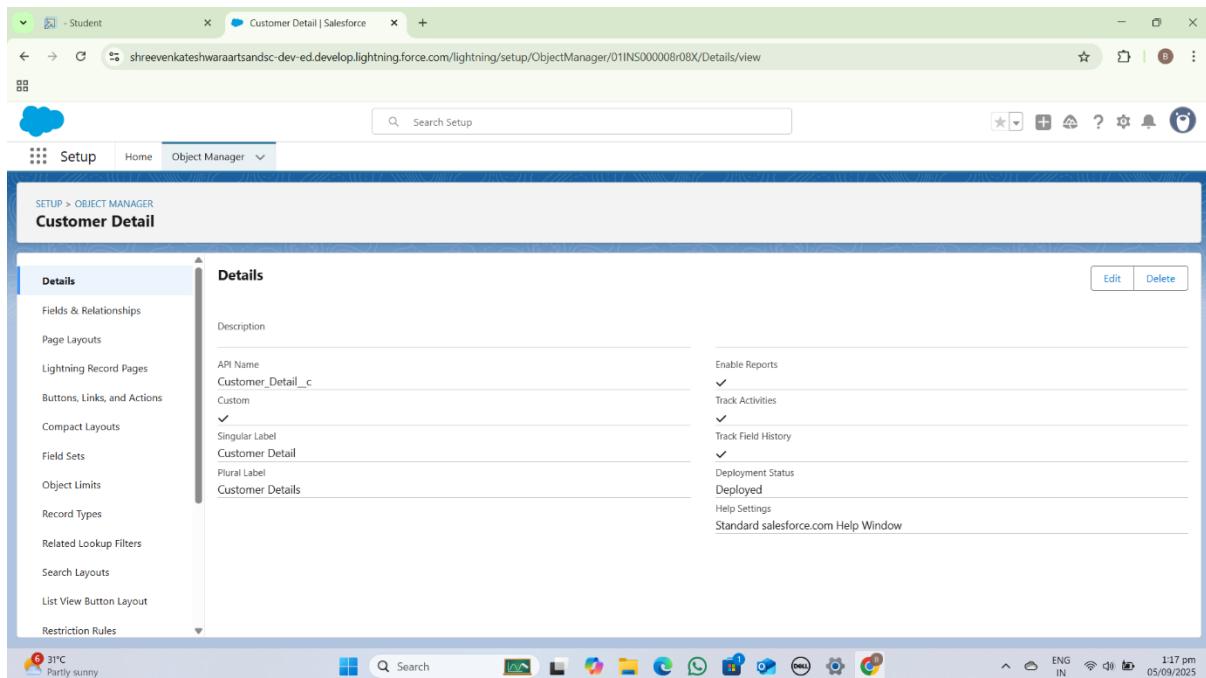
Creating Developer Account:



Object:

Manages vehicles, services, and appointments. *Vehicle* objects store vehicle details, *Service* objects define services offered, and *Appointment* objects schedule vehicle services. The system provides methods to add, view, and manage these objects efficiently.

Create Customer Details Object:



Create Appointment Object:

The screenshot shows the Salesforce Setup interface for creating a new object named 'Appointment'. The left sidebar lists various configuration options like Fields & Relationships, Page Layouts, and Record Types. The main 'Details' tab shows the following configuration:

- Description:** API Name: Appointment_c
- Custom:** ✓
- Singular Label:** Appointment
- Plural Label:** Appointments
- Enable Reports:** ✓
- Track Activities:** ✓
- Track Field History:** ✓
- Deployment Status:** Deployed
- Help Settings:** Standard salesforce.com Help Window

The status bar at the bottom indicates it's 31°C, Partly sunny, and the date is 05/09/2025.

Create Service Record Object:

The screenshot shows the Salesforce Setup interface for creating a new object named 'Service record'. The left sidebar lists various configuration options. The main 'Details' tab shows the following configuration:

- Description:** API Name: Service_record_c
- Custom:** ✓
- Singular Label:** Service record
- Plural Label:** Service records
- Enable Reports:** ✓
- Track Activities:** ✓
- Track Field History:** ✓
- Deployment Status:** Deployed
- Help Settings:** Standard salesforce.com Help Window

The status bar at the bottom indicates it's 31°C, Partly sunny, and the date is 05/09/2025.

Create Billing Details and Feedback Object:

The screenshot shows the Salesforce Setup interface under 'Object Manager'. A new object named 'Billing details and feedback' is being created. The 'Details' tab is selected, showing fields like API Name (Billing_details_and_feedback_c), Singular Label (Billing details and feedback), and Plural Label (Billing details and feedback). Other tabs visible include 'Fields & Relationships', 'Page Layouts', and 'Lightning Record Pages'. The status bar at the bottom indicates it's 05/09/2025 at 1:25 pm.

Tabs:

A Garage Management System (GMS) typically includes tabs for *Appointments*, *Customers*, *Vehicles*, and *Inventory*. These tabs organize system features and functions for easy access.

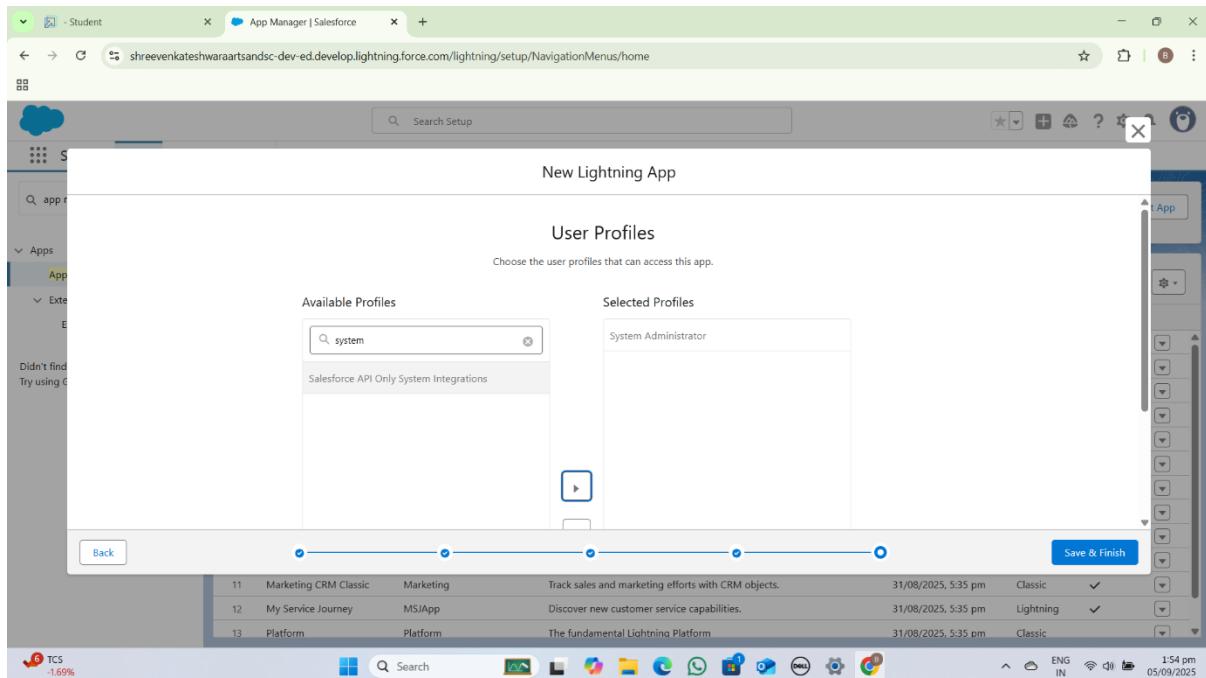
Creating A Custom Tabs:

The screenshot shows the Salesforce Setup interface under 'Custom Tabs'. A new tab named 'Billing details and feedback' is being created. The 'Custom Tabs' section allows creating new custom tabs to extend Salesforce functionality or build new application functionality. It includes sections for 'Custom Object Tabs' and 'Web Tabs'. The status bar at the bottom indicates it's 05/09/2025 at 1:39 pm.

Create A Lightning App:

The screenshot shows the 'App Details & Branding' step of creating a new Lightning App. The 'App Details' section contains fields for 'App Name' (Garage Management Application), 'Developer Name' (Garage_Management_Application), and 'Description' (Enter a description...). The 'App Branding' section includes an 'Image' field with an 'Upload' button and a 'Primary Color Hex' field set to #0070D2. A progress bar at the bottom indicates this is step 2 of 6. The background shows a list of existing apps and a sidebar with navigation menus.

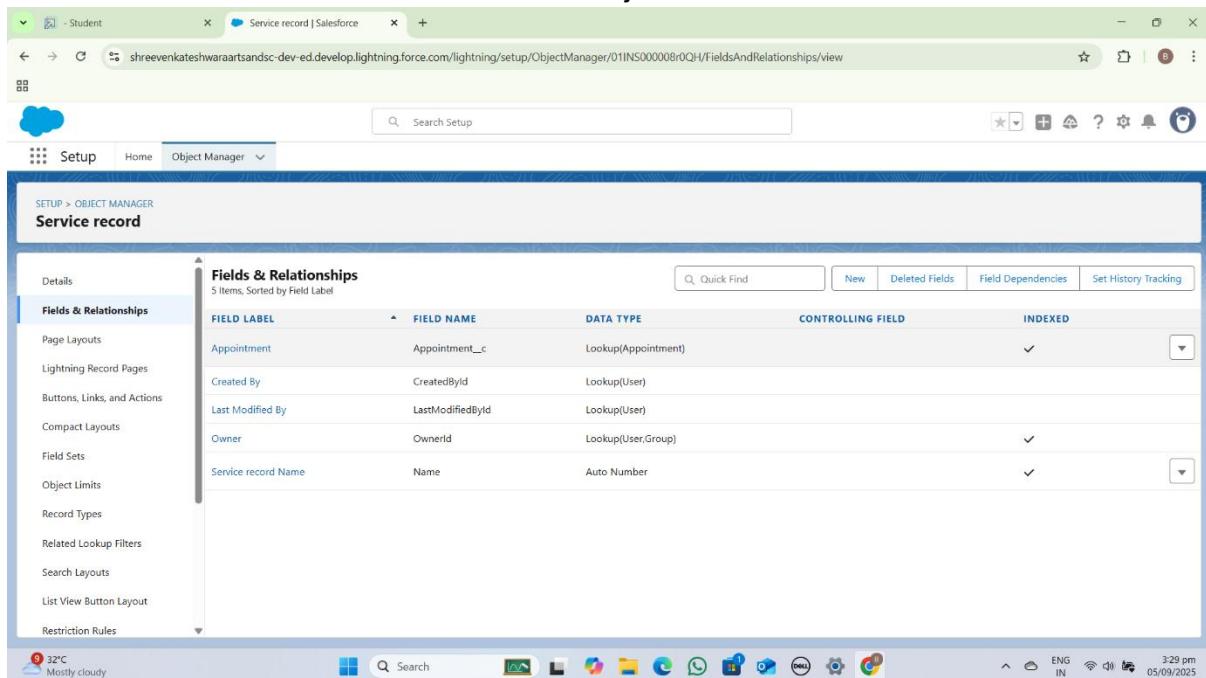
The screenshot shows the 'Navigation Items' step of creating a new Lightning App. It displays two columns: 'Available Items' (Customer Details, Appointments, Service records, Billing details and feedback) and 'Selected Items'. A search bar at the top of the list allows filtering by text. A progress bar at the bottom indicates this is step 3 of 6. The background shows a list of existing apps and a sidebar with navigation menus.



Fields:

1. *Vehicle Information*: Vehicle ID, customer name, vehicle type, license plate, etc.
2. *Service Details*: Service type, cost, description, etc.
3. *Customer Information*: Customer name, contact details, service history, etc.
4. *Payment and Billing*: Invoice numbers, payment status, amount, etc.

Creation Of Fields for The Customer Details Object:



Creation Of Lookup Fields:

The screenshot shows the Salesforce setup interface for the 'Customer Detail' object. The 'Fields & Relationships' section is selected, displaying six lookup fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Details Name	Name	Text(80)		✓
Gmail	Gmail__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone number	Phone_number__c	Phone		

Creation Of Checkbox Fields:

The screenshot shows the Salesforce setup interface for the 'Appointment' object. The 'Fields & Relationships' section is selected, displaying nine fields, including three checkbox fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date		
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Customer Detail	Customer_Detail__c	Lookup(Customer Detail)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Maintenance service	Maintenance_service__c	Checkbox		
Owner	OwnerId	Lookup(User,Group)		✓
Repairs	Repairs__c	Checkbox		
Replacement Parts	Replacement_Parts__c	Checkbox		

Creation Of Date Fields:

The screenshot shows the Salesforce Object Manager interface for the 'Service record' object. The left sidebar lists various setup options like Page Layouts, Lightning Record Pages, and Field Sets. The main area displays the 'Fields & Relationships' section for the 'Service record'. A table lists eight fields, all of which are of type 'Date'. The fields are:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment_c	Lookup(Appointment)		✓
Created By	CreatedBy	Lookup(User)		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quality Check Status	Quality_Check_Status_c	Checkbox		
service date	service_date_c	Formula (Date)		
Service record Name	Name	Auto Number		✓
Service Status	Service_Status_c	Picklist		

Creation Of Currency Fields:

The screenshot shows the Salesforce Object Manager interface for the 'Billing details and feedback' object. The left sidebar lists various setup options. The main area displays the 'Fields & Relationships' section for the 'Billing details and feedback' object. A table lists six fields, one of which is of type 'Currency'. The fields are:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedBy	Lookup(User)		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid_c	Currency(18, 0)		
Service record	Service_record_c	Lookup(Service record)		✓

Creation Of Text Fields:

The screenshot shows the Salesforce Object Manager interface. The left sidebar is collapsed, and the main area displays the 'Fields & Relationships' section for the 'Billing details and feedback' object. The table lists seven fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Rating for service	Rating_for_service__c	Text(1)		
Service record	Service_record__c	Lookup(Service record)		✓

Creation Of Picklist Fields:

The screenshot shows the Salesforce Object Manager interface. The left sidebar is collapsed, and the main area displays the 'Fields & Relationships' section for the 'Billing details and feedback' object. The table lists eight fields, with 'Payment Status' being the new picklist field:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text(1)		
Service record	Service_record__c	Lookup(Service record)		✓

Creating Formula Field in Service Record Object:

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** - Student, Recently Viewed | Customer De..., Service record | Salesforce
- Search Bar:** Search Setup
- Top Navigation:** Setup, Home, Object Manager
- Section:** SETUP > OBJECT MANAGER
Service record
- Left Sidebar:** Details, Fields & Relationships (selected), Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules.
- Table:** Fields & Relationships (8 items, Sorted by Field Label)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment_c	Lookup(Appointment)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quality Check Status	Quality_Check_Status_c	Checkbox		
service date	service_date_c	Formula (Date)		
Service record Name	Name	Auto Number		
Service Status	Service_Status_c	Picklist		
- Bottom:** Windows taskbar showing various icons and system status.

Validation Rules:

A Garage Management System (GMS) includes validation rules to ensure data accuracy and integrity, such as *Vehicle ID format*, *Service Date*, and *Payment Amount* validation. These rules prevent errors and inconsistencies in the system.

Rules:

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** SETUP > OBJECT MANAGER
- Section:** Appointment
- Left Sidebar:** Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, Scoping Rules, Triggers, Flow Triggers, Validation Rules (highlighted with a green box).
- Table:** Validation Rules (1 item, Sorted by Rule Name)

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Vehicle	Vehicle number plate	Please enter valid number	✓	project 2, 25/09/2023, 11:56 am

Condition As Formula:

Error Condition Formula

Example: Discount_Percent_c>0.30 More Examples...

Display an error if Discount is more than 30%

If this formula expression is true, display the text defined in the Error Message area

Insert Field Insert Operator ▾

NOT (REGEX(Vehicle_number_plate__c , "[A-Z]{2}[0-9]{2}[A-Z]{2}[0-9]{4}"))

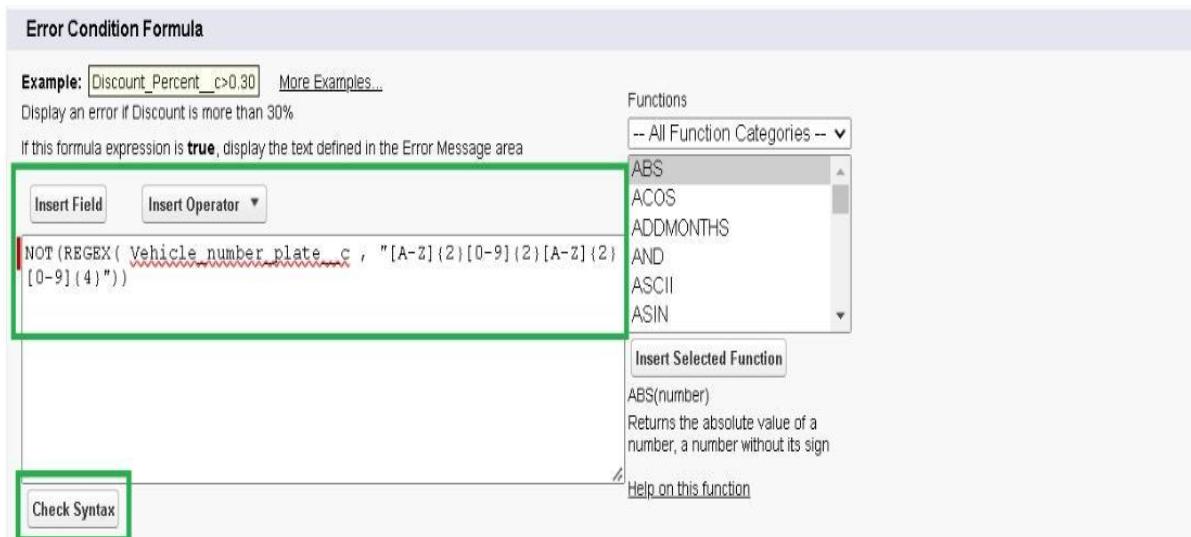
Functions

ABS
ACOS
ADDMONTHS
AND
ASCII
ASIN

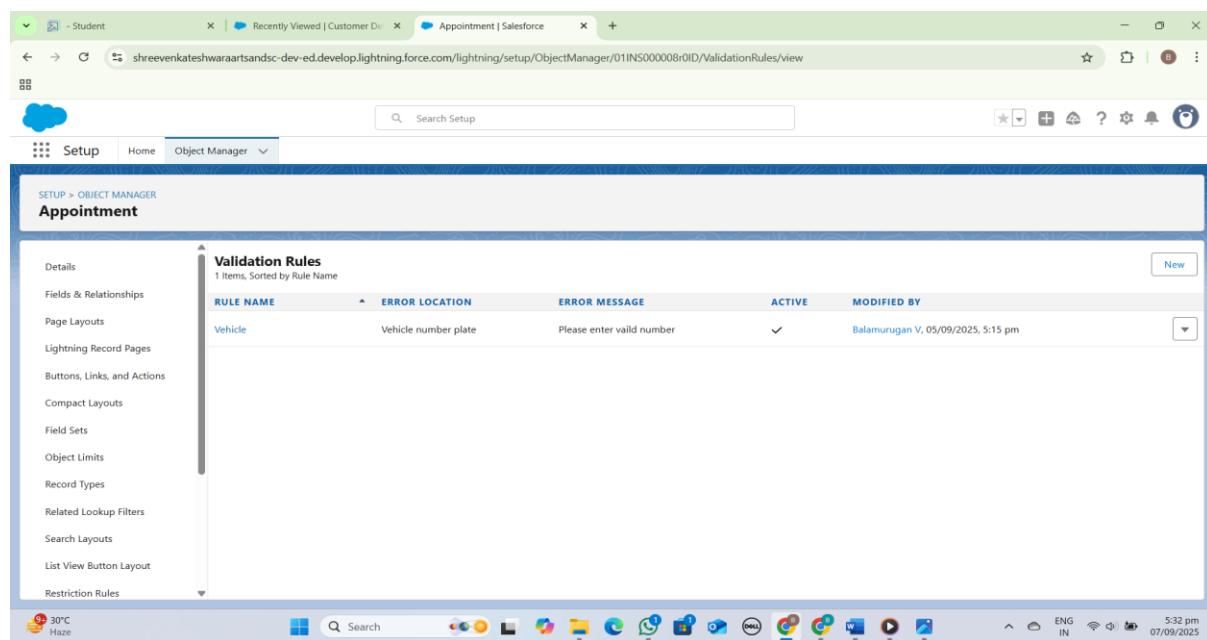
Insert Selected Function
ABS(number)
Returns the absolute value of a number, a number without its sign

Help on this function

Check Syntax

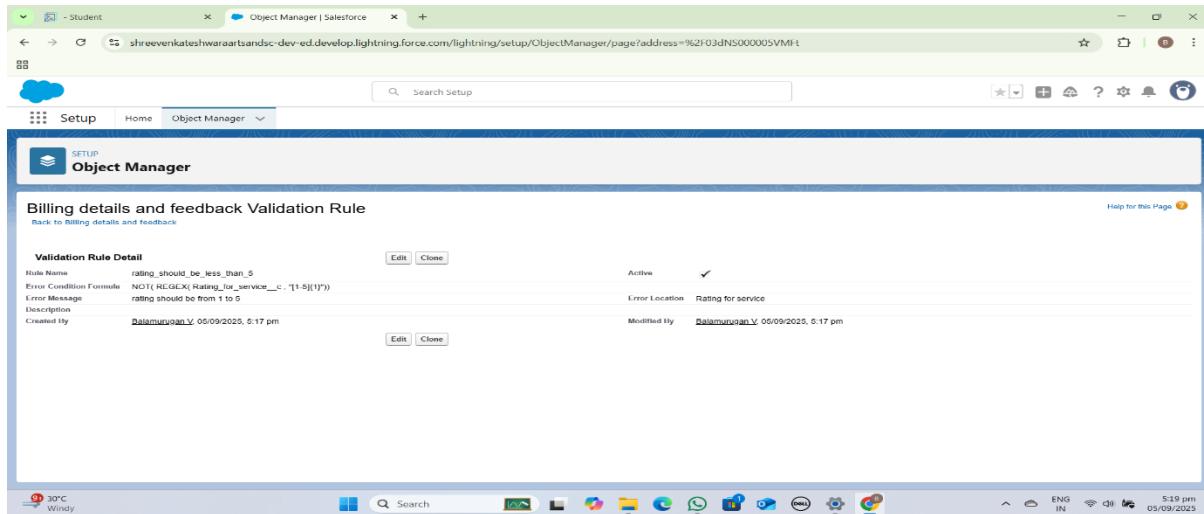


To Create A Validation Rules to an Appointment Object:



RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Vehicle	Vehicle number plate	Please enter valid number	✓	Balamurugan V, 05/09/2025, 5:15 pm

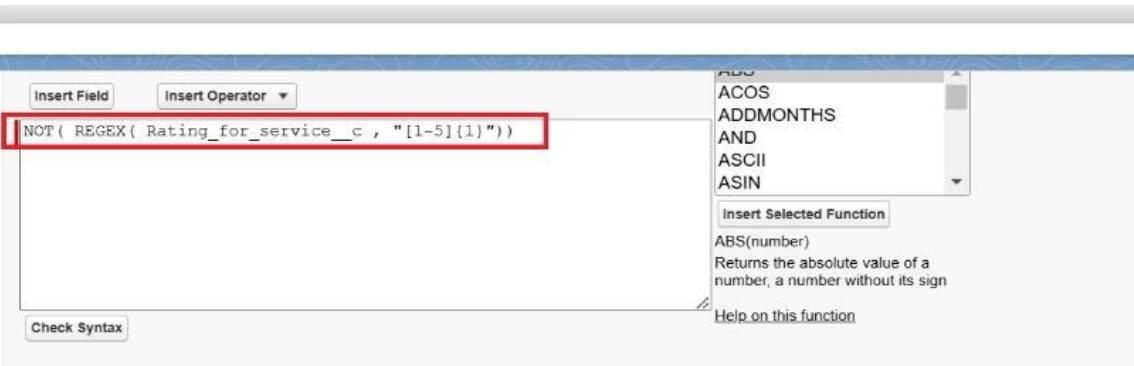
To Create a Validation Rule to a Billing Details and Feedback Object:



Rule Edit:



Condition Formula:



Duplicate Rule:

A duplicate rule in a Garage Management System (GMS) prevents *duplicate customer records* and *duplicate vehicle records*, ensuring data accuracy and integrity.

To Create a Matching Rule To an Customer Details Object

The screenshot shows the Salesforce Setup interface with the search bar set to "matching". The left sidebar is expanded to show "Data" and "Duplicate Management", with "Matching Rules" selected. The main content area displays a "Matching Rules" page titled "Matching customer details". The "Matching Rule Detail" section shows the following information:

Object	Customer Detail
Rule Name	Matching customer details
Unique Name	Matching_customer_details
Description	(Customer Detail: Gmail EXACT MatchBlank = FALSE) AND (Customer Detail: Phone_number EXACT MatchBlank = FALSE)
Matching Criteria	(Customer Detail: Gmail EXACT MatchBlank = FALSE) AND (Customer Detail: Phone_number EXACT MatchBlank = FALSE)
Status	Active
Created By	Balamurugan_V 05/09/2025, 5:19 pm
Modified By	Balamurugan_V 05/09/2025, 5:19 pm

The status bar at the bottom indicates it's 5:21 pm on 05/09/2025, the system is at 30°C, and the weather is Windy.

To Create a Duplicate Rule to a Customer Details Object:

The screenshot shows the Salesforce Setup interface with the search bar set to "duplic". The left sidebar is expanded to show "Data" and "Duplicate Management", with "Duplicate Rules" selected. The main content area displays a "Duplicate Rules" page titled "Customer Detail duplicate". The "Duplicate Rule Detail" section shows the following information:

Rule Name	Customer Detail duplicate
Description	
Object	Customer Detail
Record Level Security	Enforce sharing rules
Action On Create	Allow
Action On Edit	Allow
Alert Text	Use one of these records?
Active	✓
Matching Rule	Matching customer details Mapped
Conditions	
Created By	Balamurugan_V 05/09/2025, 5:22 pm
Modified By	Balamurugan_V 05/09/2025, 5:22 pm

The status bar at the bottom indicates it's 5:23 pm on 05/09/2025, the system is at 30°C, and the weather is Windy.

Profiles:

A Garage Management System (GMS) profile includes garage information, services offered, and technician details. It provides a comprehensive overview of the garage's operations and capabilities.

Manager Profile:

The screenshot shows the Salesforce Setup interface with the 'Profiles' page selected. The 'Manager' profile is displayed. The profile detail section shows the name 'Manager', user license 'Salesforce', and a custom profile indicator. The 'Page Layouts' section lists standard object layouts for various objects like Global, Email Application, Home Page Layout, and Account, along with their respective global layouts and assignment details. The system status bar at the bottom indicates it's 30°C and Windy, with a timestamp of 5:34 pm on 05/09/2025.

Sales Person Profile:

The screenshot shows the Salesforce Setup interface with the 'Profiles' page selected. The 'sales person' profile is displayed. The profile detail section shows the name 'sales person', user license 'Salesforce Platform', and a custom profile indicator. The 'Page Layouts' section lists standard object layouts for various objects like Global, Email Application, Home Page Layout, and Account, along with their respective global layouts and assignment details. The system status bar at the bottom indicates it's 30°C and partly sunny, with a timestamp of 5:41 pm on 05/09/2025.

Role & Role Hierarchy:

In a Garage Management System (GMS), roles and role hierarchy may include:

1. *Admin*: Full access to system settings, reports, and management.
2. *Manager*: Oversees operations, manages staff, and reviews performance.
3. *Technician*: Performs vehicle services and repairs.
4. *Receptionist*: Handles customer inquiries, scheduling, and billing.
5. *Customer*: Views service history, schedules appointments.

Role hierarchy:

1. *Admin* > *Manager* > *Receptionist* > *Technician* > *Customer*

Creating Manager Role:

The screenshot shows the Salesforce Setup interface with the 'Roles' page selected. The left sidebar shows navigation options like 'Users', 'Feature Settings', 'Sales', 'Service', and 'Case Teams'. The main content area displays the 'Role Detail' for a 'Manager' role. The 'Role Name' is 'Manager' and it 'Reports to' 'CEO'. It has 'Opportunity Access' and 'Case Access'. The 'Sharing Groups' section includes 'Role, Role and Internal Subordinates'. Below the detail table is a 'Users in Manager Role' section which is currently empty. At the bottom of the page, there are buttons for 'Edit' and 'Delete'.

Creating Another Role:

This screenshot is identical to the previous one, showing the creation of a 'Manager' role. The setup interface, role details, and user assignment section are all the same, indicating a duplicate entry or a second attempt at creating the same role.

Users:

Create User:

User Detail

Name	Mikaelson Niklaus	Role	salesperson
Alias	mnik	User License	Salesforce Platform
Email	chandrukumar511983@gmail.com [Verify]	Profile	salesperson
Username	salesperson@sp2.com	Active	<input checked="" type="checkbox"/>
Nickname	User17570749660422438185	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<input type="checkbox"/> View
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>

Creating Another User:

User Detail

Name	Bala murugan	Role	salesperson
Alias	bmuru	User License	Salesforce Platform
Email	chandrukumar511983@gmail.com [Verify]	Profile	salesperson
Username	salesperson@sp1.com	Active	<input checked="" type="checkbox"/>
Nickname	User17570753212005906648	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<input type="checkbox"/> View
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>

Public Groups:

In a Garage Management System (GMS), public groups may include *Administrators*, *Managers*, *Technicians*, and *Receptionists*. These groups define access levels and permissions for system users.

Creating New Public Groups:

The screenshot shows the Salesforce Setup interface. On the left, the navigation sidebar is open, showing categories like Users, Feature Settings, and Company Settings. Under 'Users', 'Public Groups' is selected. In the main content area, a 'Public Groups' page is displayed with a header 'sales team'. The group details show 'Label: sales team' and 'Group Name: sales_team'. A checkbox 'Grant Access Using Hierarchies' is checked. Below this, a table lists a single user: 'Name: sales_person' and 'Type: Role'. The bottom of the page includes standard Salesforce buttons like Edit, Delete, and View Summary. The status bar at the bottom right shows the date as 09/09/2025 and the time as 6:07 pm.

Sharing Setting:

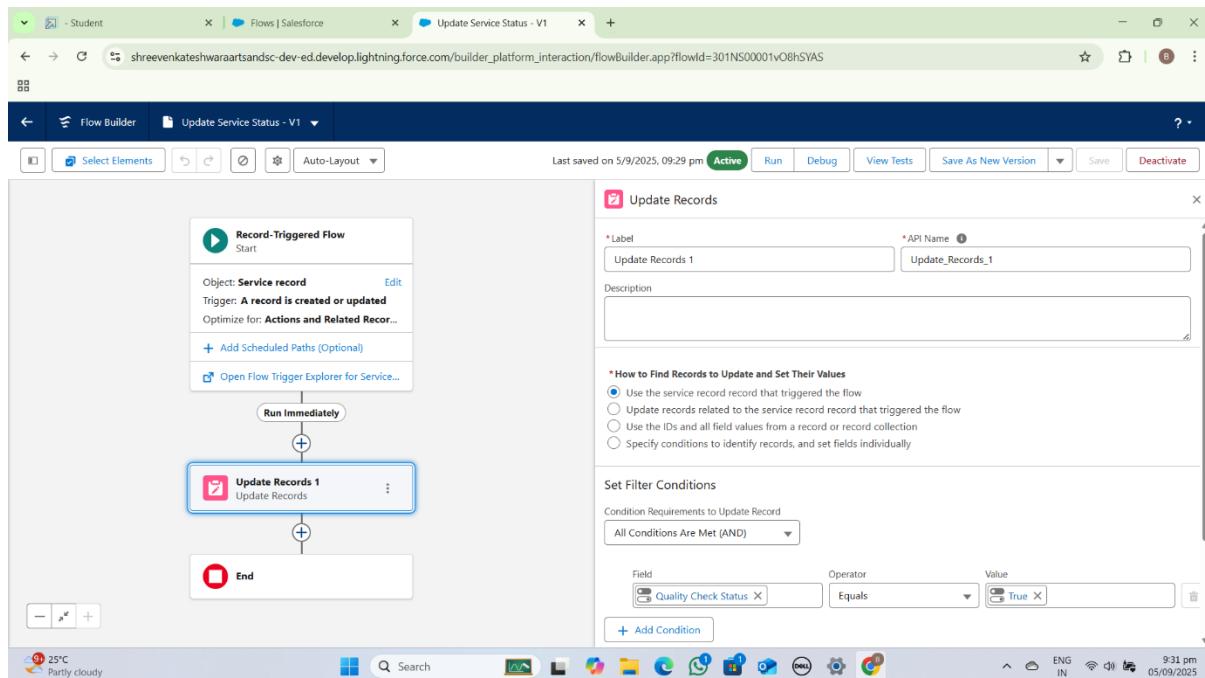
Creating Sharing Settings:

The screenshot shows the Salesforce Setup interface. The left sidebar is similar to the previous one, with 'Quick Find' and various administrative links. The main content area displays a 'Sharing Settings' page. It features several sections for different sharing rules: 'Appointment Sharing Rules', 'Artist Sharing Rules', 'Billing details and feedback Sharing Rules', 'Customer Detail Sharing Rules', 'Service record Sharing Rules', and 'Song Sharing Rules'. The 'Service record Sharing Rules' section is expanded, showing a table with columns 'Action', 'Criteria', 'Shared With', and 'Access Level'. An example row shows 'Edit | Del' under Action, 'Owner in Role_sales_person' under Criteria, 'Role Manager' under Shared With, and 'ReadWrite' under Access Level. The status bar at the bottom right shows the date as 09/09/2025 and the time as 6:21 pm.

Flows:

In a Garage Management System (GMS), the flow typically involves *Customer Booking* and *Service Fulfillment*, where customers schedule appointments, vehicles are serviced, and payments are processed. This flow streamlines garage operations and enhances customer experience.

Create A Flow:

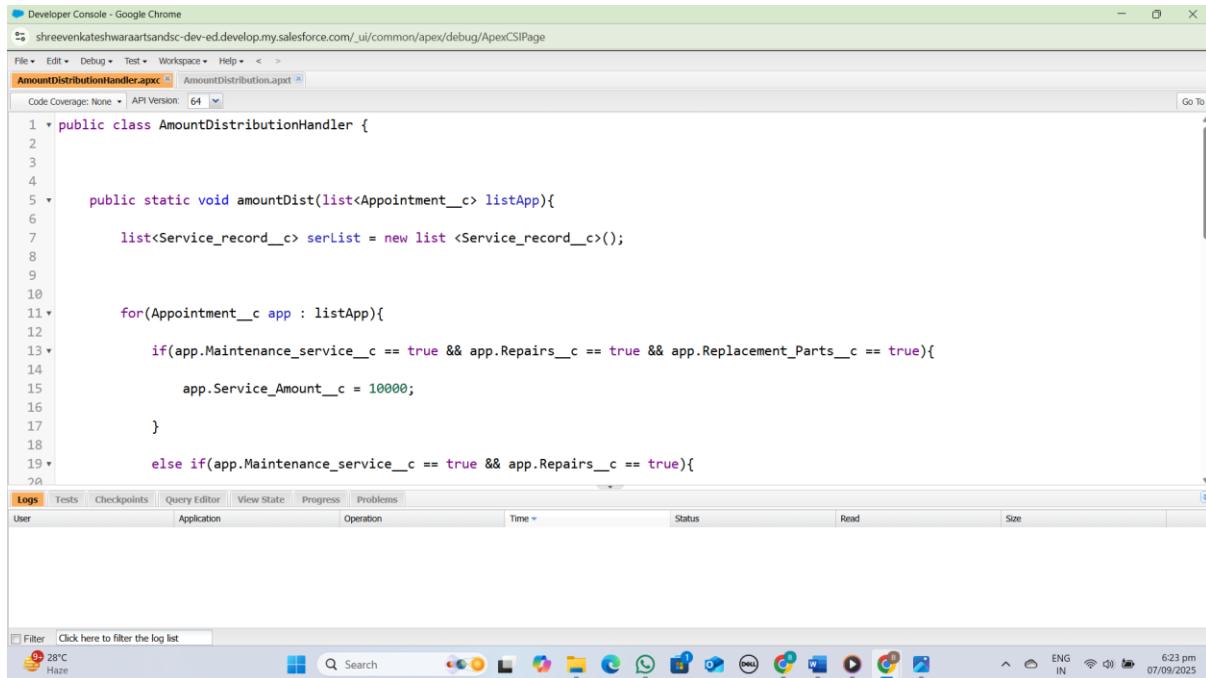


Apex Trigger:

In Salesforce, an Apex trigger for a Garage Management System (GMS) could be used to:

1. *Automate tasks*: Trigger actions when records are inserted, updated, or deleted.
2. *Validate data*: Ensure data consistency and accuracy.
3. *Send notifications*: Notify stakeholders of changes or updates.

Apex Handler:

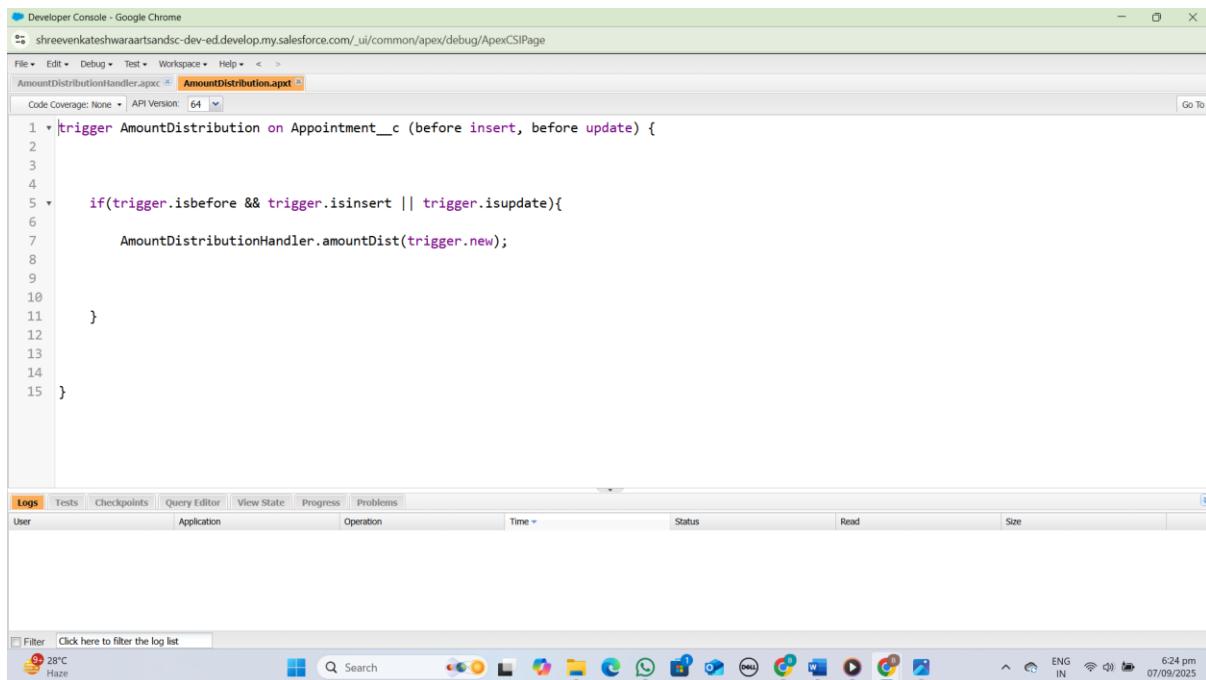


The screenshot shows the Salesforce Developer Console in Google Chrome. The URL is shreevenkateshwaraartsandsc-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage. The tab is titled 'AmountDistributionHandler.apxc'. The code editor contains the following Apex class:

```
1 public class AmountDistributionHandler {  
2  
3  
4  
5 public static void amountDist(list<Appointment__c> listApp){  
6  
7     list<Service_record__c> serList = new list <Service_record__c>();  
8  
9  
10    for(Appointment__c app : listApp){  
11        if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){  
12            app.Service_Amount__c = 10000;  
13        }  
14        else if(app.Maintenance_service__c == true && app.Repairs__c == true){  
15            app.Service_Amount__c = 10000;  
16        }  
17    }  
18  
19}  
20
```

Below the code editor is a log viewer with tabs for Logs, Tests, Checkpoints, Query Editor, View State, Progress, and Problems. The Logs tab is selected. The log table has columns for User, Application, Operation, Time, Status, Read, and Size. There are no logs present.

The system tray at the bottom shows the date and time as 07/09/2025, 6:23 pm. The taskbar icons include Start, Search, File Explorer, Task View, Edge, WhatsApp, Mail, Dell, Google Chrome, and others.



The screenshot shows the Salesforce Developer Console in Google Chrome. The URL is shreevenkateshwaraartsandsc-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage. The tab is titled 'AmountDistribution.apxt'. The code editor contains the following Apex trigger:

```
1 trigger AmountDistribution on Appointment__c (before insert, before update) {  
2  
3  
4  
5 if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
6  
7     AmountDistributionHandler.amountDist(trigger.new);  
8  
9  
10    }  
11  
12  
13  
14  
15 }
```

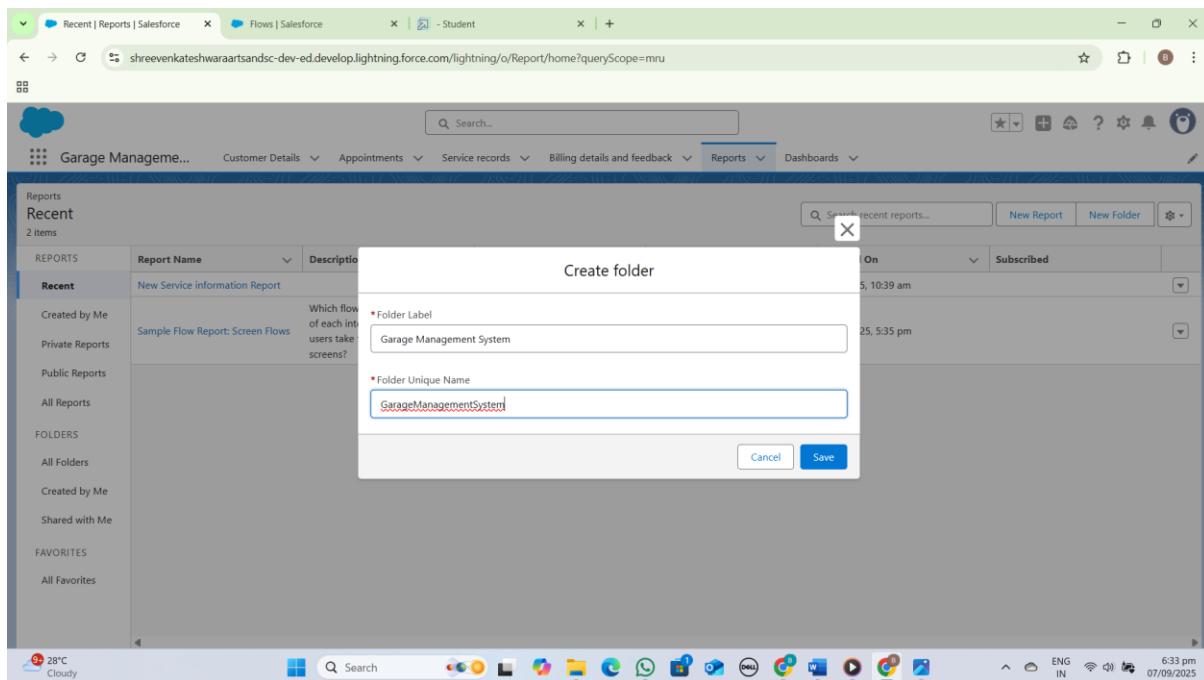
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The system tray at the bottom shows the date and time as 07/09/2025, 6:24 pm. The taskbar icons include Start, Search, File Explorer, Task View, Edge, WhatsApp, Mail, Dell, Google Chrome, and others.

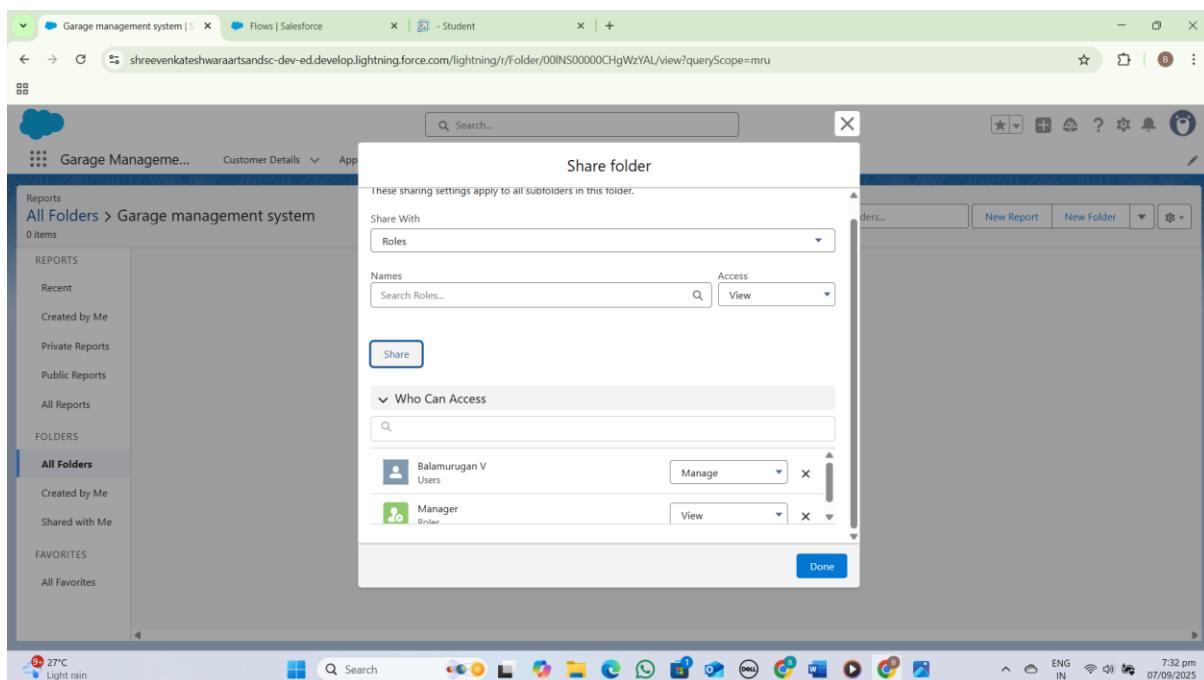
Reports:

A Garage Management System (GMS) generates reports on *Service History*, *Revenue*, *Inventory*, and *Technician Performance*. These reports provide valuable insights to optimize garage operations and inform business decisions.

Create A Report Folder:



Sharing A Report Folder:



Create Report Type:

Details

- Display Label:** Service information
- API Name:** Service_information
- Description:** Service information
- Created By:** Balamurugan V, 9/6/25, 8:22 AM
- Store in Category:** other
- Deployment:** Deployed
- Modified By:** Balamurugan V, 9/6/25, 8:23 AM

Object Relationships

Customer Details (A)

- with at least one related record from Appointments (B)
- with at least one related record from Service records (C)
- with at least one related record from Billing details and feedback (D)

Fields

Source Object	Included Fields
Customer Details	10
Appointments	13
Service records	10
Billing details and feedback	0

Create Report:

REPORT

New Service information Report

Service information

Rating for service ▾ Payment Status ▾ Pending, Completed Total

	Sum of Payment Paid	₹500	₹0	₹500
	Record Count	1	0	1
2	Sum of Payment Paid	₹0	₹20,000	₹20,000
3	Record Count	0	2	2
4	Sum of Payment Paid	₹0	₹30,000	₹30,000
5	Record Count	0	3	3
Total	Sum of Payment Paid	₹500	₹60,000	₹60,500
	Record Count	1	6	7

Details (7 Rows) Click an intersection in the table above to filter details.

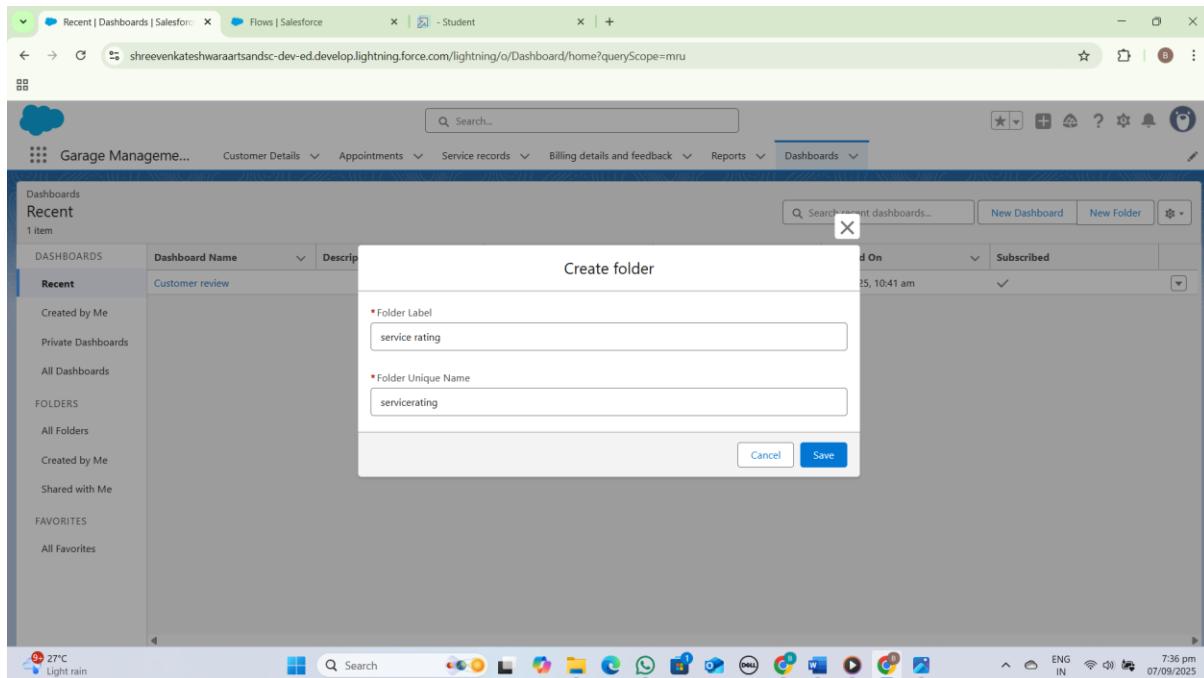
Customer Details Name	Appointment Date	Service Status	Payment Paid
1 gokul	09/09/2025	Completed	₹500
2 santhiya	28/09/2025	Completed	₹10,000
3 pavi	17/09/2025	Completed	₹10,000
4 santhiya	27/09/2025	Completed	₹10,000
5 pooji	25/09/2025	Completed	₹10,000
6 anu	26/09/2025	Completed	₹10,000

Row Counts Detail Rows Grand Total Slacked Summaries Conditional Formatting

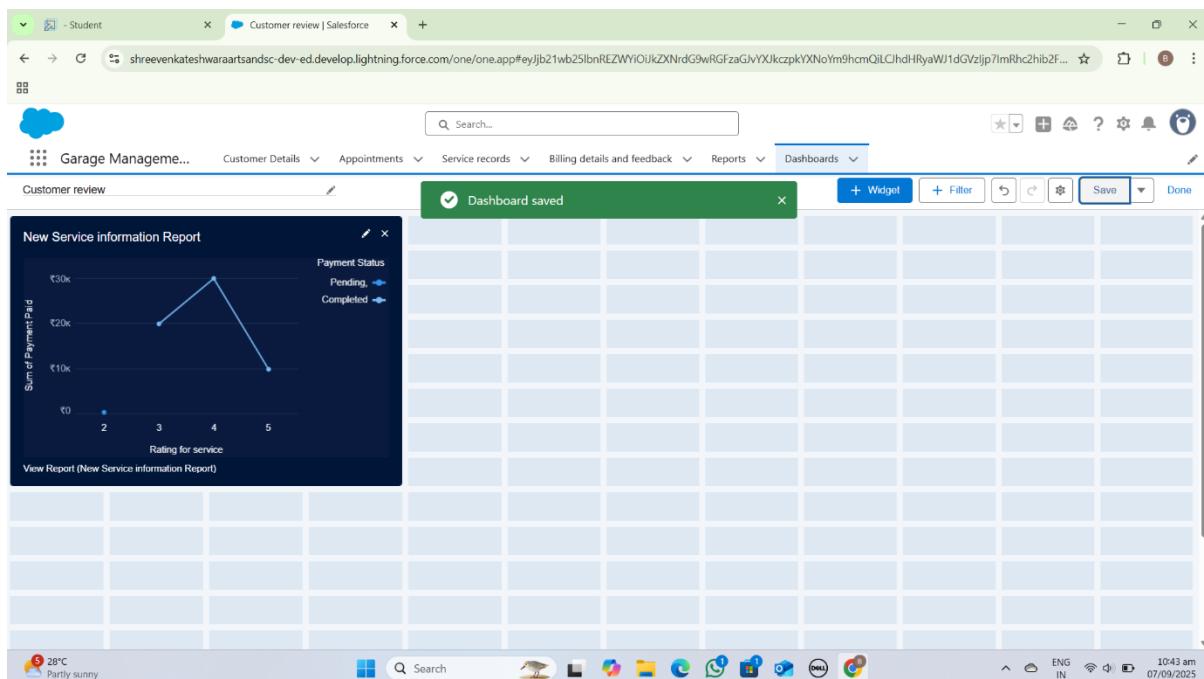
Dashboards:

A Garage Management System (GMS) dashboard displays key metrics like *Appointment Schedule*, *Revenue*, and *Inventory Levels*. It provides a centralized view of garage operations and performance.

Create Dashboard Folder:



Create Dashboard:



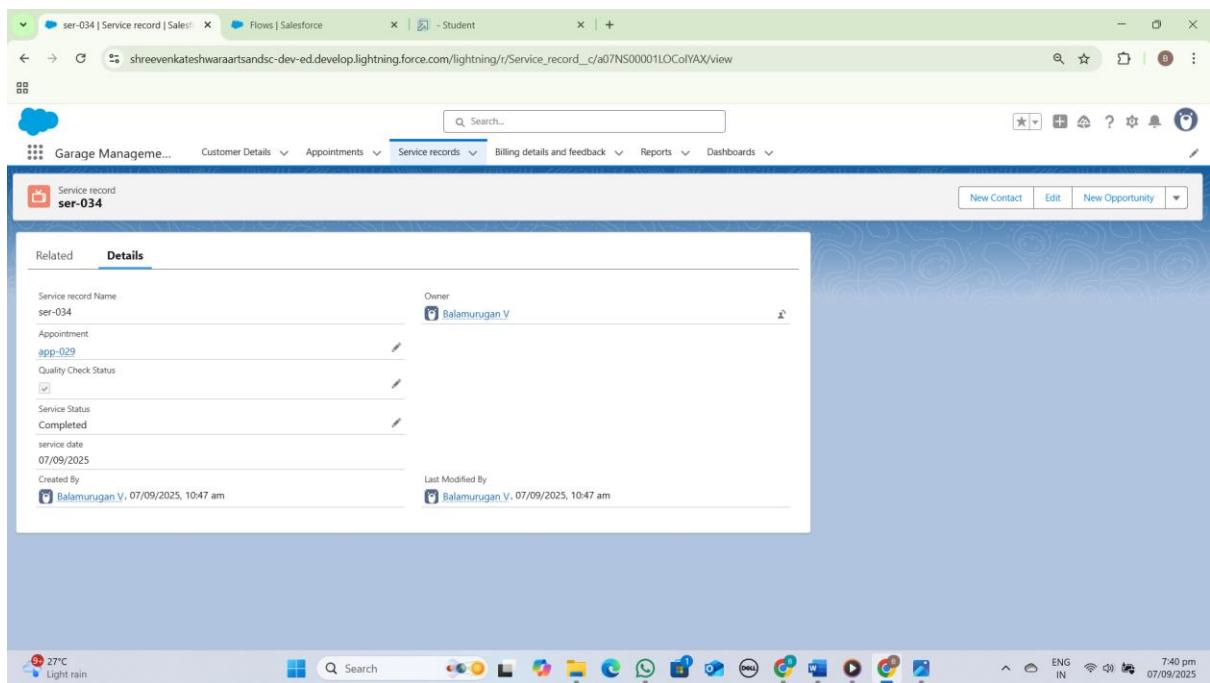
User Adoption:

User adoption of a Garage Management System (GMS) requires *effective training* and *ongoing support* to ensure staff can utilize the system efficiently. This leads to improved productivity and customer satisfaction.

Creating Records:

The screenshot shows the Salesforce Lightning interface for creating a new Customer Detail record. The page title is "Customer Detail | Salesforce". The main content area displays the "Details" tab for a record named "mac". The "Owner" field is set to "Balamurugan V". The "Activity" section is visible on the right, showing no upcoming or overdue activities. The bottom status bar indicates it's 7:39 pm on 07/09/2025, with a weather forecast of 27°C and light rain.

The screenshot shows the Salesforce Lightning interface for creating a new Appointment record. The page title is "Appointment | Salesforce". The main content area displays the "Details" tab for an appointment named "app-029". The "Owner" field is set to "Balamurugan V". The "Maintenance service" checkbox is checked, while "Repairs" and "Replacement Parts" are unchecked. The "Service Amount" field shows "\$5,000". The "Vehicle number plate" field contains "TS03EU0443". The bottom status bar indicates it's 7:39 pm on 07/09/2025, with a weather forecast of 27°C and light rain.



CONCLUSION:

The Garage Management System (GMS) plays a vital role in modernizing and streamlining the operations of automobile service centers. By automating tasks such as customer management, vehicle tracking, service scheduling, billing, and inventory control, the system reduces manual effort, minimizes errors, and saves valuable time.