PROJECT DESIGN PHASE–II

Data Flow Diagram & User Stories

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Team ID	NM2025TMID07824
Project Name	Garage Management System – Digitalization of Garage Operations

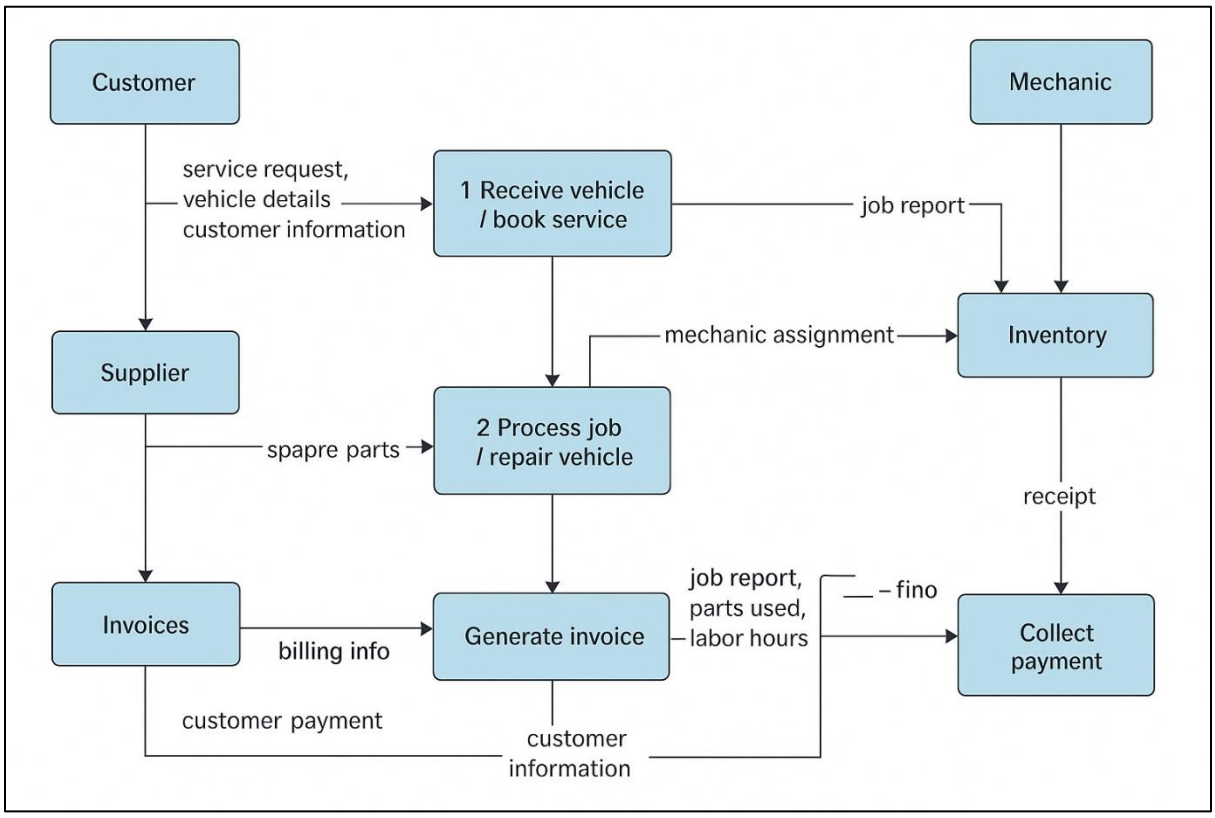
Data Flow Diagrams

A Data Flow Diagram (DFD) is a visual representation of the flow of information within a system. It depicts how data moves between users, processes, and data stores, and how the information is transformed at each stage. A well-structured DFD provides clarity about the logical movement of data and supports system design and development.

In the Garage Management System, the DFD illustrates how information flows between customers, service personnel, and management within the Salesforce platform. It represents processes such as customer record creation, appointment booking, service tracking, billing, and feedback collection.

The diagram outlines how data is entered into the system, validated, processed, and finally stored or reported. When a service appointment is completed, the system automatically updates the related billing details and triggers a confirmation flow. Reports and dashboards then consolidate data for managerial decision-making.

Example



User Stories

User stories describe the functional needs of different user types in the Garage Management System. They define what actions each user should be able to perform, along with expected results and priorities.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Customer and Appointment Management	USN-1	The system should allow creation and management of customer records and appointments with all required fields and validations.	Data must be validated for correctness, and new records must be created successfully.	High	Phase 1
Sales Person	Service Records Update	USN-2	The system should allow updating of service records and marking of service status as “Started” or “Completed.”	Status changes must trigger corresponding automation and maintain accurate records.	High	Phase 2
Manager	Billing and Reports	USN-3	The system should	Reports and dashboards	Medium	Phase 3

			generate accurate billing details, display payment status, and provide analytical dashboards.	must present correct financial and service-related data.		
Customer	Feedback Submission	USN-4	The system should collect and store customer feedback and ratings after service completion.	Ratings must be restricted between 1 and 5 and linked with the corresponding service record.	Medium	Phase 3

Conclusion

The Data Flow Diagram and User Stories together describe how data moves across the Garage Management System and how different users interact with it.

The DFD ensures clarity in system design by defining processes, inputs, and outputs, while the user stories translate business needs into functional requirements.

Together, they establish a strong foundation for implementing a reliable, automated, and user-centered garage management solution on the Salesforce platform.