Proposed Solution - Garage Management System

Date	27/10/2025
Team ID	NM2025TMID08644
Project Name	Garage Management system
Maximum Marks	4 Marks

Overview

The Garage Management System (GMS) leverages Salesforce to automate workflows, manage customers, and enhance operational efficiency.

Workflow Explanation

1. Customers are registered through the Customer Details object.

2. Appointments are created and linked to customer records.

3. Service records are auto-generated with quality checks and service statuses.

4. Billing and feedback are connected to service records for payment tracking and rating collection.

Salesforce Integration

- **Objects:** Custom Salesforce objects for structured data management.

- **Automation:** Record-triggered flows for updating and sending email alerts.

- **Apex Logic:** Triggers for automatic service cost calculation.

- **Analytics:** Dashboards and reports for performance insights.

Diagram

The workflow diagram below represents how each module interacts in Salesforce.

Customer → Appointment → Service Record → Billing & Feedback

Salesforce Automation Flow

Garage Management System - Workflow Diagram

Customer Object
Stores customer details

Appointment Object
Tracks booking and services

Service Record Object
Stores job details

Billing & Feedback Object
Manages payments and ratings