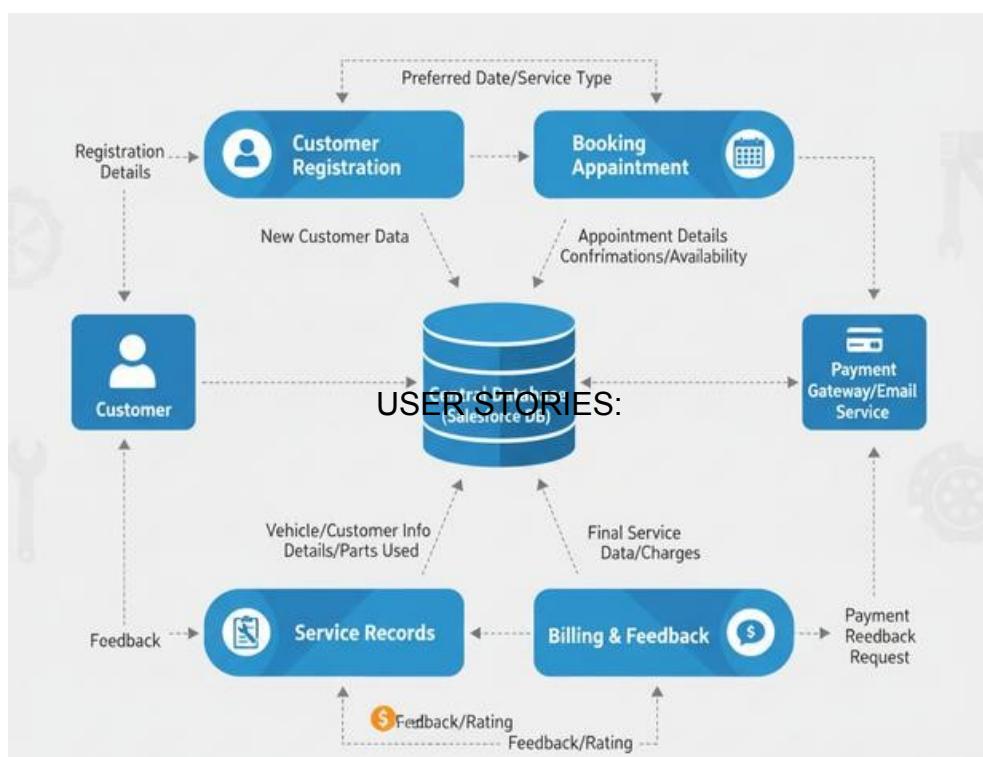


DATA FLOW DIAGRAM & USER STORIES

Date	30 October 2025
Team ID	NM2025TMID06122
Project Name	Garage Management System
Maximum Marks	4 Marks

Data Flow :

The data flow in the Garage Management Project represents how information moves seamlessly between different modules within the Salesforce platform. The process begins when a new customer is registered in the system, capturing personal details such as name, contact number, and address. Each customer is linked to one or more vehicle records, allowing the system to maintain an accurate vehicle history. When a service booking is created, it automatically connects to both the customer and the corresponding vehicle. As the service progresses, the assigned mechanic updates the job details, which are then reflected in real time. Upon completion, the billing process is initiated, where the system retrieves service data to generate an accurate invoice automatically. After payment, the customer can provide feedback, which is stored and analyzed to improve service quality. Finally, Salesforce reports and dashboards compile information from all these modules to provide actionable insights for management. This structured data flow ensures consistency, reduces redundancy, and enhances the overall efficiency and reliability of the garage management system.



User Stories :

User stories define the functional needs of the Garage Management Project from both the Manager and Platform User perspectives. They outline specific goals, such as managing customers, tracking services, updating progress, and reviewing feedback. These stories guide development, ensure clarity in requirements, and enhance collaboration between technical and business teams.

S.No	User Role	User Story	Description / Acceptance Criteria
1	Manager	As a Manager, I want to manage customer and vehicle records to maintain accurate client data.	The system should allow adding, editing, and linking customers with their vehicles for easy tracking.
2	Manager	As a Manager, I want to monitor service requests and assign tasks to platform users.	The system should display all active requests and allow assigning jobs with status updates.
3	Platform User	As a Platform User, I want to update service progress and completion details.	The user should mark each task as “In Progress” or “Completed” and record service details.
4	Manager	As a Manager, I want to review billing and feedback to evaluate service performance.	The system should generate automated bills and display customer feedback for quality improvement.