

<b>Date</b>	<b>12<sup>th</sup> April 2023</b>
<b>Team ID</b>	<b>NM2023TMID13190</b>
<b>Project Name</b>	<b>Vehicle Management System Using Salesforce</b>
<b>Team Leader</b>	<b>PRASANNA .P</b>
<b>Team Member</b>	<b>AJAI .B</b>
	<b>VIGNESHWAREN .K</b>
	<b>VIGNESH .S</b>
	<b>VISHWA .P</b>

## 1 INTRODUCTION

### 1.1 Overview

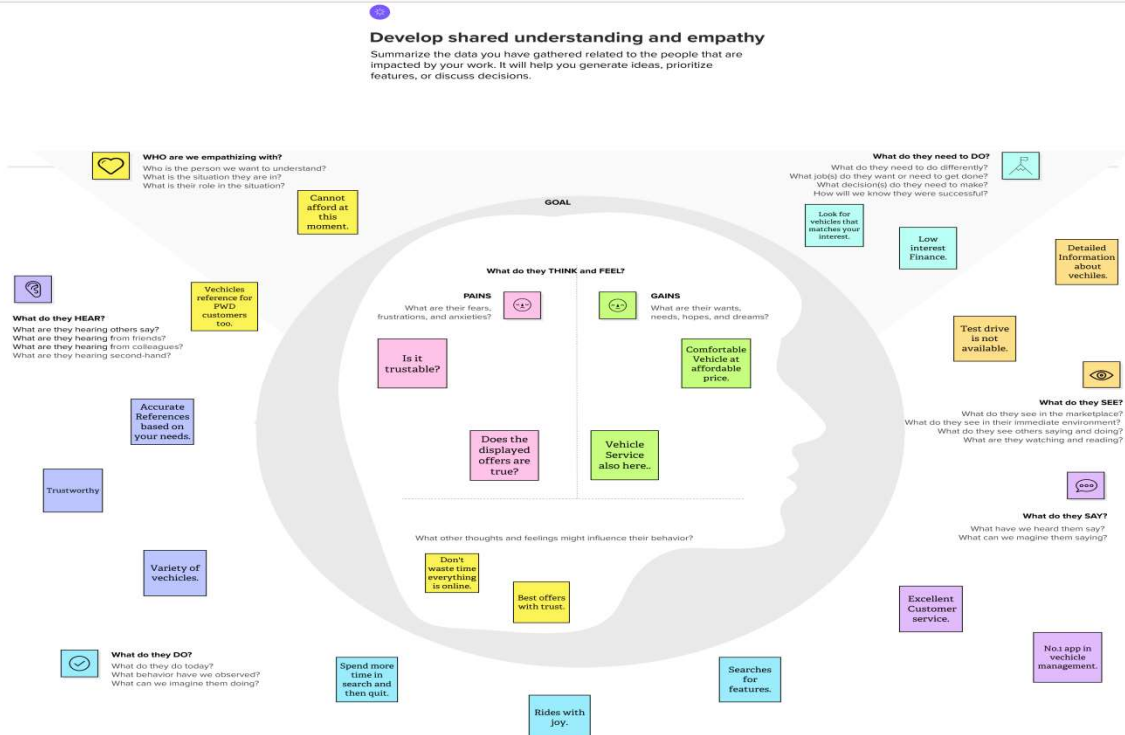
Vehicle Management is a convenient application that stores customer details and help them for selecting Cars, Bikes and Commercial vehicles for their use.

### 1.2 Purpose

The information stored in this application utilized to notify customer regarding any seasonal offers and updates through messages and Mails ensuring that they don't miss out any opportunities to save money or stay up - to - date with the latest transportation option.

## 2 Problem Definition & Design Thinking

### 2.1 Empathy Map



## 2.2 Ideation & Brainstorming Map

**1 Define your problem statement**

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

5 minutes

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**PROBLEM**

Vehicle Management is a convenient application that speaks customer details and help them for selecting Cars, Bikes and Commercial vehicles for their use. The information stored in this application utilized to notify customer regarding any seasonal offers and updates through messages and Mails ensuring that they don't miss out any opportunities to save money or stay up - to - date with the latest transportation option

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**Key rules of brainstorming**

To run a smooth and productive session

- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

**2 Brainstorm**

Write down any ideas that come to mind that address your problem statement.

10 minutes

**PROBLEM 2**

- Creating a user friend/ user interface.
- Collection and storage of customer details.
- Display the vehicle's features.

**AIM 3**

- Create maintenance and service tracker features.
- Define the precise Goal.
- Engage updates to fix bugs.

**VISIONARY 4**

- Insurance management.
- Make references more perfect.
- bulk Customer Services.

**VISION 7**

- Creation of Multi lingual set up.
- Creating Attractive Logo.
- Less complicated to use.

**VISION 6**

- Quick response for customers requests.
- Catchy Text.
- Make buying simple.

**3 Group ideas**

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

**Creating a user friend/ user interface.**

- Make references more perfect.
- Collection and storage of customer details.
- Creating Attractive Logo.
- Display the vehicle's features.
- Create maintenance and service tracker features.
- Creation of Multi lingual set up.
- Make buying simple.
- Quick response for customers requests.
- bulk Customer Services.

**TP**

Add sustainable tip to sticky notes make easier to find, know, organize, and integrate important ideas as they relate to your team.

**4 Prioritize**

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes

**Importance**

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

**Feasibility**

Regardless of their importance, which tasks are more feasible than others? (Easy, less effort, company etc.)

**TP**

Participants can use their colored to point at where sticky notes should go on the grid. The facilitator can confirm the sorting using the user points holding the sticky on the worksheet.

Collection and storage of customer details.

Creating a user friend/ user interface.

Creating Attractive Logo.

Create maintenance and service tracker features.

Make references more perfect.

bulk Customer Services.

Display the vehicle's features.

## 3.Result

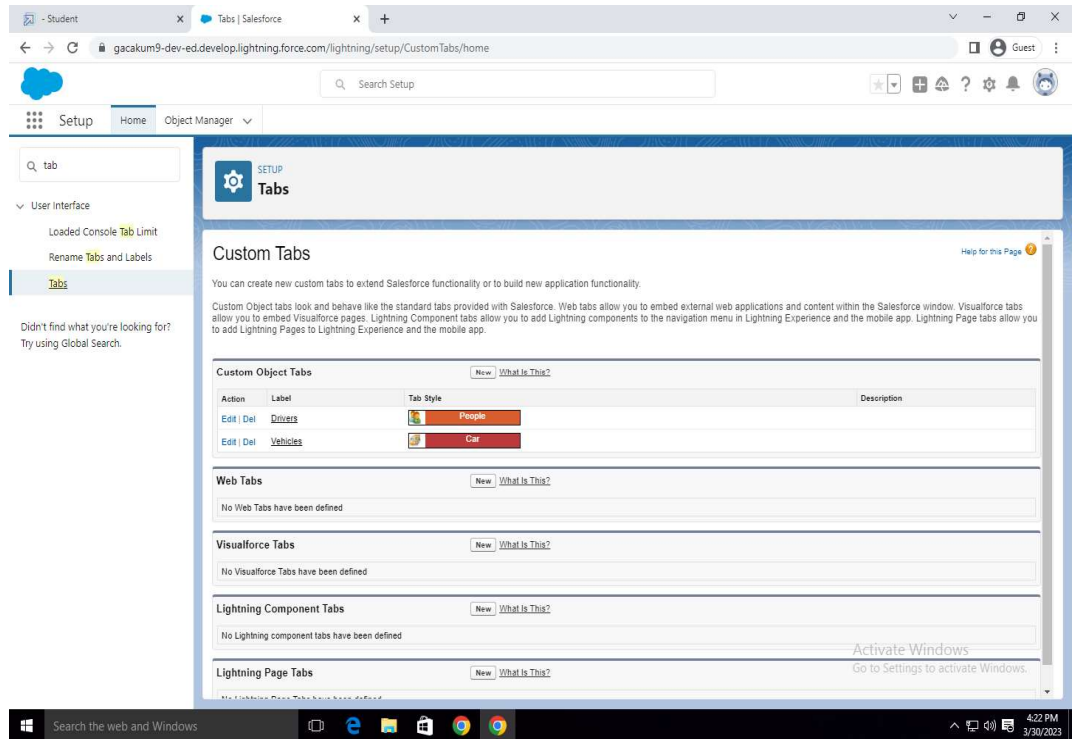
### 3.1 Data Model

Object name	Fields in the Object	
Vehicle		
	Field Label	Data Types
	Customer Name	Text
	Customer Mobile No	Number
	Vehicle Type i)2 wheeler ii)4 wheeler	Picklist
	2WHEELERS 1)HERO 2)HONDA 3)BAJAJ 4)ROYAL ENFIELD 5)TVS 6)KINETIC 7)OLA 8)JAWA 9)SD 10)BATTERY	Picklist
	4WHEELERS 1)RENAULT 2)SKODA 3)HONDA 4)HYUNDAI 5)SUZUKI 6)MAHINDRA 7)VOLKSWAGAN 8)BENZ 9)AUDI 10)VOLVO	Picklist
	Vehicle Name	Text
	Vehicle No	Text
	Chassic No	Text
	Colour	Text
	Body Type	Text

Field label	Data type
Driver Name	Text
Licence No	Text
Mobile No	Number
Fair Per Hour	Text
Vehicle	Lookup(Vehicle)

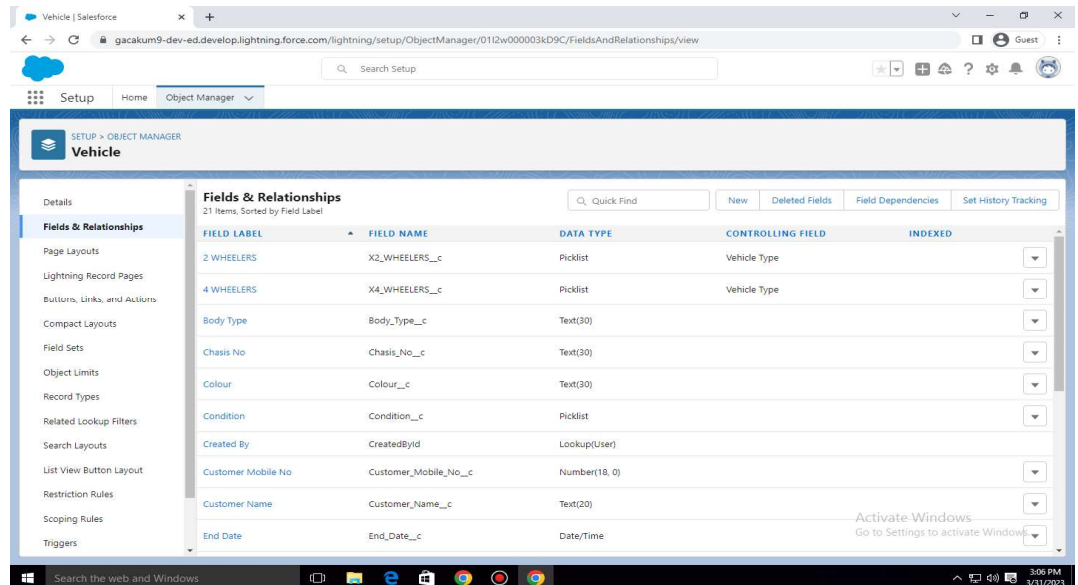
## 3.2 Activity & Screenshot

### Milestone-1

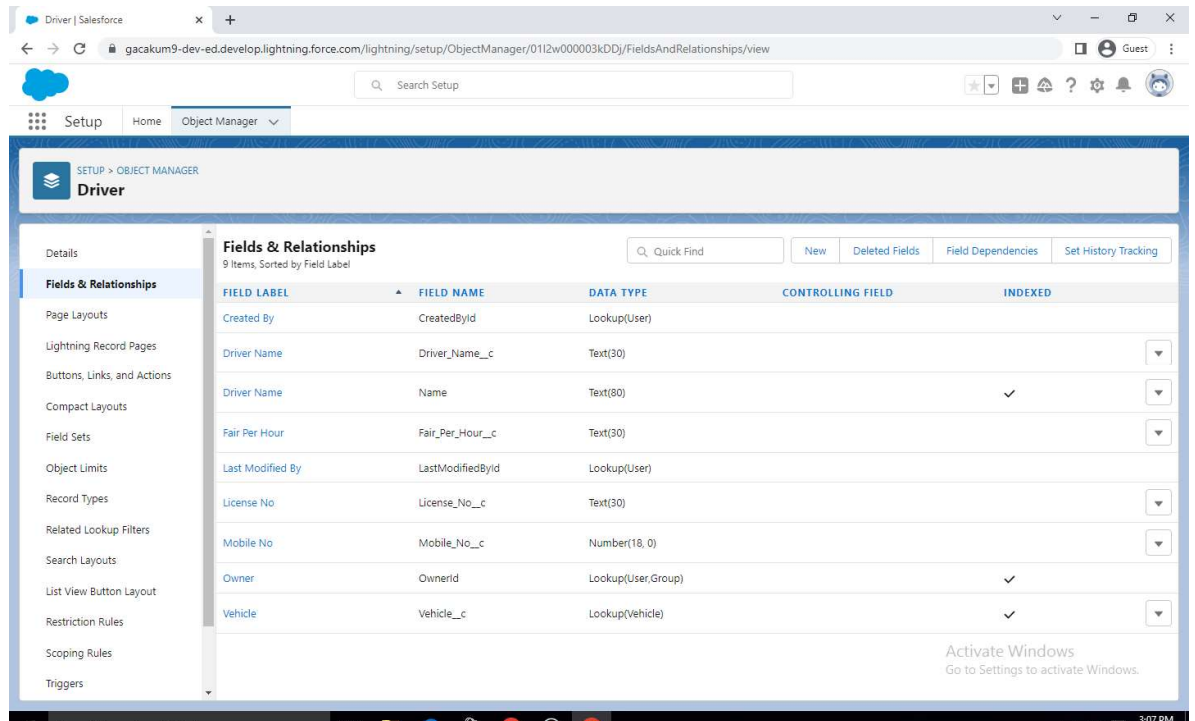


### Creation of objects (Vehicles, Driver)

### Milestone-2



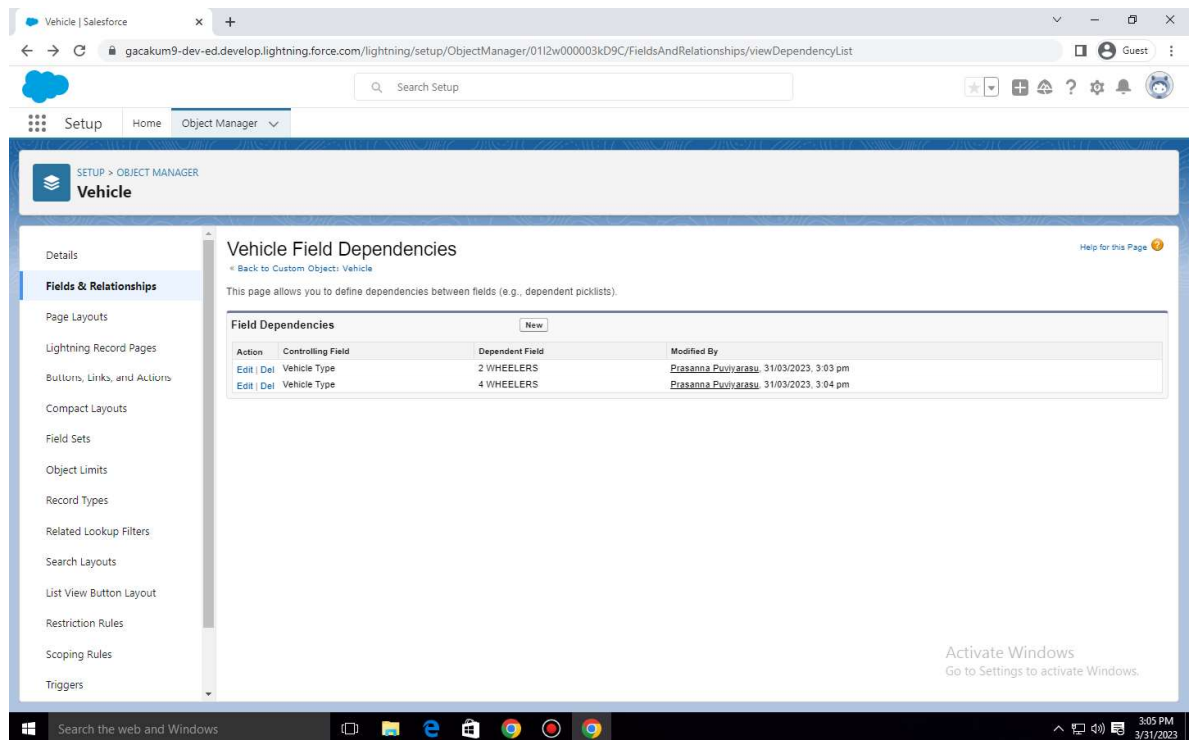
### Creation of fields in Vehicle objects



The screenshot shows the Salesforce Setup interface for the 'Driver' object. The 'Fields & Relationships' section is active, displaying a list of 9 fields. The fields are sorted by Field Label. The table below shows the details of the fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Driver Name	Driver_Name__c	Text(30)		
Driver Name	Name	Text(80)		✓
Fair Per Hour	Fair_Per_Hour__c	Text(30)		
Last Modified By	LastModifiedById	Lookup(User)		
License No	License_No__c	Text(30)		
Mobile No	Mobile_No__c	Number(18, 0)		
Owner	OwnerId	Lookup(User, Group)		✓
Vehicle	Vehicle__c	Lookup(Vehicle)		✓

## Creation of fields in Driver object

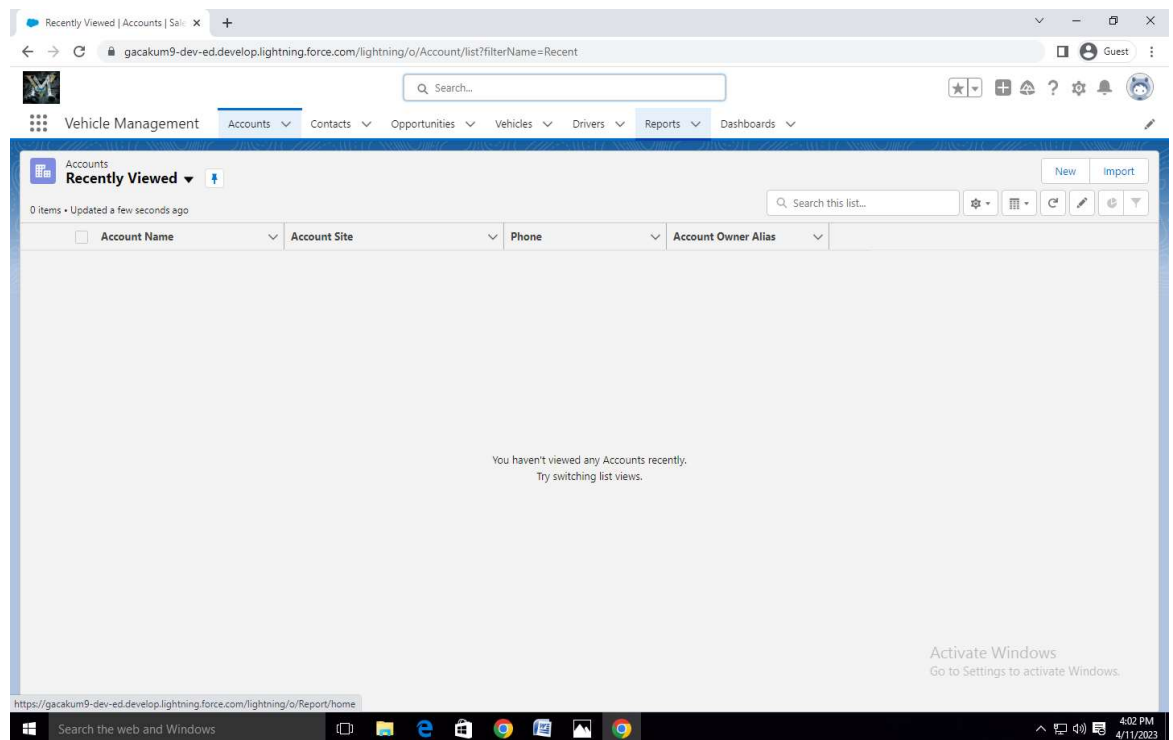
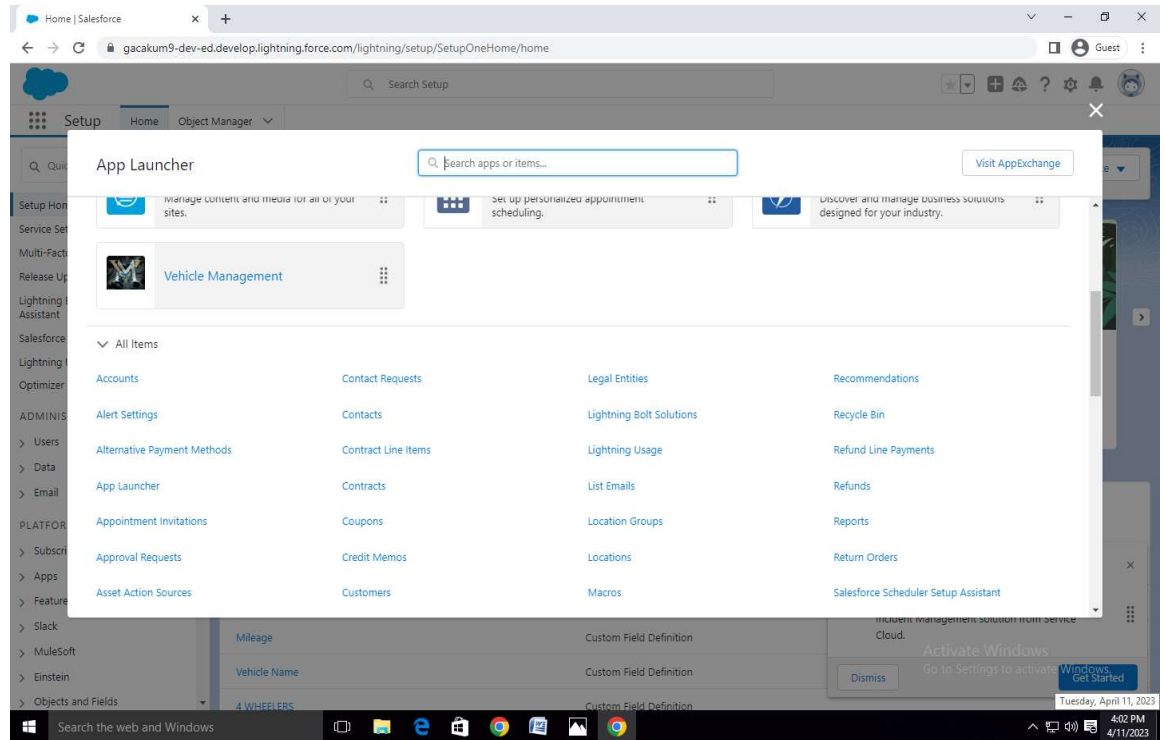


The screenshot shows the Salesforce Setup interface for the 'Vehicle' object. The 'Vehicle Field Dependencies' section is active, displaying a table of field dependencies. The table below shows the details of the dependencies:

Action	Controlling Field	Dependent Field	Modified By
<a href="#">Edit</a>   <a href="#">Del</a>	Vehicle Type	2 WHEELERS	<a href="#">Prasanna Puviyarasu</a> 31/03/2023, 3:03 pm
<a href="#">Edit</a>   <a href="#">Del</a>	Vehicle Type	4 WHEELERS	<a href="#">Prasanna Puviyarasu</a> 31/03/2023, 3:04 pm

## Field Dependencies

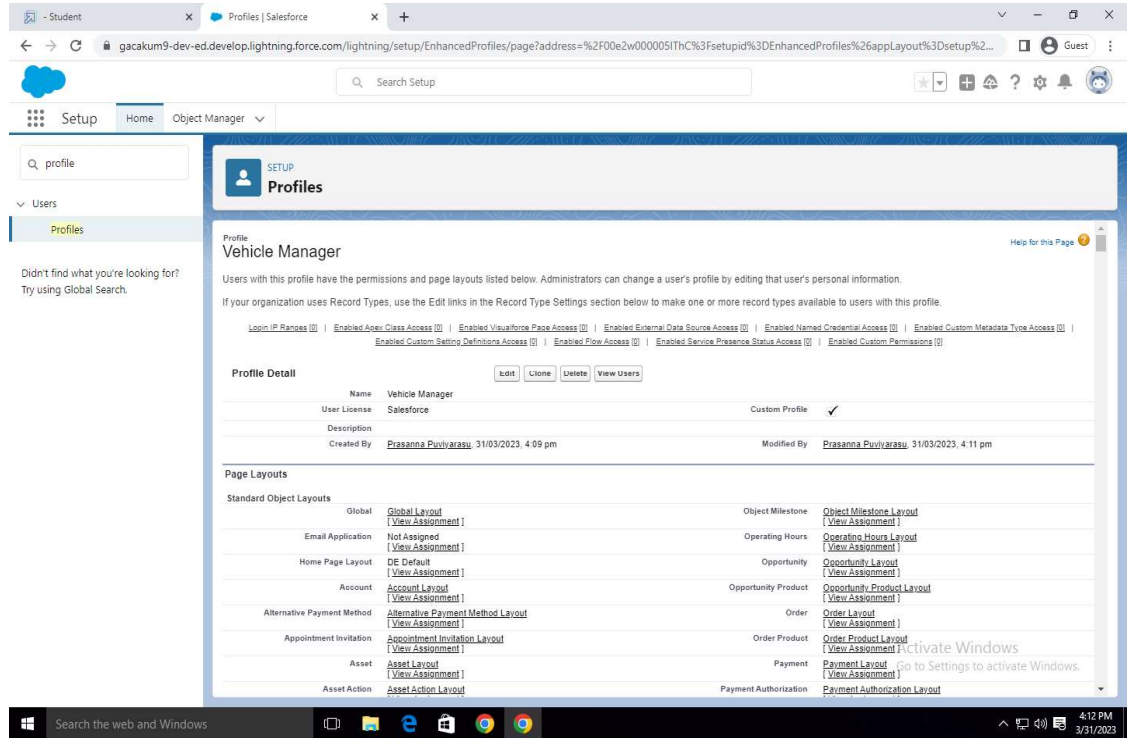
## Milestone-3



## Creation of Vehicle Management Application

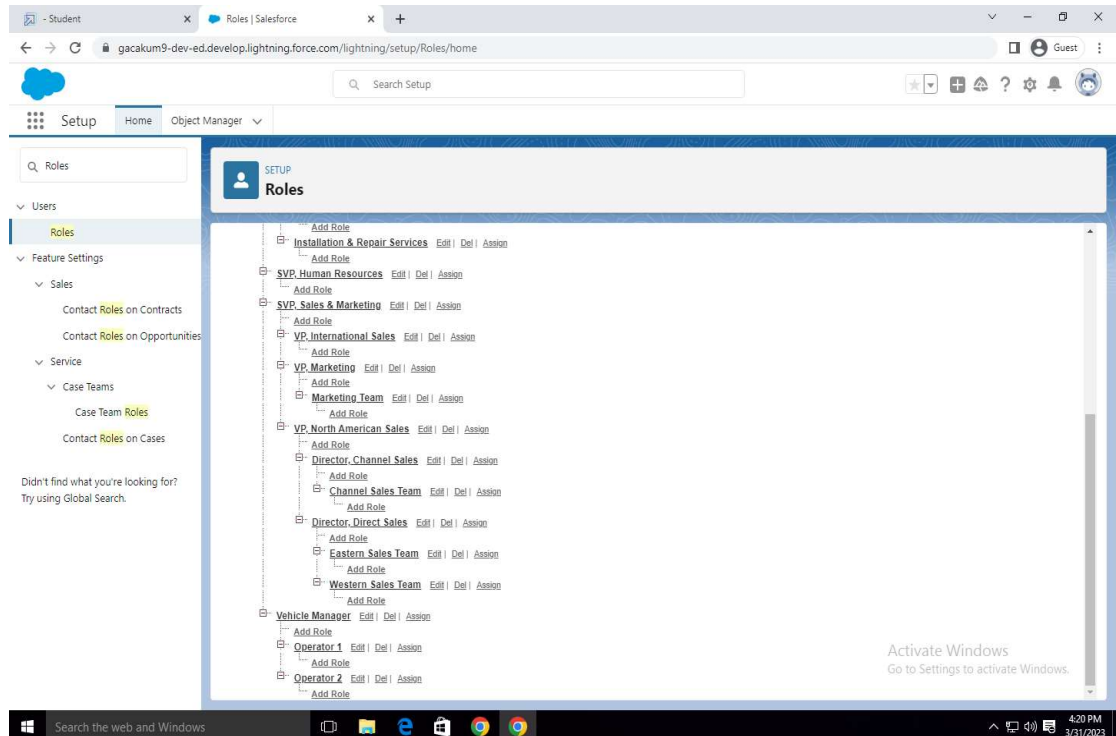


## Milestone-4



The screenshot shows the Salesforce Setup interface for the 'Profiles' section. The 'Vehicle Manager' profile is selected. The page displays the profile's details, including its name, user license, and description. Below this, the 'Page Layouts' section lists various layouts assigned to the profile, such as 'Global Layout', 'Email Application', 'Home Page Layout', 'Account', 'Alternative Payment Method', 'Appointment Invitation', 'Asset', 'Asset Action', 'Object Milestone', 'Operating Hours', 'Opportunity', 'Opportunity Product', 'Order', 'Order Product', 'Payment', and 'Payment Authorization'. The interface includes a search bar, navigation tabs (Setup, Home, Object Manager), and a sidebar with a search bar and a list of roles.

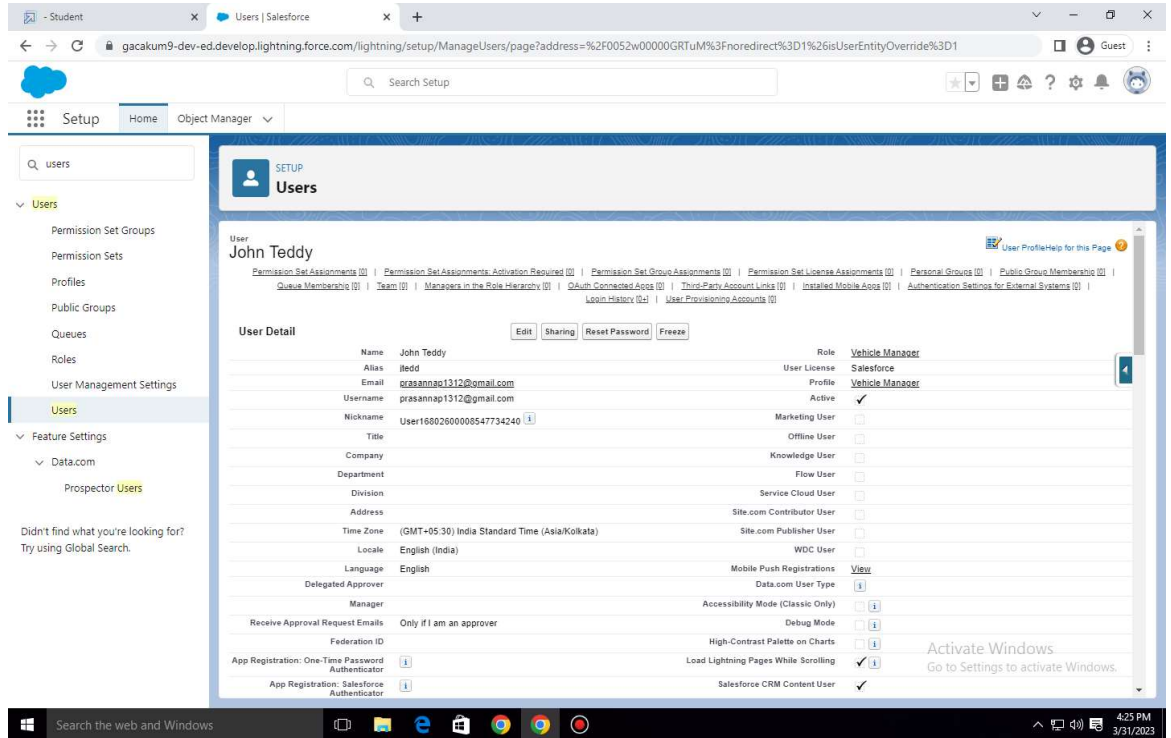
## Creation of Vehicle Manager Profile



The screenshot shows the Salesforce Setup interface for the 'Roles' section. The 'Vehicle Manager' role is highlighted in the role hierarchy. The hierarchy includes roles such as 'Installation & Repair Services', 'SVP Human Resources', 'SVP Sales & Marketing', 'VP International Sales', 'VP Marketing', 'Marketing Team', 'VP North American Sales', 'Director Channel Sales', 'Channel Sales Team', 'Director Direct Sales', 'Eastern Sales Team', 'Western Sales Team', 'Vehicle Manager', 'Operator 1', and 'Operator 2'. The interface includes a search bar, navigation tabs (Setup, Home, Object Manager), and a sidebar with a search bar and a list of roles.

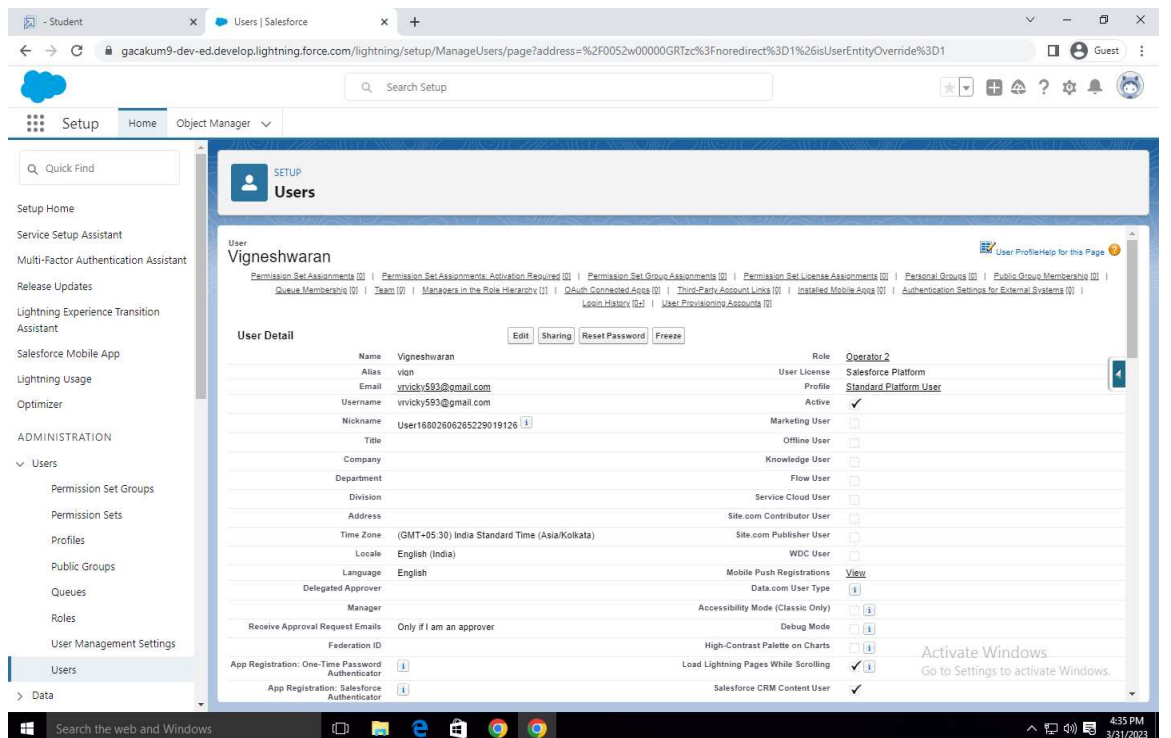
## Setup Roles

## Mileatone-5



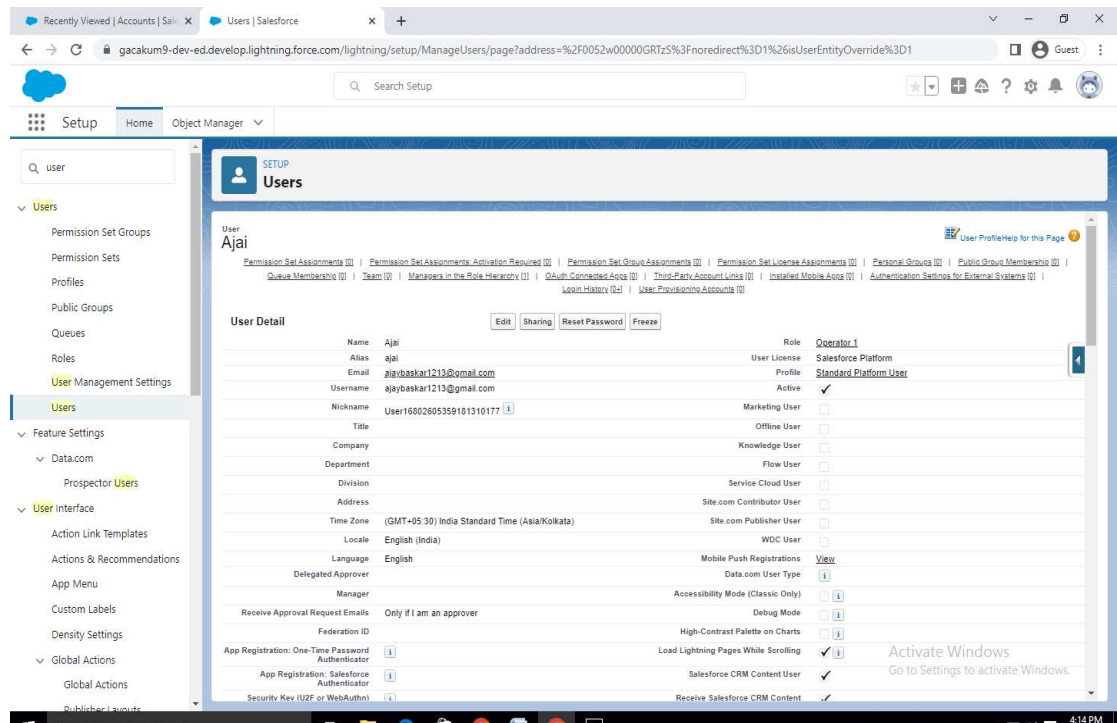
The screenshot shows the Salesforce Setup page for a user named John Teddy. The left sidebar contains a search bar and a list of navigation items: Users, Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, and User Management Settings. The main content area displays the user's details, including Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Delegated Approver, Manager, Receive Approval Request Emails, Federation ID, App Registration, and App Registration: Salesforce Authenticator. The right sidebar shows the user's role, license, profile, and various permissions.

Field	Value	Field	Value
Name	John Teddy	Role	Vehicle Manager
Alias	lbedd	User License	Salesforce
Email	prasanap1312@gmail.com	Profile	Vehicle Manager
Username	prasanap1312@gmail.com	Active	<input checked="" type="checkbox"/>
Nickname	User16002600008547734240	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 checked="" type="checkbox"/>
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>
Receive Approval Request Emails	Only if I am an approver	Debug Mode	<input type="checkbox"/>
Federation ID		High-Contrast Palette on Charts	<input type="checkbox"/>
App Registration: One-Time Password Authenticator	<input type="checkbox"/>	Load Lightning Pages While Scrolling	<input checked="" type="checkbox"/>
App Registration: Salesforce Authenticator	<input type="checkbox"/>	Salesforce CRM Content User	<input checked="" type="checkbox"/>



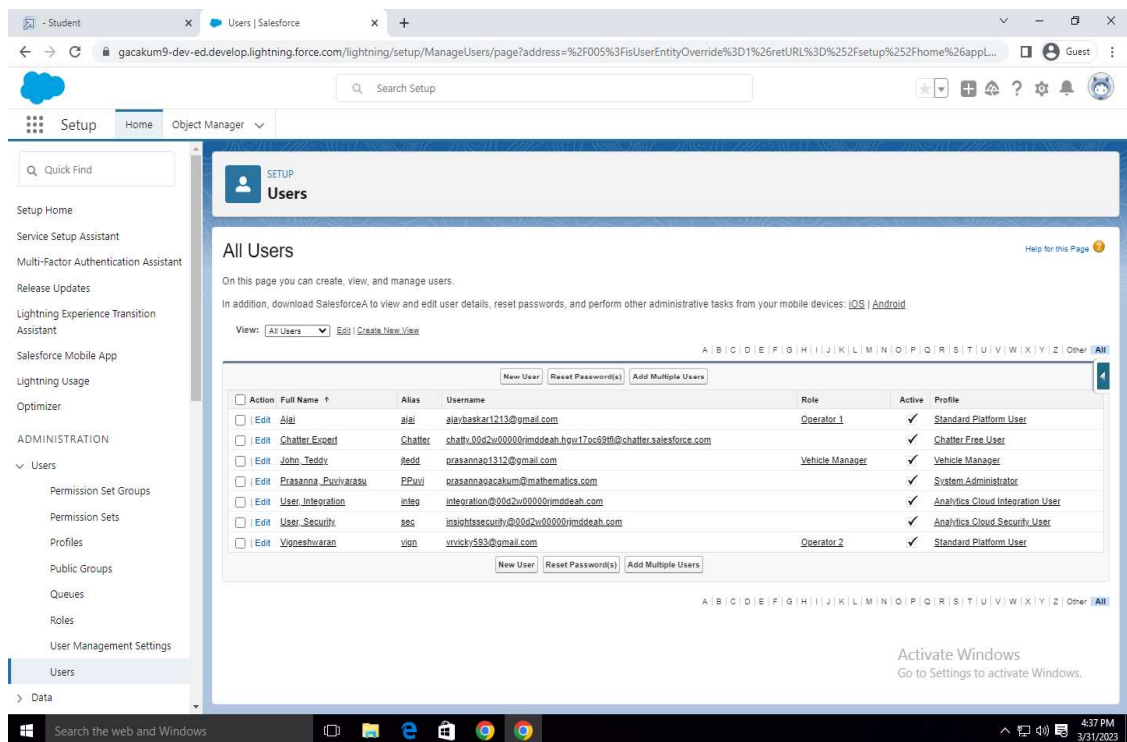
The screenshot shows the Salesforce Setup page for a user named Vigneshwaran. The left sidebar contains a search bar and a list of navigation items: Setup Home, Service Setup Assistant, Multi-Factor Authentication Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, ADMINISTRATION, Users, Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, User Management Settings, Users, and Data. The main content area displays the user's details, including Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Delegated Approver, Manager, Receive Approval Request Emails, Federation ID, App Registration, and App Registration: Salesforce Authenticator. The right sidebar shows the user's role, license, profile, and various permissions.

Field	Value	Field	Value
Name	Vigneshwaran	Role	Operator 2
Alias	vign	User License	Salesforce Platform
Email	vignesh593@gmail.com	Profile	Standard Platform User
Username	vignesh593@gmail.com	Active	<input checked="" type="checkbox"/>
Nickname	User16002600265229019126	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 checked="" type="checkbox"/>
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>
Receive Approval Request Emails	Only if I am an approver	Debug Mode	<input type="checkbox"/>
Federation ID		High-Contrast Palette on Charts	<input type="checkbox"/>
App Registration: One-Time Password Authenticator	<input type="checkbox"/>	Load Lightning Pages While Scrolling	<input checked="" type="checkbox"/>
App Registration: Salesforce Authenticator	<input type="checkbox"/>	Salesforce CRM Content User	<input checked="" type="checkbox"/>



The screenshot shows the Salesforce Setup interface with the 'Users' section selected. The user 'Ajai' is displayed with the following details:

User Detail		Role
Name	Ajai	Operator 1
Alias	ajai	Salesforce Platform
Email	ajaybaskar1213@gmail.com	Standard Platform User
Username	ajaybaskar1213@gmail.com	Active
Nickname	User16002605359101310177	Marketing User
Title		Offline User
Company		Knowledge User
Department		Flow User
Division		Service Cloud User
Address		Site.com Contributor User
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User
Locale	English (India)	WDC User
Language	English	Mobile Push Registrations
Delegated Approver		Data.com User Type
Manager		Accessibility Mode (Classic Only)
Receive Approval Request Emails	Only if I am an approver	Debug Mode
Federation ID		High-Contrast Palette on Charts
App Registration: One-Time Password Authenticator		Load Lightning Pages While Scrolling
App Registration: Salesforce Authenticator		Salesforce CRM Content User
Security Key (U2F or WebAuthn)		Receive Salesforce CRM Content

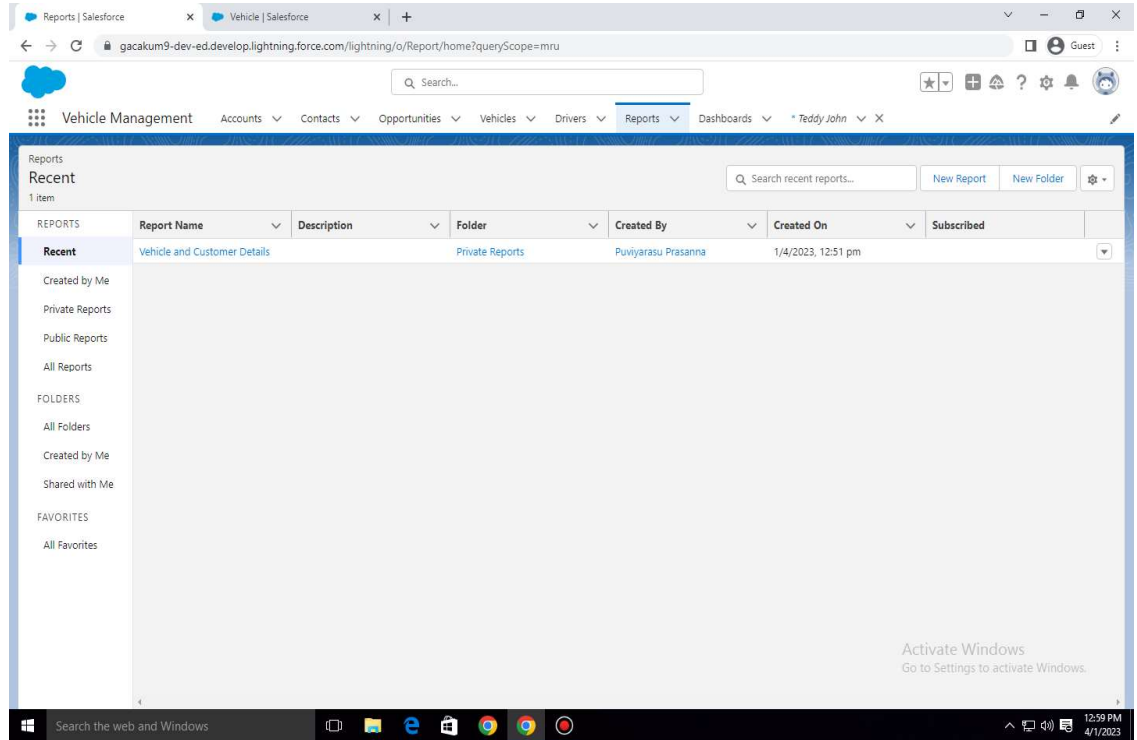


The screenshot shows the Salesforce Setup interface with the 'All Users' section selected. The page displays a list of users with the following columns: Action, Full Name, Alias, Username, Role, Active, and Profile.

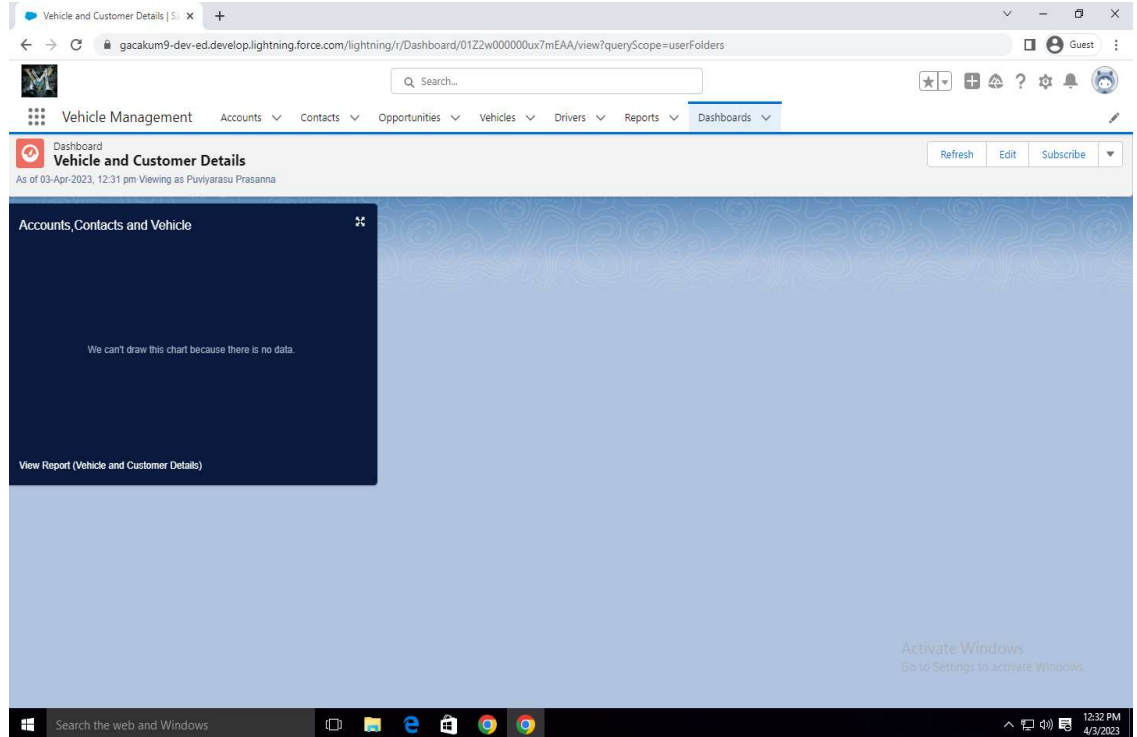
Action	Full Name	Alias	Username	Role	Active	Profile
[Edit]	Ajai	ajai	ajaybaskar1213@gmail.com	Operator 1	✓	Standard Platform User
[Edit]	Chatter Expert	Chatter	chatter_0042v00000rmddeah.hpw17oc69th@chatter.salesforce.com		✓	Chatter Free User
[Edit]	John Teddy	Redd	crasannaq1312@gmail.com	Vehicle Manager	✓	Vehicle Manager
[Edit]	Prasanna Puvvavarapu	PPuvv	crasannaqacatum@mathematics.com		✓	System Administrator
[Edit]	User Integration	intep	integration@0042v00000rmddeah.com		✓	Analytics Cloud Integration User
[Edit]	User Security	sec	intep@security@0042v00000rmddeah.com		✓	Analytics Cloud Security User
[Edit]	Vigneshwaran	vign	vigneshv923@gmail.com	Operator 2	✓	Standard Platform User

## Creation of Users

## Milestone-6



## Creating a Report



## Dashboard Creation

#### **4 Trailhead Profile Public URL**

**Team Lead** - <https://trailblazer.me/id/ppuviyarasu>

**Team Member 1** - <https://trailblazer.me/id/vkarikalacholan>

**Team Member 2** - <https://trailblazer.me/id/abaskar24>

**Team Member 3** - <https://trailblazer.me/id/vpalani28>

**Team Member 4** - <https://trailblazer.me/id/callmevicky>

#### **5 Advantages & Disadvantages**

- It Automates every manual process and thereby saves time.
- It's easy to handle by everyone.
- Improved Customer service.
- Minimize manual data entry.
- Provided Information is not sufficient.
- There are only a selected Vehicles.

#### **6 APPLICATIONS**

- It can be used in Vehicle Industry.
- It is used by Companies to wisely manage Customer details.
- It will enhance Customer service by the help of data provided.

#### **7 CONCLUSION**

In this project we have created a vehicle management application which will help you to wisely handle the customer data with the help of the data it will help you to enhance the service you provide for your customer and thereby increase your organization's progress.

## **8 FUTURE SCOPE**

- We can give more advance software for Vehicle Management System including more facilities.
- We will host the platform on online servers to make it accessible worldwide .
- Integrate multiple load balancers to distribute the loads of the system.
- Implement the backup mechanism for taking backup of data of customers.

We have left all the options open so that if there is any other future requirement in the system by the user for the enhancement of the system then it is possible to implement them .

