

TECHNOLOGY STACK

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

Technical Architecture :

The technical architecture integrates Salesforce modules for customer, service, and billing management using a cloud-based model. It ensures secure data flow, automation through Apex and Flows, and real-time analytics via dashboards.

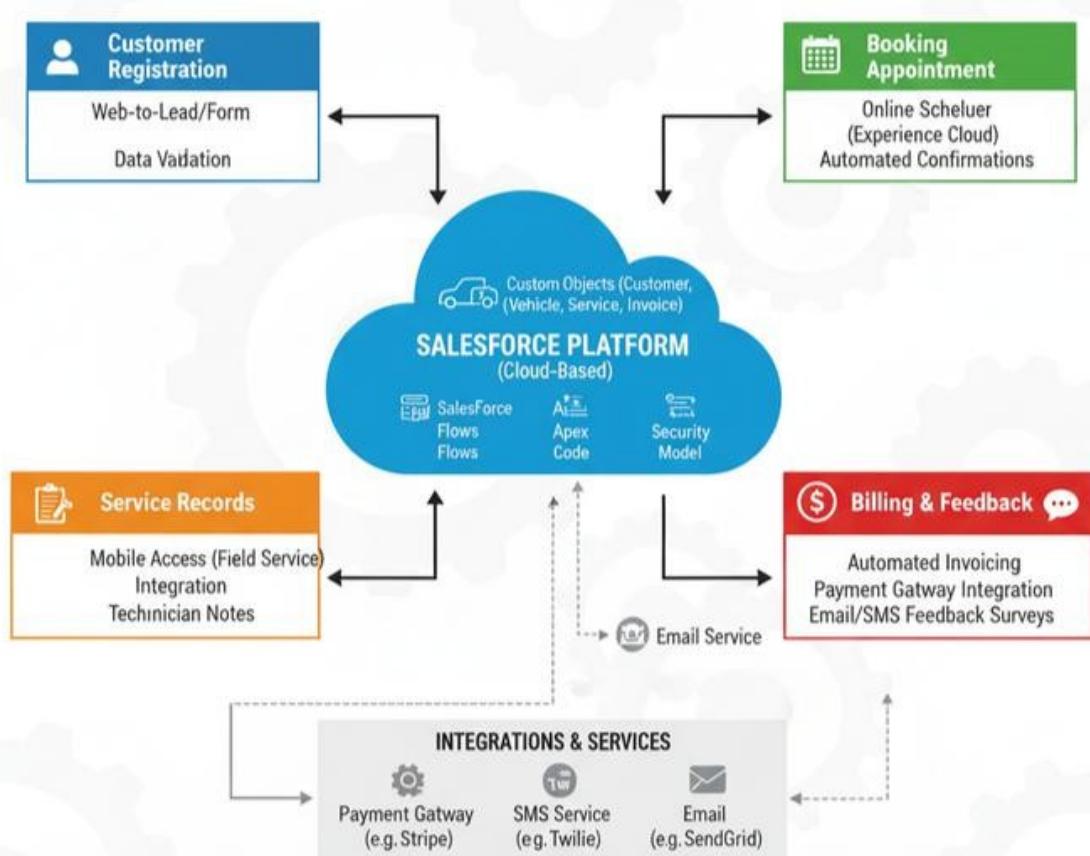


Table-1 : Components & Technologies :

The Garage Management Project utilizes Salesforce technologies such as Apex, Flows, and Custom Objects to automate core operations. Each component—from customer management to reporting—works cohesively to ensure data accuracy, service efficiency, and secure role-based access within the cloud environment.

S.No	Component / Module	Technology / Tool Used	Description
1	Customer Management	Salesforce Objects & Forms	Manages customer details, contact information, and relationships.
2	Vehicle Management	Custom Salesforce Objects	Stores and links vehicle data to corresponding customers.
3	Service Booking	Salesforce Flows & Validation Rules	Automates service scheduling and ensures accurate data entry.
4	Billing System	Apex Triggers & Formulas	Generates automated invoices based on completed services.
5	Feedback Module	Salesforce Forms & Reports	Captures customer satisfaction data for quality improvement.
6	Reporting & Dashboard	Salesforce Reports & Dashboards	Provides real-time performance, revenue, and service insights.
7	Security & Access Control	Role Hierarchies & Permission Sets	Ensures data security through role-based user permissions.

Table-2: Application Characteristics:

The Garage Management Project exhibits key characteristics such as scalability, automation, and security. Built on Salesforce, it offers real-time reporting, seamless integrations, and reliable data access, ensuring efficient and intelligent management of garage operations.

S.No.	Characteristic	Description
1	Cloud-Based Platform	Built entirely on Salesforce, enabling anytime, anywhere access.
2	Automation	Uses Flows and Apex to automate service, billing, and feedback processes.
3	Scalability	Easily adaptable to handle more users, vehicles, and services as business grows.
4	Integration	Supports integration with external payment and notification systems.
5	Security	Ensures data confidentiality with Salesforce role-based and permission set controls.
6	Real-Time Reporting	Provides instant insights through dynamic dashboards and analytical reports.