

Garage Management System

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College Code: bru28

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1. INTRODUCTION

1.1 Project Overview

The Garage Management System (GMS) is designed to optimize automotive repair operations by simplifying service management, enhancing efficiency, and strengthening customer relationships. With an intuitive interface and robust features, it ensures a seamless experience for both customers and staff, enabling garages to remain competitive in the market.

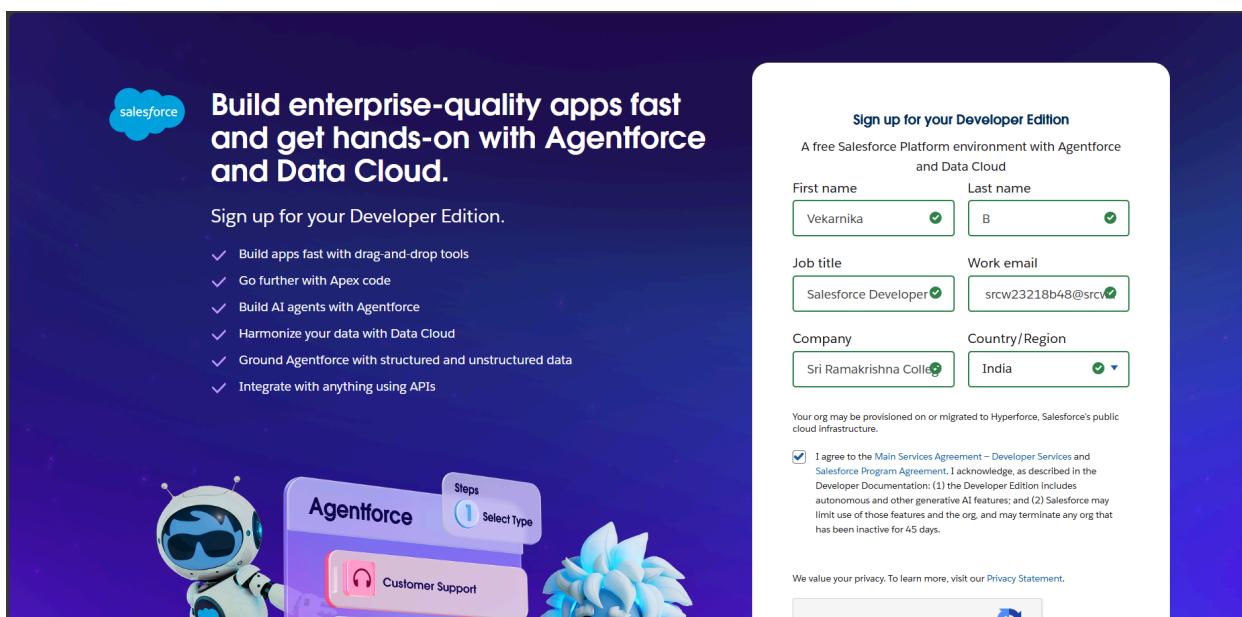
1.2 Purpose

The purpose of the Garage Management System (GMS) is to streamline operations in automotive repair facilities by providing a user-friendly, efficient platform that enhances service quality, improves workflow management, and strengthens customer relationships.

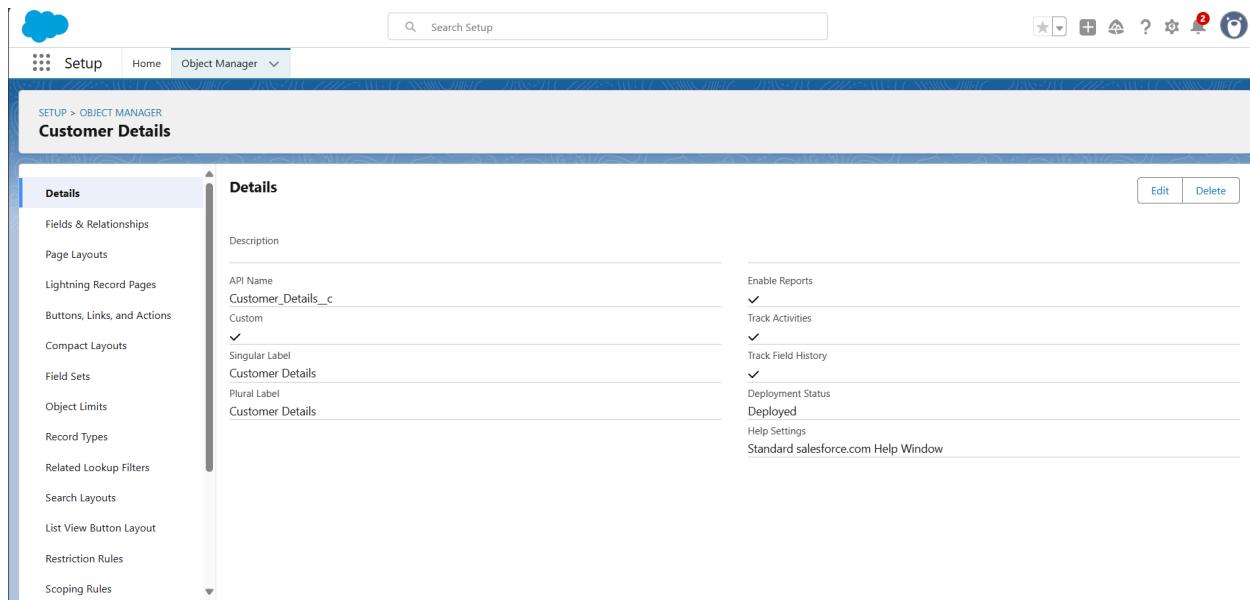
2. DEVELOPMENT PHASE

Creating Developer Account:

By using this URL - <https://naanmudhalvan.smartinternz.com>



- Created **Objects** : Customer Details, Appointments, Service records, Billing details and feedback



The screenshot shows the Salesforce Object Manager interface for creating a new object named "Customer Details".

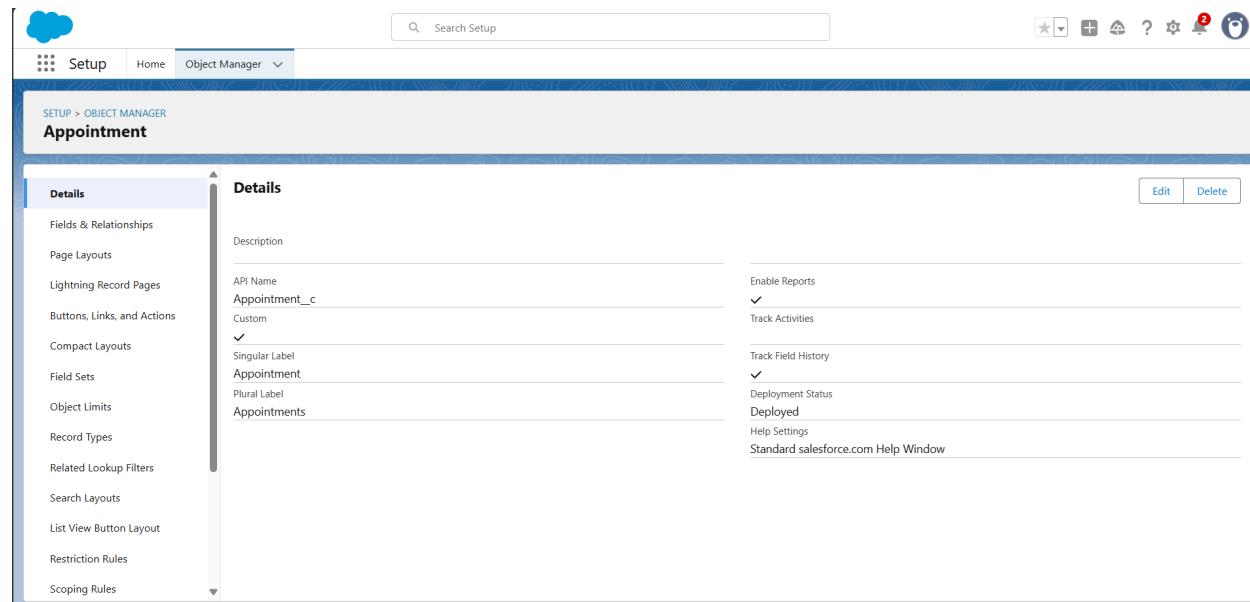
Object Details:

- API Name:** Customer_Details_c
- Custom:** ✓
- Singular Label:** Customer Details
- Plural Label:** Customer Details

Object Settings:

- Enable Reports:** ✓
- Track Activities:** ✓
- Track Field History:** ✓
- Deployment Status:** Deployed
- Help Settings:** Standard salesforce.com Help Window

Navigation: The left sidebar lists various setup categories: Fields & Relationships, 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, and Scoping Rules.



The screenshot shows the Salesforce Object Manager interface for creating a new object named "Appointment".

Object Details:

- API Name:** Appointment_c
- Custom:** ✓
- Singular Label:** Appointment
- Plural Label:** Appointments

Object Settings:

- Enable Reports:** ✓
- Track Activities:** ✓
- Track Field History:** ✓
- Deployment Status:** Deployed
- Help Settings:** Standard salesforce.com Help Window

Navigation: The left sidebar lists various setup categories: Fields & Relationships, 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, and Scoping Rules.

The screenshot shows the Salesforce Object Manager interface for the 'Billing details and feedback' object. The left sidebar lists various setup options like Fields & Relationships, Page Layouts, and Record Types. The main 'Details' tab shows the following configuration:

- Description: Billing details and feedback
- API Name: Billing_details_and_feedback_c
- Custom: ✓
- Singular Label: Billing details and feedback
- Plural Label: Billing details and feedback
- Enable Reports: ✓
- Track Activities: ✓
- Track Field History: ✓
- Deployment Status: Deployed
- Help Settings: Standard salesforce.com Help Window

Buttons at the top right include 'Edit' and 'Delete'.

The screenshot shows the Salesforce Object Manager interface for the 'Service records' object. The left sidebar lists various setup options. The main 'Details' tab shows the following configuration:

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

Buttons at the top right include 'Edit' and 'Delete'.

- Created Custom Tabs for all the Objects that is been Created

Custom Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Custom Object Tabs	New What Is This?
No Custom Object Tabs have been defined	

Web Tabs	New What Is This?
No Web Tabs have been defined	

Visualforce Tabs	New What Is This?
No Visualforce Tabs have been defined	

Lightning Component Tabs	New What Is This?
No Lightning component tabs have been defined	

Lightning Page Tabs	New What Is This?
No Lightning Page Tabs have been defined	

Custom Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Action	Label	Tab Style	Description
Edit Del	Appointments	Bottle	
Edit Del	Billing details and feedback	Jewel	
Edit Del	Customer Details	Diamond	
Edit Del	Service records	Compass	

Web Tabs	New What Is This?
No Web Tabs have been defined	

Visualforce Tabs	New What Is This?
No Visualforce Tabs have been defined	

Lightning Component Tabs	New What Is This?
No Lightning Component Tabs have been defined	

- Developed Lightning App with relevant tabs

The screenshot shows the Salesforce Setup interface with the "App Manager" selected. The title bar reads "Lightning Experience App Manager". The main content area displays a table titled "26 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type, App Type". The table columns are: App Name ↑, Developer Name, Description, Last Modified Date, App Type, and Visibility. The data includes various built-in apps like All Tabs, Analytics Studio, App Launcher, Approvals, Automation, Bolt Solutions, Community, Content, Data Cloud, Data Manager, Digital Experiences, Lightning Usage App, Marketing CRM Classic, and My Service Journey.

New Lightning App

App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

App Details

* App Name 1

Garage Management Application

* Developer Name 1

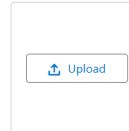
Garage_Management_Application

Description 1

Enter a description...

App Branding

Image 1



Primary Color Hex

Value 1

#0070D2

Org Theme Options

Use the app's image and color instead of the org's custom theme

Next

New Lightning App

App Options

Navigation and Form Factor 1

* Navigation Style

- Standard navigation
- Console navigation

* Supported Form Factors

- Desktop and phone
- Desktop
- Phone

Setup and Personalization 1

Setup Experience

- Setup (full set of Setup options)
- Service Setup
- Data Cloud Setup

App Personalization Settings

- Disable end user personalization of nav items in this app
- Disable temporary tabs for items outside of this app
- Use Omni-Channel sidebar

Back

Next

New Lightning App

Utility Items (Desktop Only)

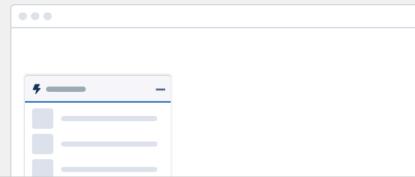
Give your users quick access to productivity tools and add background utility items to your app.

Add Utility Item

Utility Bar Alignment 1

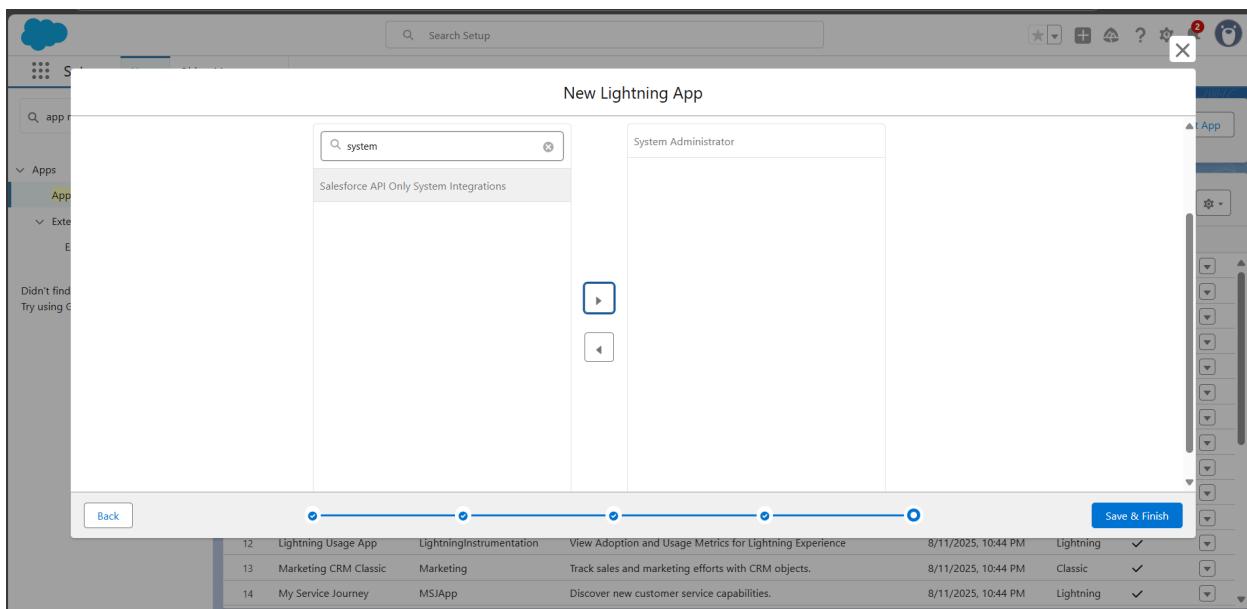
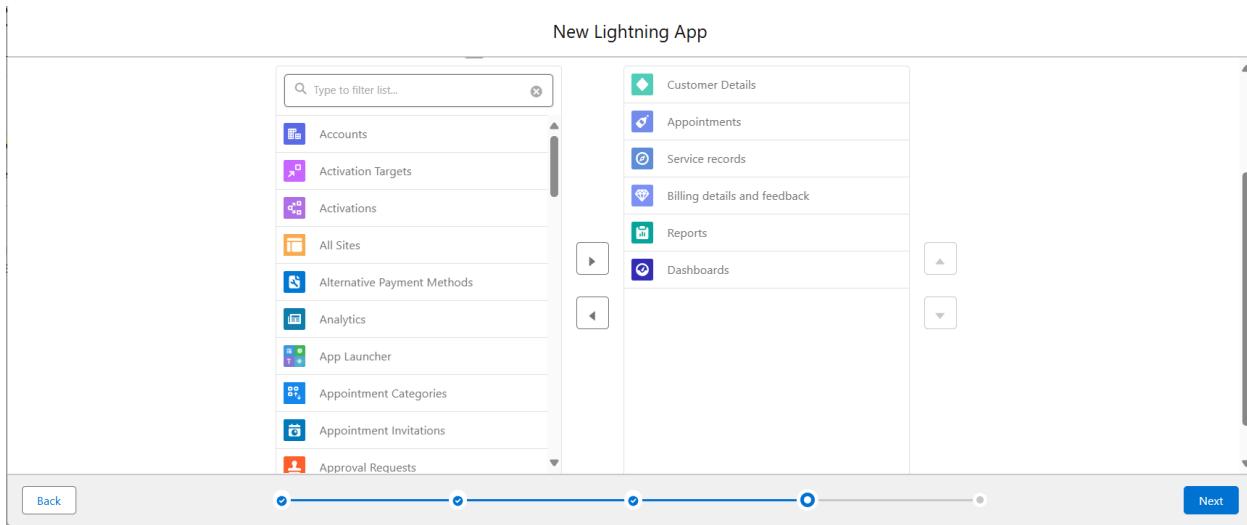
Default

The utility bar is a fixed footer that opens components in docked panels. Available only when the app is viewed in Lightning Experience on a desktop.



Back

Next



- Created the **fields** for: Customer Details Object, Lookup, Checkbox, Date Fields, Currency, Text, Picklist, Formula and Service Records Object

The screenshot shows the Salesforce Setup interface for the 'Customer Details' object. The left sidebar lists various setup categories like Details, Fields & Relationships, Page Layouts, etc. The main content area displays the 'Fields & Relationships' section for the 'Customer Details' object. It shows 6 items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

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		▼

The screenshot shows the Salesforce Setup interface for the 'Appointment' object. The left sidebar lists various setup categories like Details, Fields & Relationships, Page Layouts, etc. The main content area displays the 'Fields & Relationships' section for the 'Appointment' object. It shows 5 items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		▼
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedById	Lookup(User)		▼
Owner	OwnerId	Lookup(User,Group)		✓

The screenshot shows the Salesforce Setup interface under the Object Manager. The left sidebar lists various configuration options for the 'Service records' object. The main panel displays the 'Details' section for the 'Service records' object, showing fields like API Name (Service_records__c), Singular Label (Service records), and Plural Label (Service records). Buttons for Edit and Delete are visible at the top right of the details panel.

The screenshot shows the Salesforce Setup interface under the Object Manager. The left sidebar lists various configuration options for the 'Billing details and feedback' object. The main panel displays the 'Fields & Relationships' section, which lists five items: Billing details and feedback Name, Created By, Last Modified By, Owner, and Service records. A table provides detailed information for each field, including Field Label, Field Name, Data Type, Controlling Field, and Indexed status. Buttons for New, Deleted Fields, Field Dependencies, and Set History Tracking are located at the top right of the table.

Setup Home Object Manager

SETUP > OBJECT MANAGER
Customer Details

Details Fields & Relationships 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 Scoping Rules

Fields & Relationships
6 Items, Sorted by Field Label

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		▼

Setup Home Object Manager

SETUP > OBJECT MANAGER
Appointment

Details Fields & Relationships 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 Scoping Rules

Fields & Relationships
9 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date/Time		▼
Appointment Name	Name	Auto Number		▼
Created By	CreatedBy	Lookup(User)		
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
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		▼

SETUP > OBJECT MANAGER

Service records

Fields & Relationships				
6 items, Sorted by Field Label				
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 records Name	Name	Auto Number		✓

SETUP > OBJECT MANAGER

Billing details and feedback

Fields & Relationships				
6 items, Sorted by Field Label				
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 records	Service_records_c	Lookup(Service records)		✓

Setup > Object Manager

Billing details and feedback

Fields & Relationships					
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 records		Service_records__c	Lookup(Service records)		✓

Setup > Object Manager

Service records

Fields & Relationships					
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 records Name		Name	Auto Number		✓
Service Status		Service_Status__c	Picklist		

SETUP > OBJECT MANAGER

Billing details and feedback

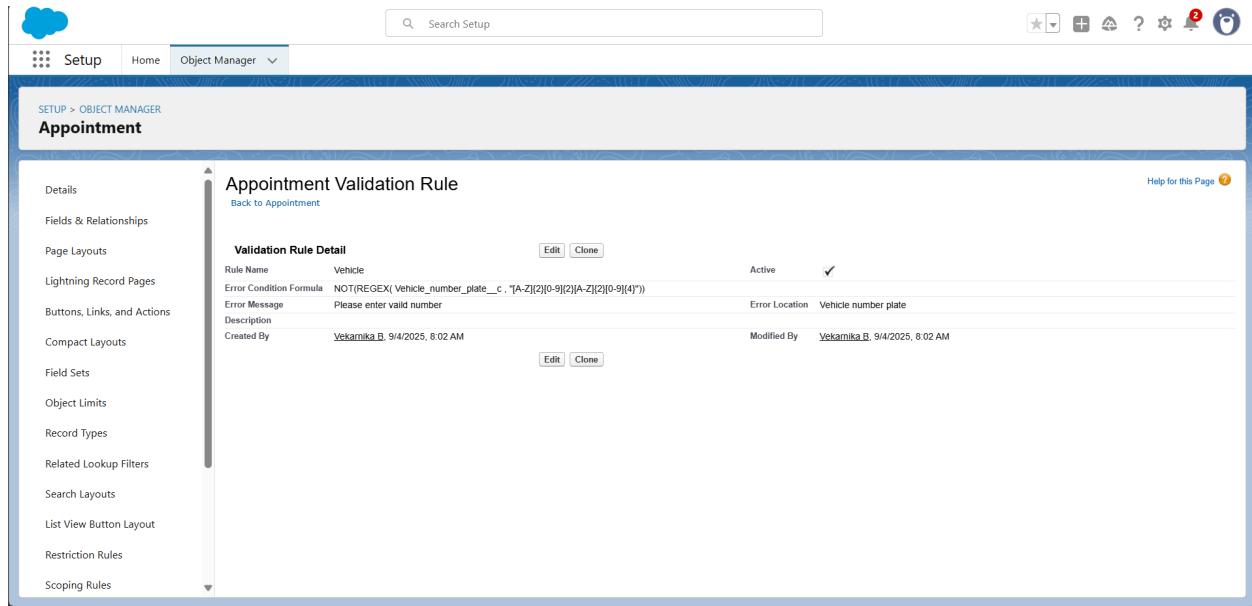
Fields & Relationships				
8 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text(1)		
Service records	Service_records__c	Lookup(Service records)		✓

SETUP > OBJECT MANAGER

Service records

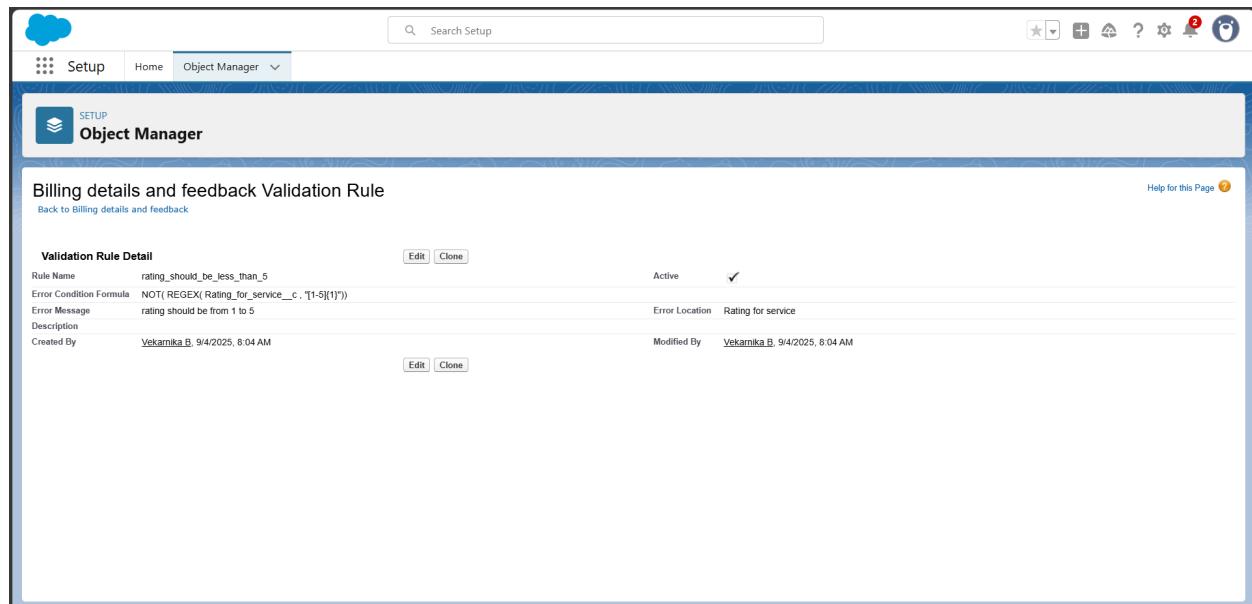
Fields & Relationships				
8 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quality Check Status	Quality_Check_Status__c	Checkbox		
service date	service_date__c	Formula (Date)		
Service records Name	Name	Auto Number		✓
Service Status	Service_Status__c	Picklist		

- Created the **Validation rule** for: Appointment object, Billing Details and Feedback objects.



The screenshot shows the Salesforce Setup interface for the **Appointment** object. On the left, a sidebar lists various configuration options like Details, Fields & Relationships, Page Layouts, and Lightning Record Pages. The main content area is titled **Appointment Validation Rule**. It displays a single validation rule entry:

Validation Rule Detail		Edit	Clone
Rule Name	Vehicle	Active	<input checked="" type="checkbox"/>
Error Condition Formula	NOT(REGEX(Vehicle_number_plate__c , "[A-Z]{2}[0-9]{2}[A-Z]{2}[0-9]{4}"))	Error Location	Vehicle number plate
Error Message	Please enter valid number		
Description		Modified By	Vekamika_B, 9/4/2025, 8:02 AM
Created By	Vekamika_B, 9/4/2025, 8:02 AM		



The screenshot shows the Salesforce Setup interface for the **Billing details and feedback** object. The sidebar on the left is identical to the previous screenshot. The main content area is titled **Billing details and feedback Validation Rule**. It displays a single validation rule entry:

Validation Rule Detail		Edit	Clone
Rule Name	rating_should_be_less_than_5	Active	<input checked="" type="checkbox"/>
Error Condition Formula	NOT(REGEX(Rating_for_service__c , "[1-5]{1}"))	Error Location	Rating for service
Error Message	rating should be from 1 to 5		
Description		Modified By	Vekamika_B, 9/4/2025, 8:04 AM
Created By	Vekamika_B, 9/4/2025, 8:04 AM		

- Create **duplicate rules** to Customer details Object for: Matching and Duplicate.

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

- Page Header:** Search Setup, Home, Object Manager.
- Left Sidebar:** Data, Duplicate Management, Matching Rules (selected).
- Search Bar:** Q Matching rule.
- Section Header:** d SETUP Matching Rules
- Section Title:** Matching customer details
- Matching Rule Detail:**
 - Object: Customer Details
 - Rule Name: Matching customer details
 - Unique Name: Matching_customer_details
 - Description:
 - Matching Criteria: (Customer Details: Gmail EXACT MatchBlank = FALSE) AND (Customer Details: Phone_number EXACT MatchBlank = FALSE)
 - Status: Active
 - Created By: Vekamika_B 9/4/2025, 8:31 AM
 - Modified By: Vekamika_B 9/4/2025, 8:31 AM
- Help:** Help for this Page ?

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

- Page Header:** Search Setup, Home, Object Manager.
- Left Sidebar:** Data, Duplicate Management, Duplicate Error Logs, Duplicate Rules (selected), Matching Rules.
- Search Bar:** Q duplicate.
- Section Header:** d SETUP Duplicate Rules
- Section Title:** Customer Details Duplicate Rule
- Duplicate Rule Detail:**
 - Rule Name: Customer Detail duplicate
 - Description:
 - Object: Customer Details
 - 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 (selected, Mapped)
 - Conditions:
 - Created By: Vekamika_B 9/4/2025, 8:32 AM
 - Modified By: Vekamika_B 9/4/2025, 8:32 AM
- Operations:**
 - Operations On Create: ✓ Alert ✓ Report
 - Operations On Edit: □ Alert □ Report
- Help:** Help for this Page ?

- Created Profiles for: Manager and Sales Person.

The screenshot shows the Salesforce Setup interface with the 'Profiles' tab selected. A search bar at the top contains 'profile'. On the left, a sidebar shows 'Users' and 'Profiles' under 'Profiles'. The main content area displays the 'Manager' profile. The profile name is 'Manager' and it is assigned to the 'Salesforce' user license. It was created by 'Vekarnika_B' on 9/4/2025, 8:34 AM. The 'Custom Profile' checkbox is checked. Under 'Page Layouts', the 'Standard Object Layouts' section lists various object layouts such as Global, Email Application, Home Page Layout, Account, Alternative Payment Method, and Appointment Invitation, each with their respective layout assignments. The 'Location Group Assignment' section lists Location Group Assignment Layouts like Global Layout, Macro Layout, Object Milestone Layout, Operating Hours Layout, Opportunity Layout, and Opportunity Product Layout.

The screenshot shows the Salesforce Setup interface with the 'Profiles' tab selected. A search bar at the top contains 'profile'. On the left, a sidebar shows 'Users' and 'Profiles' under 'Profiles'. The main content area displays the 'sales person' profile. The profile name is 'sales person' and it is assigned to the 'Salesforce Platform' user license. It was created by 'Vekarnika_B' on 9/4/2025, 8:50 AM. The 'Custom Profile' checkbox is checked. Under 'Page Layouts', the 'Standard Object Layouts' section lists various object layouts such as Global, Email Application, Home Page Layout, Account, Alternative Payment Method, and Appointment Invitation, each with their respective layout assignments. The 'Location Group Assignment' section lists Location Group Assignment Layouts like Global Layout, Lead Layout, Location Layout, Location Group Layout, Location Group Assignment Layout, Object Milestone Layout, and Operating Hours Layout.

- Created Roles and Role Hierarchy for: Manager and Another.

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 'Manager' role details. The role is assigned to the 'CEO' user. It has access to Opportunities and Cases. A table shows the role's details:

Label	Manager	Role Name	Manager
This role reports to	CEO	Role Name as displayed on reports	
Modified By	Vekamika B 9/4/2025, 8:54 AM	Sharing Groups	Role, Role and Internal Subordinates
Opportunity Access	Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunities		
Case Access	Users in this role can edit all cases associated with accounts that they own, regardless of who owns the cases		

Below the table is a section titled 'Users in Manager Role' with a button to 'Assign Users to Role' and a link to 'New User'. A note says 'No records to display'.

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 'sales person' role details. The role is assigned to the 'Manager' user. It has access to Opportunities and Cases. A table shows the role's details:

Label	sales person	Role Name	sales_person
This role reports to	Manager	Role Name as displayed on reports	
Modified By	Vekamika B 9/4/2025, 8:54 AM	Sharing Groups	Role, Role and Internal Subordinates
Opportunity Access	Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunities		
Case Access	Users in this role can edit all cases associated with accounts that they own, regardless of who owns the cases		

Below the table is a section titled 'Users in sales person Role' with a button to 'Assign Users to Role' and a link to 'New User'. A note says 'No records to display'.

- Created Users and Another user.

The screenshot shows the Salesforce Setup interface for creating a new user. The left sidebar is expanded to show the 'Users' section under 'User Management Settings'. The main area is titled 'New User' and contains a 'User Edit' form with the following fields filled:

Field	Value
First Name	Niklaus
Last Name	Mikaelson
Alias	nmika
Email	vekamika1820@gmail.com
Username	Mikaelson@Niklaus.com
Nickname	User175700135542674244
Title	
Company	
Department	
Division	

On the right side, there are additional configuration options:

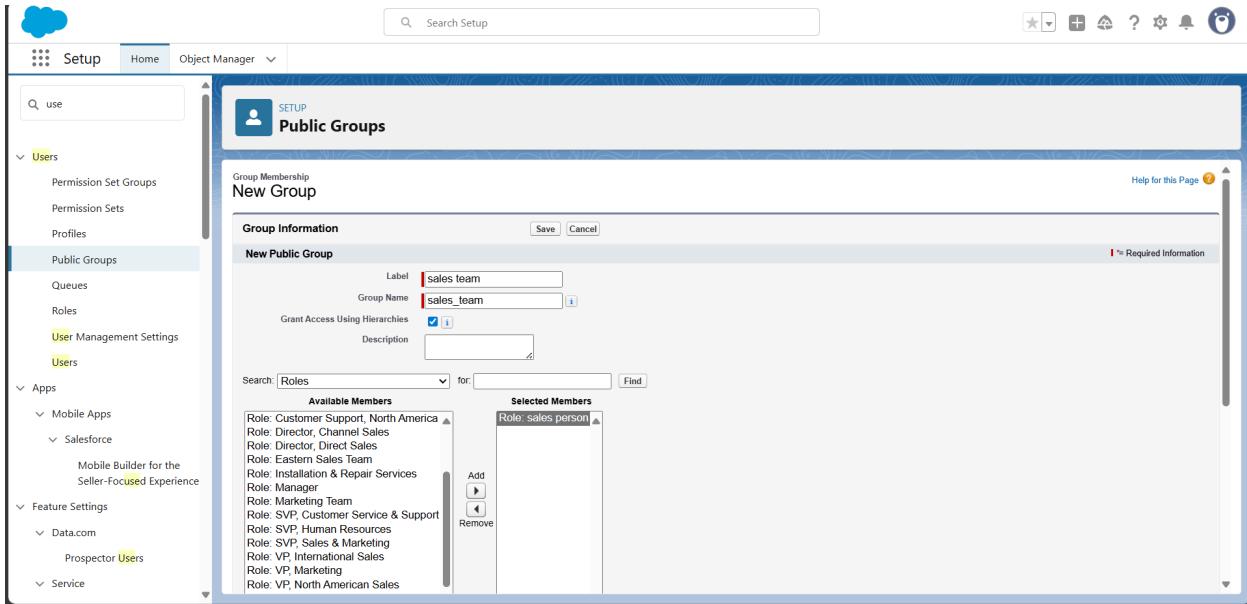
- Role:** Manager
- User License:** Salesforce
- Profile:** Manager
- Active:** checked
- Marketing User:** unchecked
- Offline User:** unchecked
- Knowledge User:** unchecked
- Flow User:** unchecked
- Service Cloud User:** unchecked
- Site.com Contributor User:** unchecked
- Site.com Publisher User:** unchecked
- WDC User:** unchecked
- Data.com User Type:** None
- Data.com Monthly Addition Limit:** Default Limit (300)
- Accessibility Mode (Classic Only):** checked
- High-Contrast Palette on Charts:** checked

The screenshot shows the Salesforce Setup interface displaying a list of all users. The left sidebar is expanded to show the 'Users' section under 'User Management Settings'. The main area is titled 'All Users' and lists the following users:

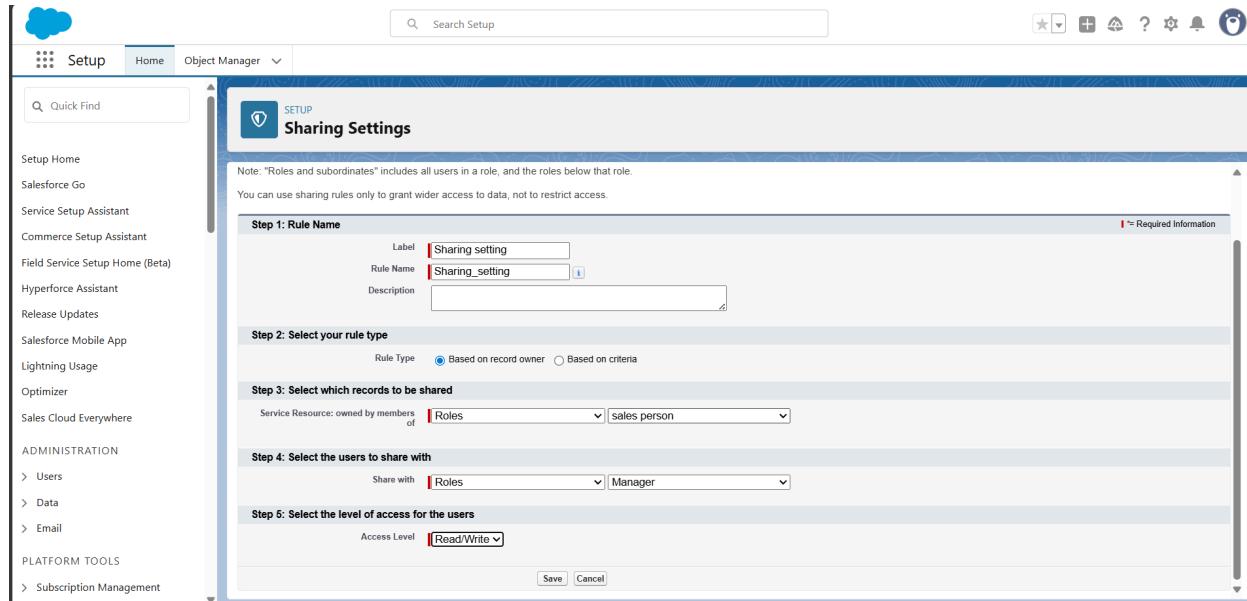
Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Aila_Zen	Zlia	zen@ailia.com	Manager	✓	Manager
<input type="checkbox"/>	B_Vekamika	src	srcw23218b48971@agentforce.com		✓	System Administrator
<input type="checkbox"/>	Bennett_Liam	lbenn	liam.bennett@sales.com	sales person	✓	sales person
<input type="checkbox"/>	Carter_Aiden	acart	aiden.carter@gmail.com	sales person	✓	sales person
<input type="checkbox"/>	Chatter_Expert	chatty	00dg000000935luua.fopkdhus7d@chatter.salesforce.com	sales person	✓	Chatter Free User
<input type="checkbox"/>	EPIC_OrgFarm	OEPI	epic.391d1ee6d594@orgfarm.salesforce.com	sales person	✓	System Administrator
<input type="checkbox"/>	Howard_Grace	ghowa	grace.howard@gmail.com	sales person	✓	sales person
<input type="checkbox"/>	User_Integration	integ	integration@00dg000000935luua.com	sales person	✓	Analytics Cloud Integration User
<input type="checkbox"/>	User_Security	sec	insightssecurity@00dg000000935luua.com	sales person	✓	Analytics Cloud Security User

At the bottom of the page, there are buttons for 'New User', 'Reset Password(s)', and 'Add Multiple Users'.

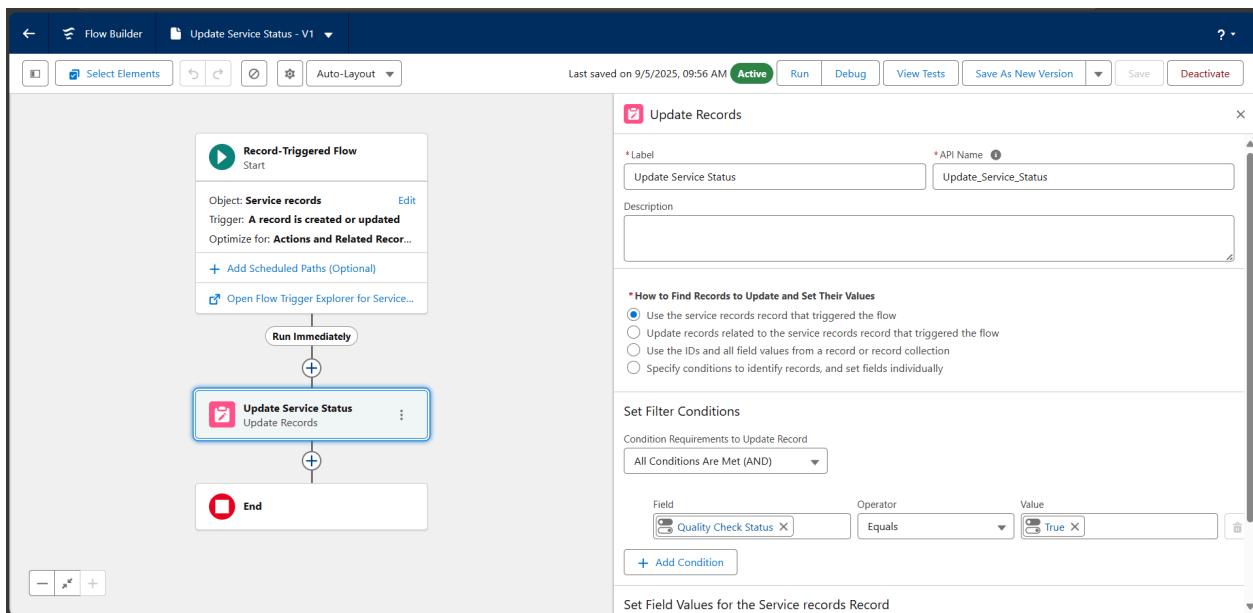
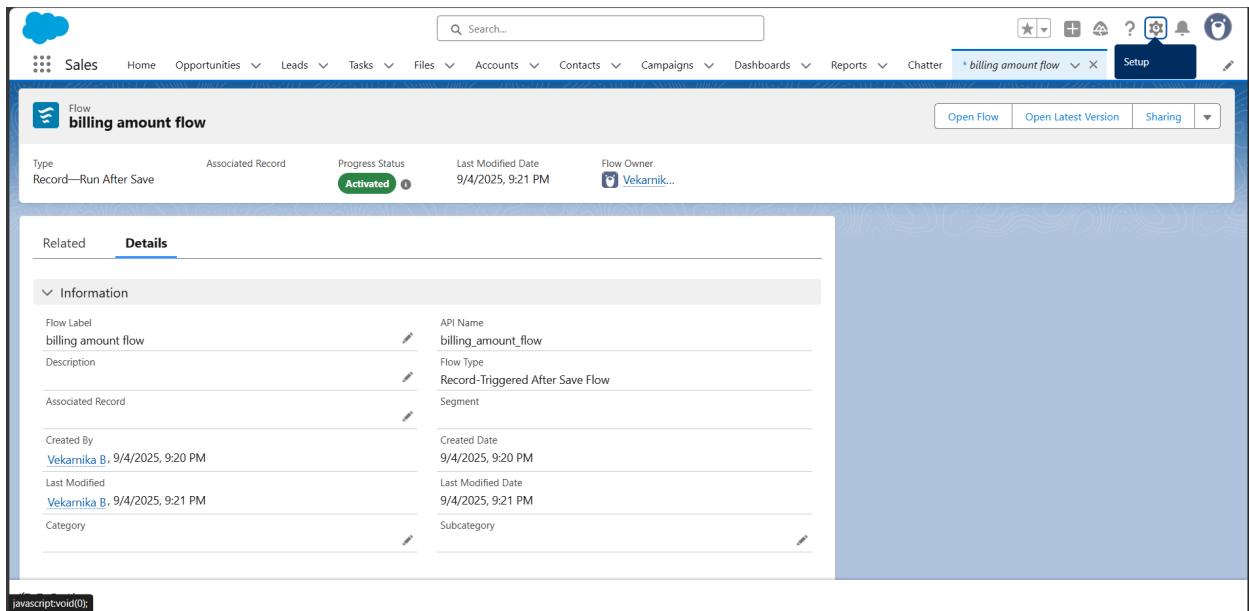
- Created new Public Groups.



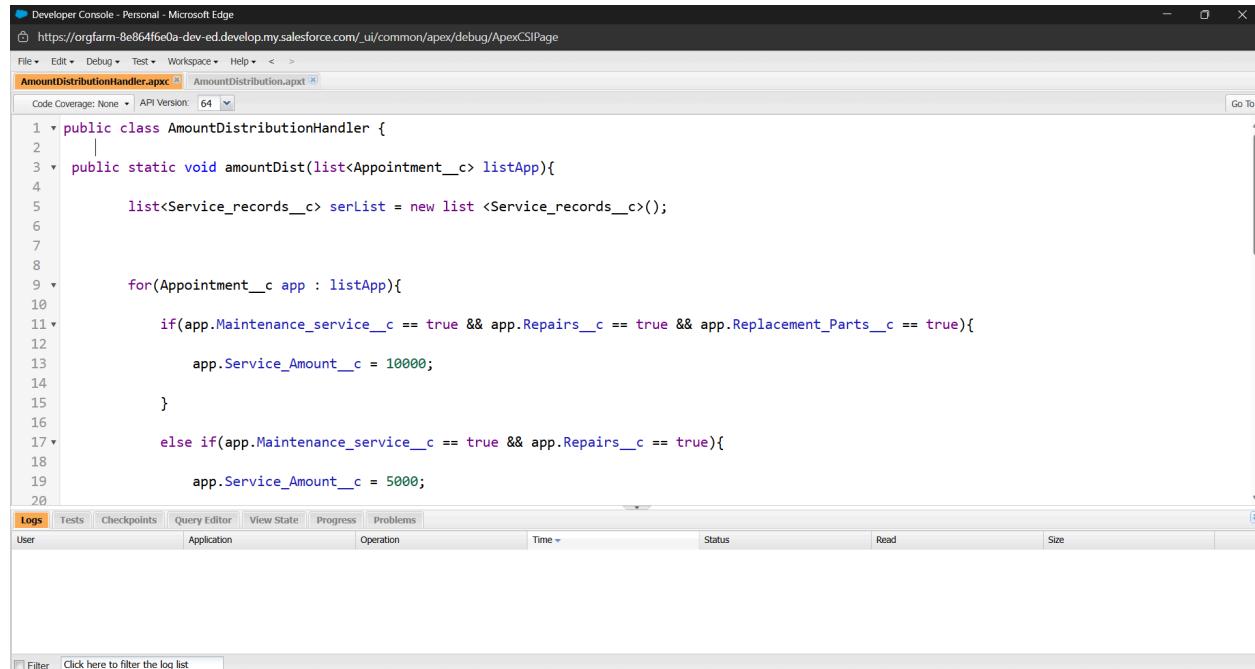
- Created the Sharing Setting.



- Created Flow - Billing amount flow.



- Developed Apex Triggers:
Created Apex Class called AmountDistribustionHandler.



The screenshot shows the Salesforce Developer Console interface. The title bar reads "Developer Console - Personal - Microsoft Edge" and the URL is "https://orgfarm-8e864f6e0a-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage". The tabs at the top are "AmountDistributionHandler.apxc" and "AmountDistribution.apxt". The code editor contains the following Apex class:

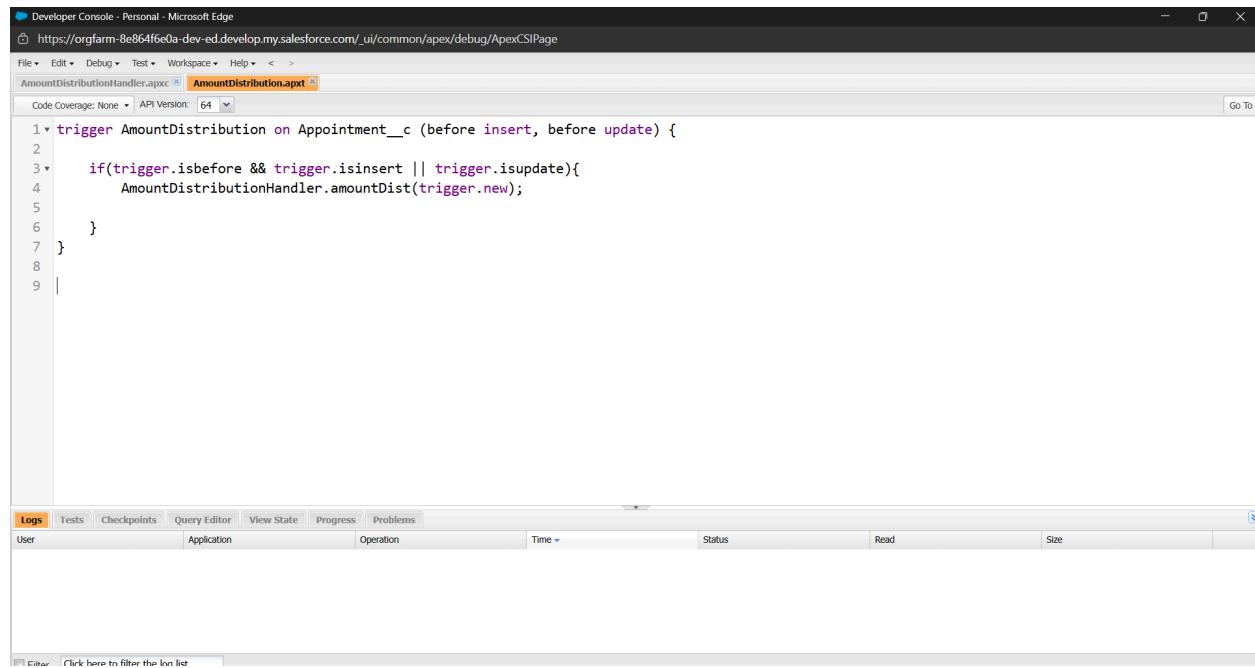
```

1 public class AmountDistributionHandler {
2     |
3     public static void amountDist(list<Appointment__c> listApp){
4
5         list<Service_records__c> serList = new list <Service_records__c>();
6
7
8         for(Appointment__c app : listApp){
9             if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
10                 app.Service_Amount__c = 10000;
11             }
12             else if(app.Maintenance_service__c == true && app.Repairs__c == true){
13                 app.Service_Amount__c = 5000;
14             }
15         }
16     }
17 }

```

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 listed.

Created an Apex trigger called AmountDistribustion.



The screenshot shows the Salesforce Developer Console interface. The title bar reads "Developer Console - Personal - Microsoft Edge" and the URL is "https://orgfarm-8e864f6e0a-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage". The tabs at the top are "AmountDistributionHandler.apxc" and "AmountDistribution.apxt". The code editor contains the following Apex trigger:

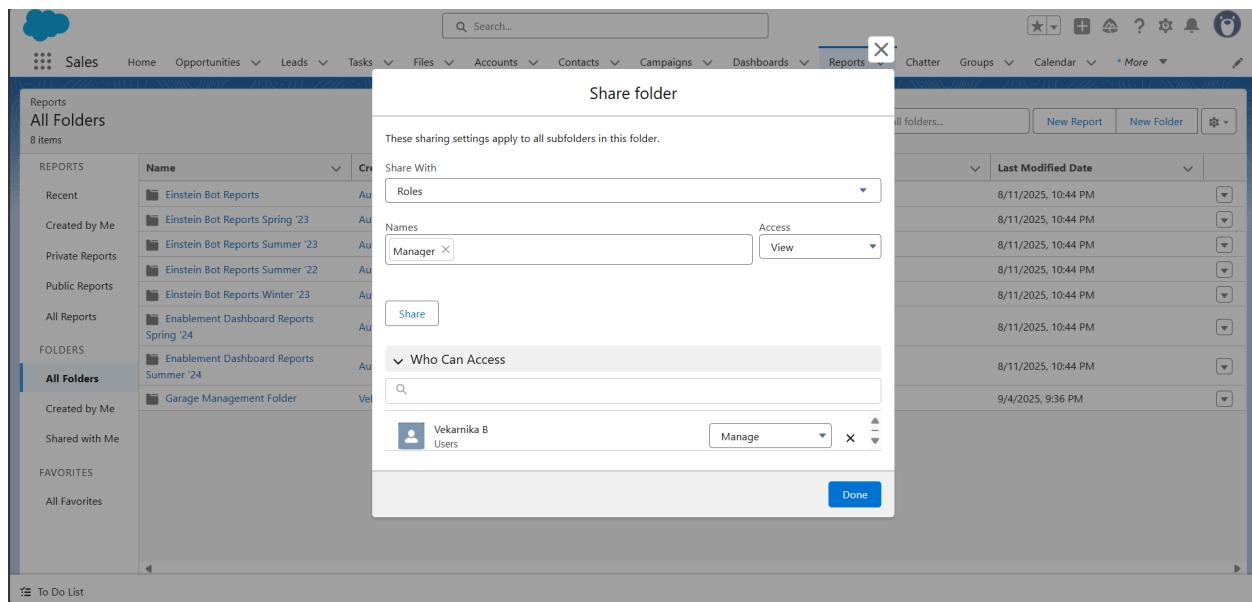
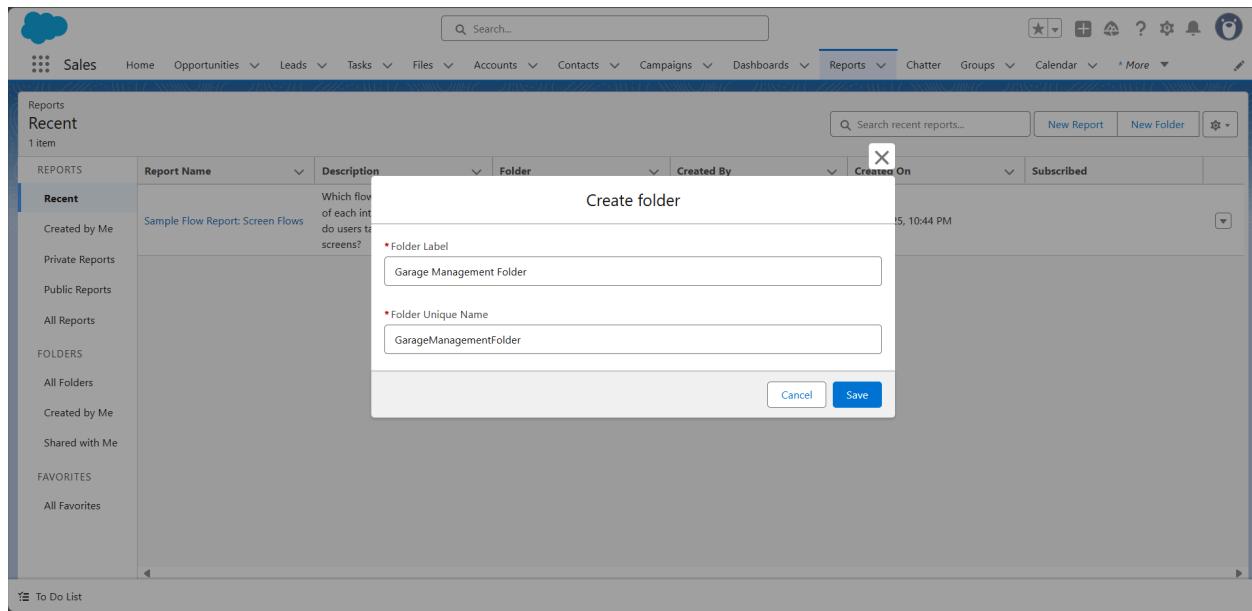
```

1 trigger AmountDistribution on Appointment__c (before insert, before update) {
2
3     if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
4         AmountDistributionHandler.amountDist(trigger.new);
5     }
6 }

```

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 listed.

- Created Report folders, Report type, Report and shared Report folder.



Setup Home

Salesforce Go

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

- > Users
- > Data
- > Email

PLATFORM TOOLS

- > Subscription Management

Object Manager

Search Setup

Customer Details

Primary Object

B Appointments

A to B Relationship:

- Each "A" record must have at least one related "B" record.
- "A" records may or may not have related "B" records.

C Service records

B to C Relationship:

- Each "B" record must have at least one related "C" record.
- "B" records may or may not have related "C" records.

D Billing details and feedback

C to D Relationship:

Cancel Save

Setup Home

Salesforce Go

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

- > Users
- > Data
- > Email

PLATFORM TOOLS

- > Subscription Management

Object Manager

Search Setup

Details

Display Label: Service information

API Name: Service_information

Description: Service information

Created By: Vekarnika B, 05/09/25, 10:11 am

Store in Category: other

Deployment Status: Deployed

Modified By: Vekarnika B, 05/09/25, 10:11 am

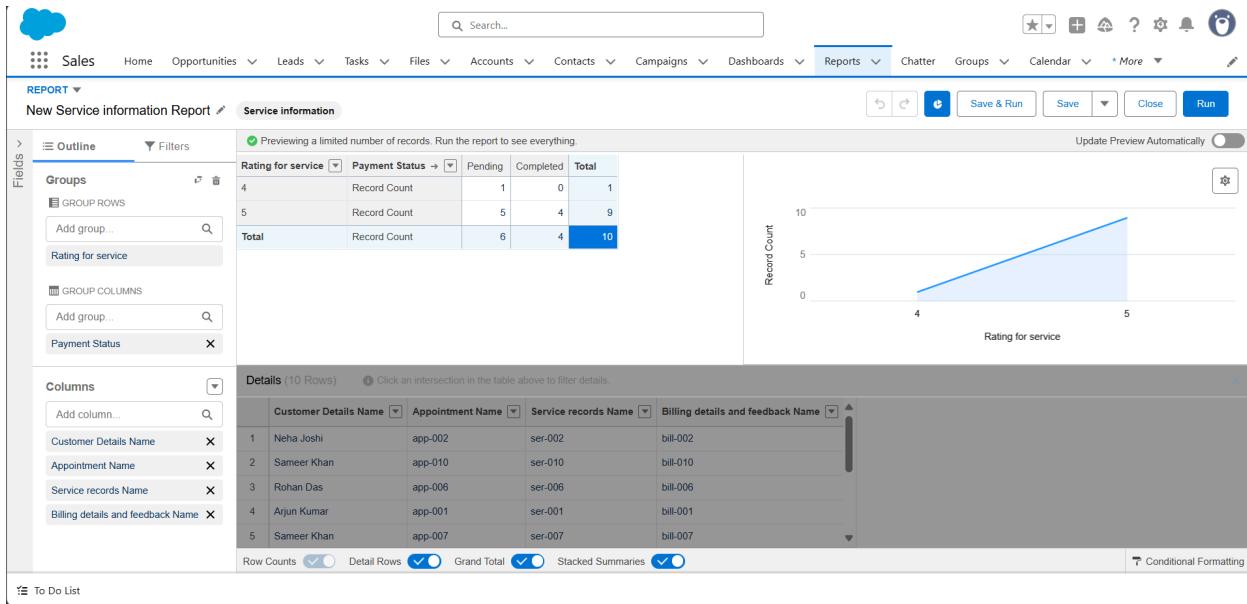
Fields

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

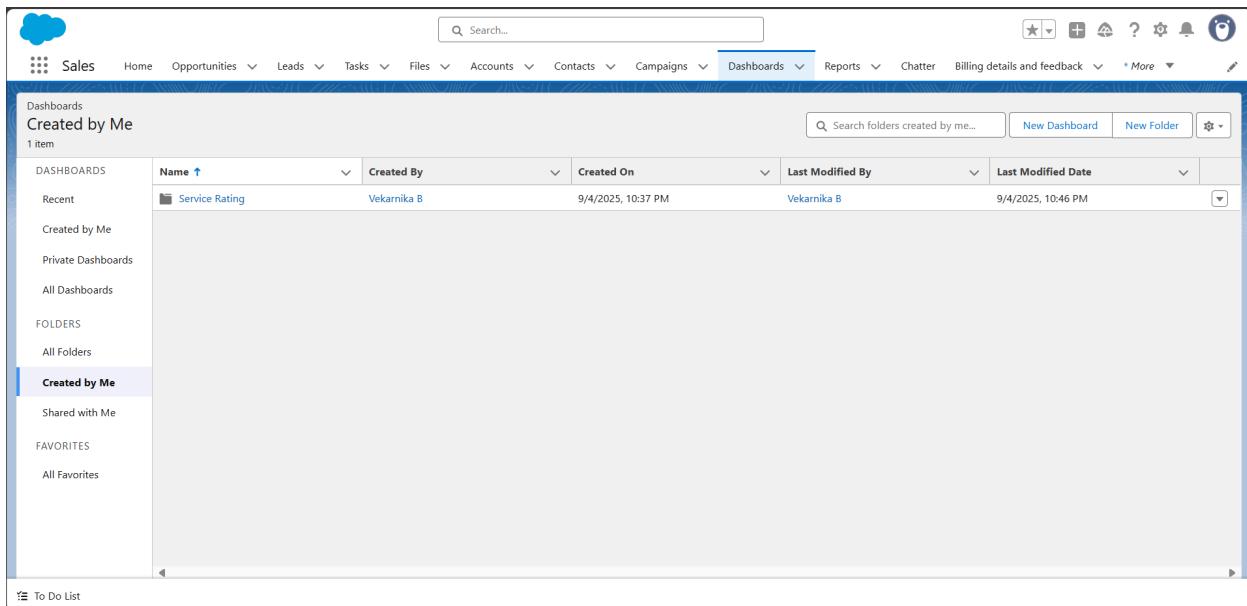
Object Relationships

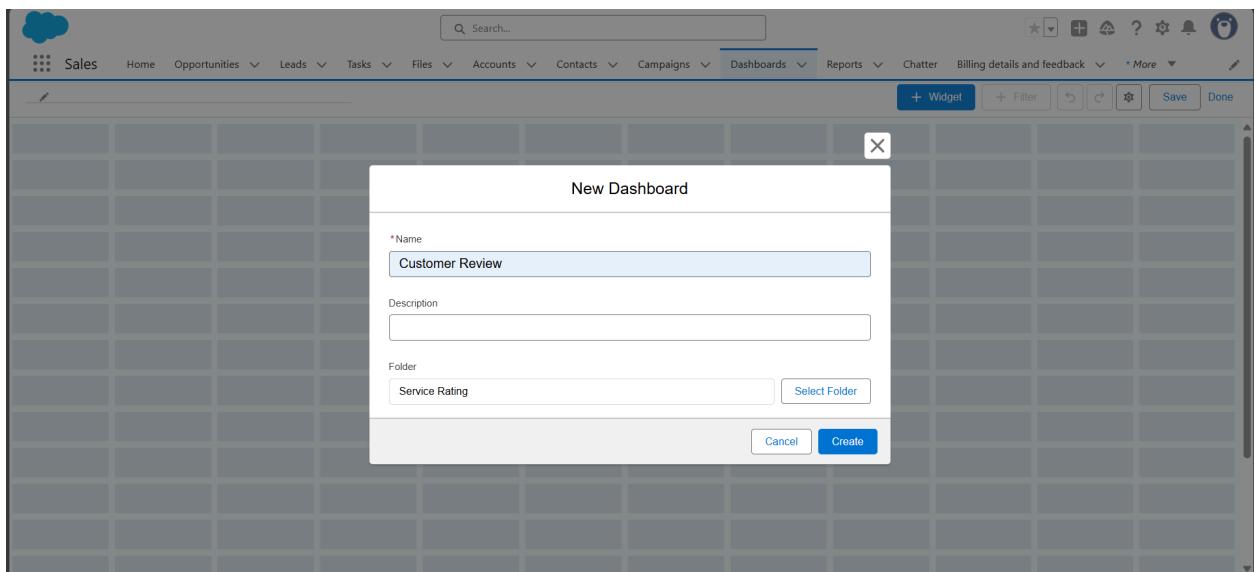
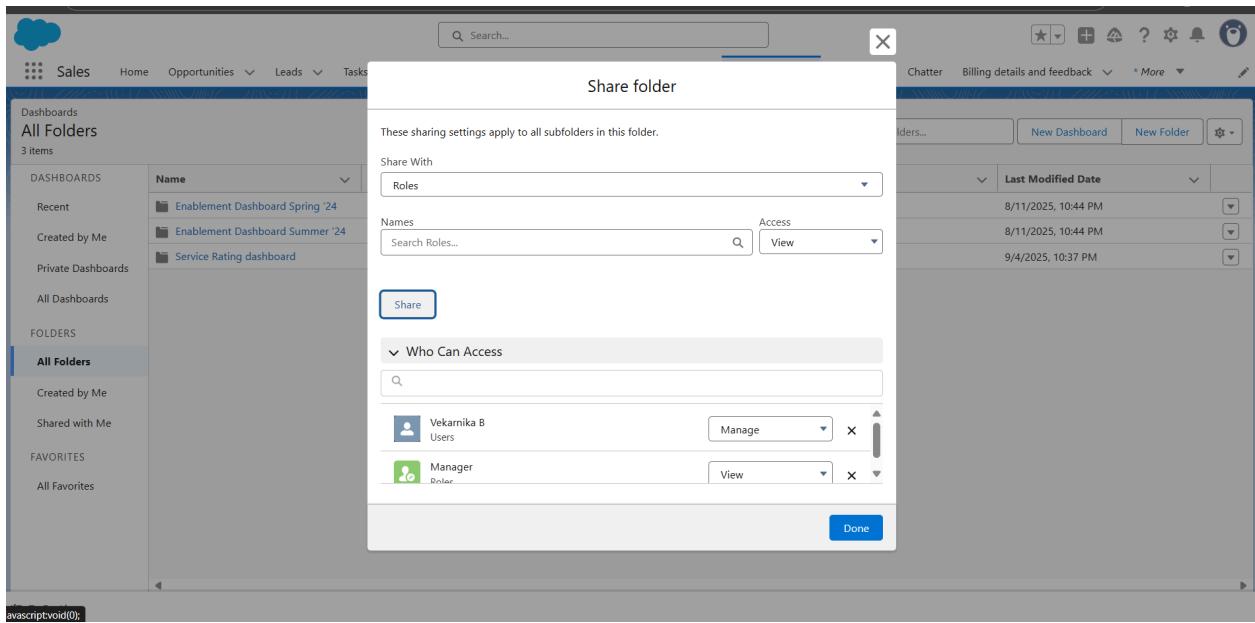
Customer Details (A)

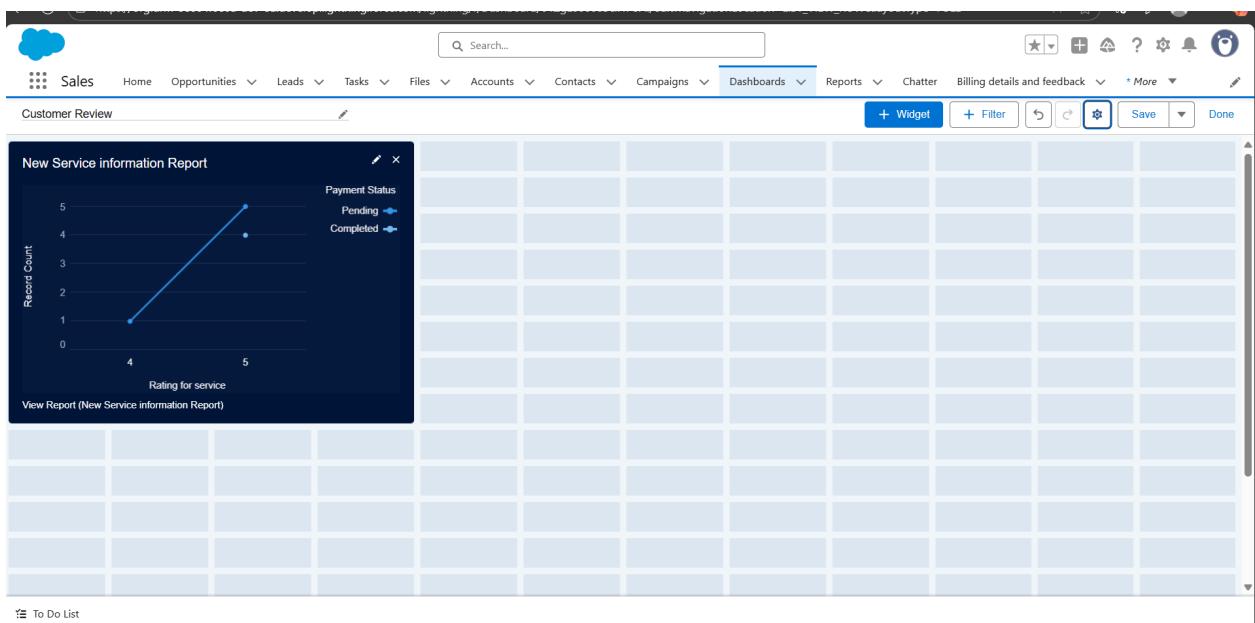
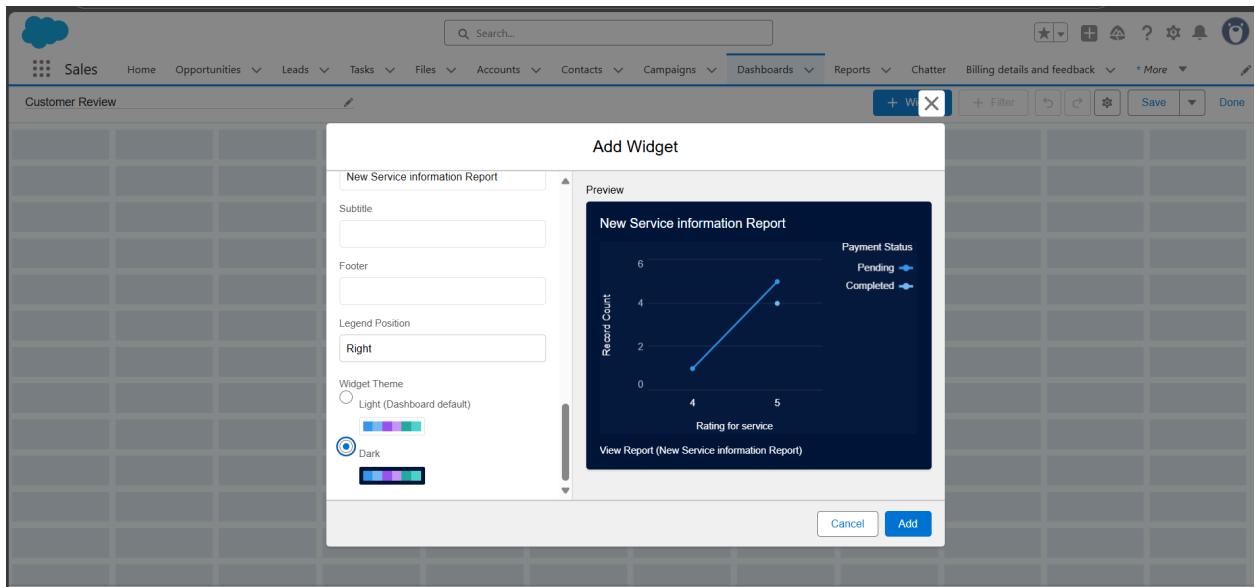
- with at least one related record from Appointments (B)
- with at least one related record from Service records (C)
- with at least one related record from Billing details and feedback (D)

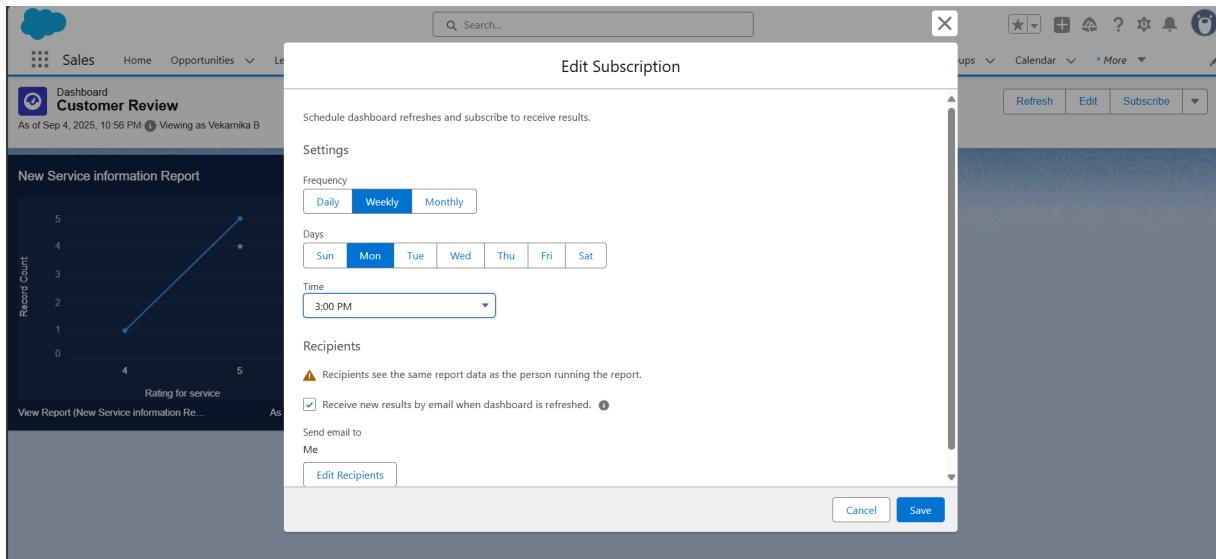


- Created Dashboards and Dashboard folders.









3. ADVANTAGES & DISADVANTAGES

Advantages of Garage Management System:

- **Centralized Data Management** – All customer, vehicle, and service records are stored in one place, improving accessibility and reducing data duplication.
- **Improved Customer Experience** – Automated service reminders, transparent billing, and quick updates enhance customer trust and satisfaction.
- **Operational Efficiency** – Streamlines job scheduling, inventory tracking, and billing, reducing manual effort and errors.
- **Scalability** – Built on Salesforce, the system can easily expand with additional modules or features as the business grows.

- **Integration Capabilities** – Seamlessly integrates with CRM, payment systems, and other Salesforce apps for smooth workflows.
- **Analytics & Reporting** – Real-time dashboards and reports help managers track performance, revenue, and customer trends.

Disadvantages of Garage Management System:

- **Cost of Implementation** – Licensing, customization, and ongoing Salesforce subscription costs may be high for small garages.
- **Learning Curve** – Staff may require training to adapt to Salesforce's interface and features.
- **Customization Dependency** – Advanced requirements often need Salesforce developers/consultants, increasing dependency.
- **Internet Reliance** – Being a cloud-based system, uninterrupted internet is essential for smooth operations.
- **Overhead for Small Businesses** – Smaller repair shops may find the system more complex than needed for basic operations.

4. CONCLUSION

The Garage Management System streamlines operations, enhances customer satisfaction, and supports business growth, making it a reliable solution for modern automotive repair facilities.

5. RESULTS

Output Screenshots

The screenshot shows the Salesforce Home page. At the top, there's a search bar and a navigation bar with links like Sales, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, and More. Below the navigation is a sidebar titled "App Launcher" with a search bar containing "Q Ga". It lists several items under "Garage Management Application": Capability Navigator (\$0 Open), Data Use Legal Basis (\$0 Won), Engagement Channel Types (\$0 Lost), Legal Entities, Payment Gateway Logs, and View More. There are also "View Opportunities" and "View Accounts" buttons. The main area contains several dashboards: "Plan My Accounts" (Shows 0 Accounts, 0 Upcoming Activity, 0 Past Activity, 0 No Activity), "Grow Relationships" (Shows 0 Contacts, 0 Upcoming Activity, 0 Past Activity, 0 No Activity), "Build Pipeline" (Shows 0 Upcoming Activity), "My Goals" (Allows setting personal weekly or monthly goals for emails, calls, and meetings), and "Today's Events" (Shows a sun icon and a small chart). A "To Do List" button is at the bottom left.

The screenshot shows the "Garage Management" application interface. The top navigation bar includes Customer Details, Appointments, Service records, Billing details and feedback, Reports, and Dashboards. On the left, there's a sidebar titled "Customer Details Recently Viewed" with a dropdown and a list of 10 items updated a few seconds ago. The main area is a "New Customer Details" form. It has sections for "Information" (Customer Details Name: Mac, Owner: Vekarnika B, Phone number: 5678765567, Gmail: mac@gmail.com) and "Address" (Address: 123 Main St, City: Anytown, State: CA, Zip: 90210). There are buttons for "Cancel", "Save & New", and "Save". A note at the top right says "* = Required Information".

Garage Management System

Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Recently Viewed

Appointments

10 items • Updated a minute ago

	Appointment Name
1	app-010
2	app-009
3	app-008
4	app-007
5	app-006
6	app-005
7	app-004
8	app-003
9	app-002
10	app-001

New Appointment

* = Required Information

Information

Appointment Name: Customer Details Owner: Vekarnika B

Customer Details: Mac

Appointment Date: *Date: 7/10/2025 *Time: 12:00 PM

Maintenance service:

Repairs:

Replacement Parts:

Service Amount:

*Vehicle number plate: TS300000443

Cancel Save & New Save

Garage Management System

Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Recently Viewed

Service records

10 items • Updated a few seconds ago

	Service records Name
1	ser-010
2	ser-009
3	ser-008
4	ser-007
5	ser-006
6	ser-005
7	ser-004
8	ser-003
9	ser-002
10	ser-001

New Service records

* = Required Information

Information

Service records Name: Appointment Owner: Vekarnika B

Appointment: app-011

Quality Check Status:

Service Status: Started

Cancel Save & New Save

Garage Management... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Service records ser-011 New Contact Edit New Opportunity

Related Details * = Required Information

Service records Name: ser-011 Owner: Vekarnika B

Appointment: app-011

Quality Check Status:

Service Status: Started

Service date: 9/5/2025
This field is calculated upon save

Created By: Vekarnika B. 9/4/2025, 11:05 PM

Last Modified By: Vekarnika B. 9/4/2025, 11:05 PM

Cancel Save

Garage Management... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Service records ser-011 New Contact Edit New Opportunity

Related Details

Service records Name: ser-011 Owner: Vekarnika B

Appointment: app-011

Quality Check Status:

Service Status: Completed

Service date: 9/5/2025

Created By: Vekarnika B. 9/4/2025, 11:05 PM

Last Modified By: Vekarnika B. 9/4/2025, 11:06 PM

6. APPENDIX

- Source Code: Provided in Apex Classes and Triggers

To create apex class (AmountDistributionHandler)

```
public class AmountDistributionHandler {  
  
    public static void amountDist(list<Appointment__c> listApp){  
  
        list<Service_records_c> serList = new list <Service_records_c>();  
  
        for(Appointment__c app : listApp){  
  
            if(app.Maintenance_service_c == true && app.Repairs_c == true &&  
app.Replacement_Parts_c == true){  
  
                app.Service_Amount__c = 10000;  
  
            }  
  
            else if(app.Maintenance_service_c == true && app.Repairs_c ==  
true){  
  
                app.Service_Amount__c = 5000;  
  
            }  
  
            else if(app.Maintenance_service_c == true &&  
app.Replacement_Parts_c == true){  
  
                app.Service_Amount__c = 8000;  
  
            }  
        }  
    }  
}
```

```
    else if(app.Repairs_c == true && app.Replacement_Parts_c ==  
true){  
  
        app.Service_Amount_c = 7000;  
  
    }  
  
    else if(app.Maintenance_service_c == true){  
  
        app.Service_Amount_c = 2000;  
  
    }  
  
    else if(app.Repairs_c == true){  
  
        app.Service_Amount_c = 3000;  
  
    }  
  
    else if(app.Replacement_Parts_c == true){  
  
        app.Service_Amount_c = 5000;  
  
    }  
  
}
```

AmountDistribution - Apex Trigger:

```
trigger AmountDistribution on Appointment__c (before insert, before  
update) {  
  
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
  
        AmountDistributionHandler.amountDist(trigger.new);  
  
    }  
  
}
```
