

# **GARAGE MANAGEMENT SYSTEM**

**College Name: SREE NARAYANA GURU COLLEGE COIMBATORE**

**College Code: BRU36**

**TEAM ID: NM2025TMID26359**

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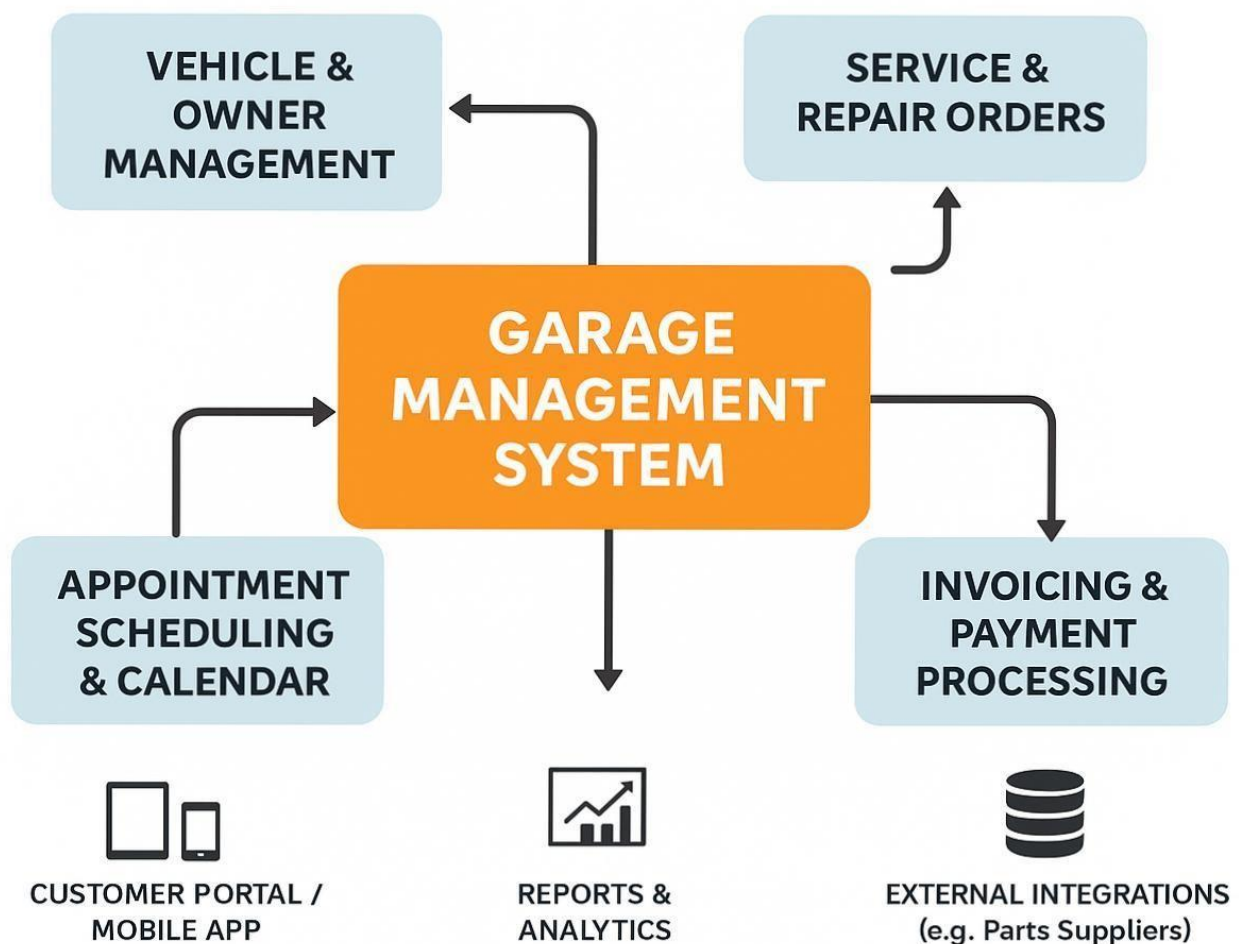
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# 1.INTRODUCTION

The Garage Management System (GMS) is an advanced software solution developed to automate and digitalize garage operations such as vehicle servicing, mechanic scheduling, billing, spare parts management, and customer support. By offering a unified platform, the system enables customers to book services online, allows mechanics to update job progress, and helps administrators manage billing and generate performance reports. This integration reduces manual work, saves time, and enhances efficiency in garage operations.



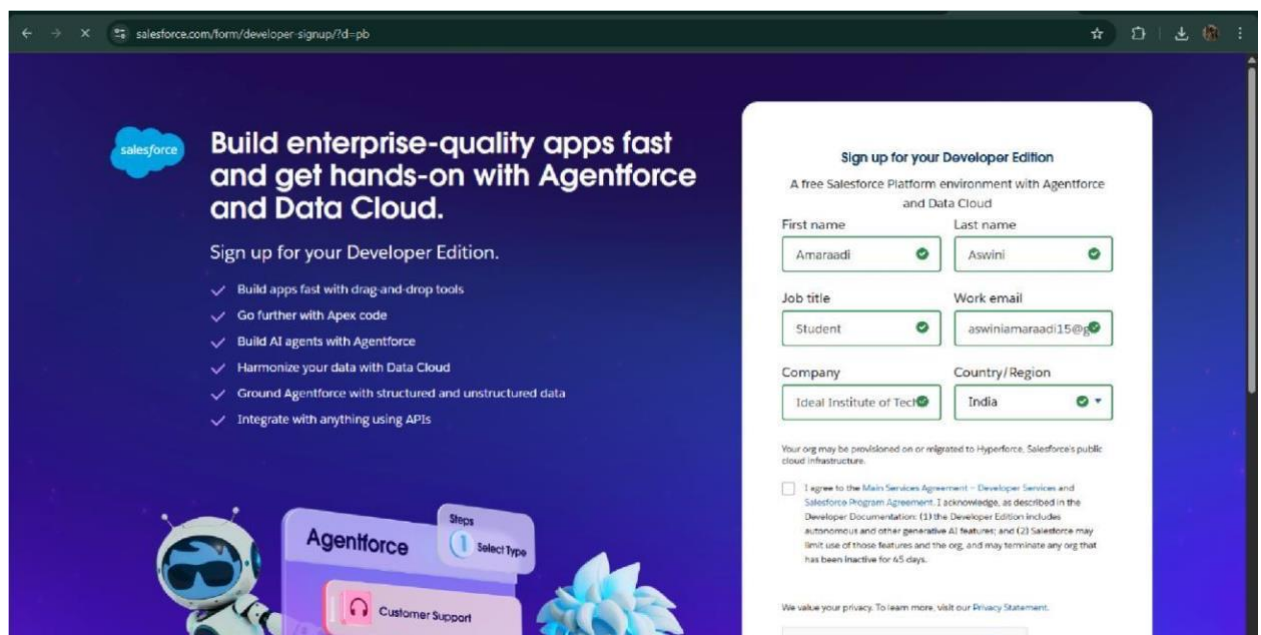
## 1.2 PURPOSE

The purpose of the Garage Management System is to automate and simplify garage operations such as service booking, mechanic allocation, billing, and inventory management. It reduces manual errors, saves time, and improves efficiency while providing a better experience for customers, mechanics, and administrators.

# DEVELOPMENT PHASE

### Creating Developer Account:

By using this URL - <https://www.salesforce.com/form/developer-signup/?d=pb>



The screenshot shows the Salesforce Developer Edition signup page. The left side features a dark blue background with the Salesforce logo, the text "Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud.", and a list of benefits: "Sign up for your Developer Edition." followed by five checkmarks: "Build apps fast with drag-and-drop tools", "Go further with Apex code", "Build AI agents with Agentforce", "Harmonize your data with Data Cloud", "Ground Agentforce with structured and unstructured data", and "Integrate with anything using APIs". Below this is an illustration of an Agentforce robot and a "Customer Support" button. The right side is a white form titled "Sign up for your Developer Edition" with the subtitle "A free Salesforce Platform environment with Agentforce and Data Cloud". The form contains fields for "First name" (Amaraadi), "Last name" (Aswini), "Job title" (Student), "Work email" (aswiniamaraadi15@g), "Company" (Ideal Institute of Tech), and "Country/Region" (India). Below the form, there is a checkbox for "I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement" and a link to the "Privacy Statement".

salesforce

Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud.

Sign up for your Developer Edition.

- ✓ Build apps fast with drag-and-drop tools
- ✓ Go further with Apex code
- ✓ Build AI agents with Agentforce
- ✓ Harmonize your data with Data Cloud
- ✓ Ground Agentforce with structured and unstructured data
- ✓ Integrate with anything using APIs

Agentforce

Customer Support

Steps 1 Select Type

Sign up for your Developer Edition

A free Salesforce Platform environment with Agentforce and Data Cloud

First name Last name

Amaraadi Aswini

Job title Work email

Student aswiniamaraadi15@g

Company Country/Region

Ideal Institute of Tech India

Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☐ I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement. I acknowledge, as described in the Developer Documentation: (1) the Developer Edition includes autonomous and other generative AI features; and (2) Salesforce may limit use of those features and the org, and may terminate any org that has been inactive for 45 days.

We value your privacy. To learn more, visit our Privacy Statement.

## **MODULES:**

- Salesforce
- Objects
- Tabs
- The Lightning App
- Fields
- Validation Rule
- Duplicate Rule
- Profiles
- Role&Role Hierarchy
- Users
- Public Groups
- Sharing Setting
- Flows
- Apex Trigger
- Reports
- Dashboards
- User Adoption

## OBJECTS:

Created Objects: Appointment, service record, Billing details and feedback

The screenshot shows the Salesforce Setup interface for the 'Appointment' object. The left sidebar contains a 'Details' menu with options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Search Layouts. The main content area is titled 'Appointment' and includes an 'Edit' button and a 'Delete' button. The 'Details' section is expanded, showing the following fields:

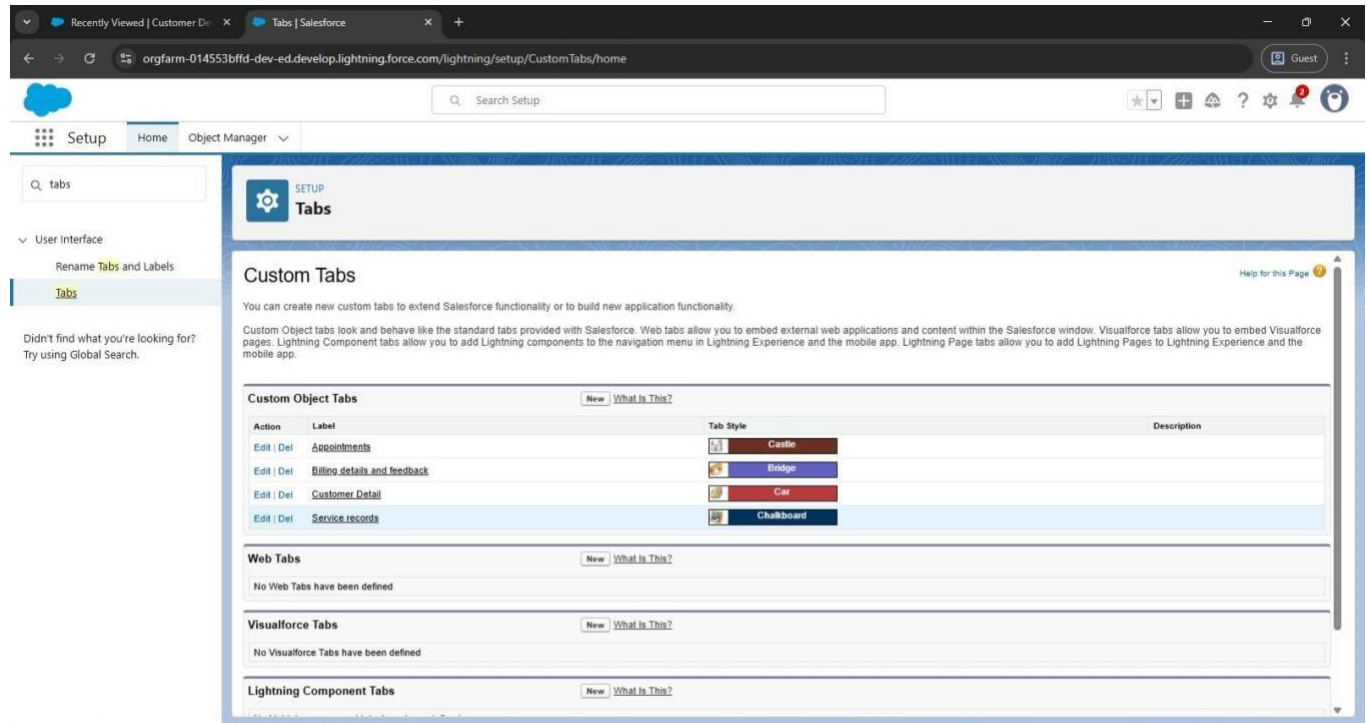
Field Name	Value
Description	
API Name	Appointment__c
Custom	✓
Singular Label	Appointment
Plural Label	Appointments
Enable Reports	✓
Track Activities	
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

The screenshot shows the Salesforce Setup interface for the 'Service records' object. The left sidebar contains a 'Details' menu with options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Search Layouts. The main content area is titled 'Service records' and includes an 'Edit' button and a 'Delete' button. The 'Details' section is expanded, showing the following fields:

Field Name	Value
Description	
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

## TABS:

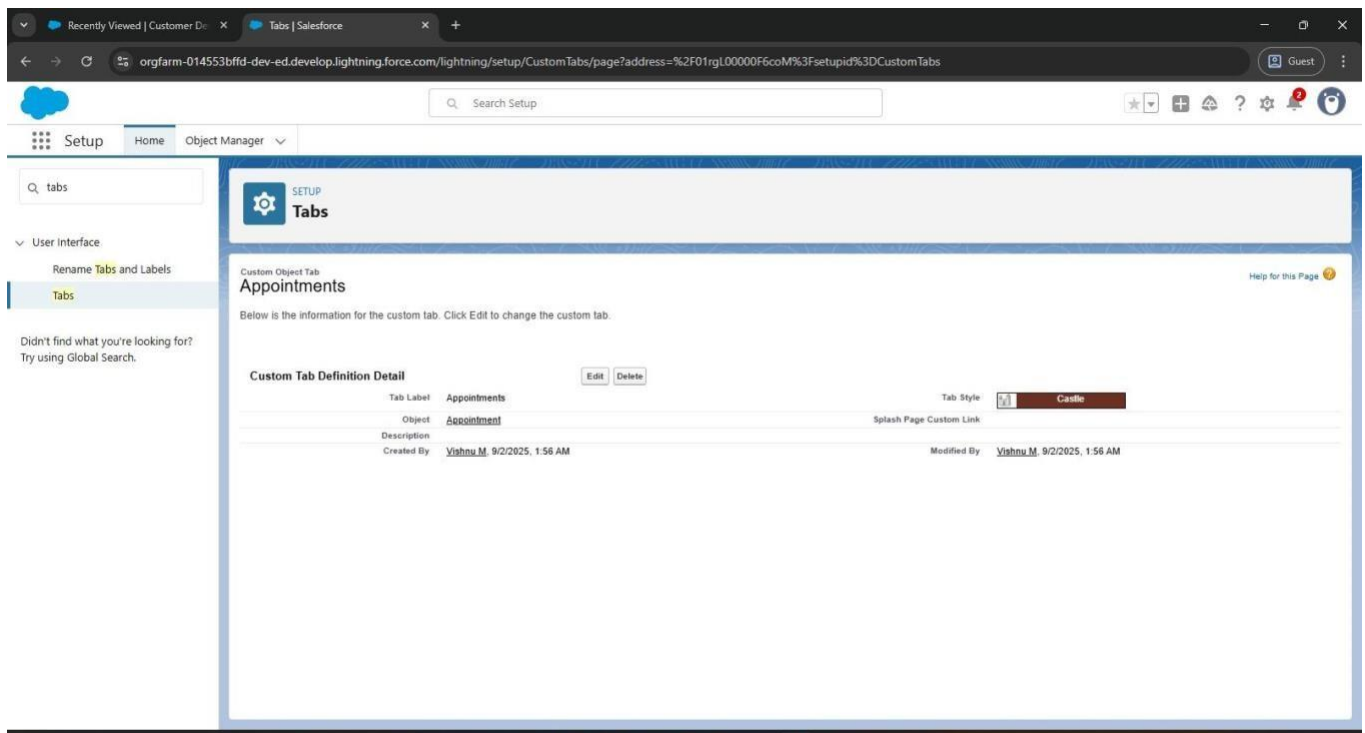
A Tab is like a user interface that is used to build records for objects and to view the records in the object



The screenshot shows the Salesforce Setup interface for Custom Tabs. The left sidebar contains a search bar and a navigation menu with 'User Interface' expanded, showing 'Rename Tabs and Labels' and 'Tabs'. The main content area is titled 'Custom Tabs' and includes a 'Help for this Page' link. Below the title, there is a brief explanation of custom tabs and their types. The 'Custom Object Tabs' section is active, displaying a table of existing tabs.

Action	Label	Tab Style	Description
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Appointments</a>	Castle	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Billing details and feedback</a>	Bridge	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Customer Detail</a>	Car	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Service records</a>	Chalkboard	

Below the table, there are sections for 'Web Tabs', 'Visualforce Tabs', and 'Lightning Component Tabs', each with a 'New' button and a 'What Is This?' link. The 'Web Tabs' and 'Visualforce Tabs' sections indicate that no tabs have been defined.



The screenshot shows the Salesforce Setup interface for the 'Appointments' custom tab. The left sidebar is the same as the previous screenshot. The main content area is titled 'Custom Object Tab: Appointments' and includes a 'Help for this Page' link. Below the title, there is a brief explanation of the custom tab and a link to 'Edit' it. The 'Custom Tab Definition Detail' section is active, displaying a table of the tab's details.

Tab Label	Appointments	Tab Style	Castle
Object	<a href="#">Appointment</a>	Splash Page Custom Link	
Description			
Created By	<a href="#">Vishnu M.</a> 9/2/2025, 1:56 AM	Modified By	<a href="#">Vishnu M.</a> 9/2/2025, 1:56 AM

## THE LIGHTNING APP

A Lightning app is a bundle of items that work together to perform a specific function. In Lightning Experience, it provides users with quick access to objects, tabs, and other tools in one organized navigation bar.

You can customize Lightning apps with your own brand, including colours and logos. They also support features like a utility bar and Lightning page tabs. This makes it easier for people in your organization to work efficiently and switch smoothly between different apps.

The screenshot displays the Salesforce Lightning App Builder interface. The top navigation bar includes 'Lightning App Builder', 'App Settings', 'Pages', and 'Garage Management Application'. The left sidebar shows 'App Settings' with sub-options: 'App Details & Branding' (selected), 'App Options', 'Utility Items (Desktop Only)', 'Navigation Items', and 'User Profiles'. The main content area is titled 'App Details & Branding' and contains the following sections:

- App Details**:
  - \*App Name: Garage Management Application
  - \*Developer Name: Garage\_Management\_Application
  - Description: Enter a description...
- App Branding**:
  - Image: A gear icon with a wrench.
  - Primary Color Hex Value: #286DE4
  - Org Theme Options: ☐ Use the app's image and color instead of the org's custom theme.
- App Launcher Preview**: A preview of the app launcher showing the gear icon and the text 'Garage Management Appli...'.

## FIELDS:

Fields store the data in the columns of a relational database. In Salesforce, they hold the specific information needed for an object. Fields make searching, editing, and deleting records much easier and faster.

Types of Fields:

1. Standard Fields
2. Custom Fields

## Standard Fields:

Standard fields are the predefined fields in Salesforce that perform common, built-in tasks. Some of these fields cannot be deleted if they are required. However, non-required standard fields can be removed from the application if needed.

Common examples of standard fields include:

- Created By
- Owner
- Last Modified
- Field created during object creation

## Custom Fields

Custom fields are user-defined and highly flexible. They can be added, modified, or removed based on business requirements. Unlike standard fields, they are optional, meaning organizations can choose whether or not to include them in their records. Ultimately, the decision lies with the user, giving them full control over customizing fields to suit their needs.

The screenshot shows the Salesforce Setup interface for the 'Appointment' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), 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, and Object Access. The main content area is titled 'Appointment Custom Field Customer Details' and includes a 'Back to Appointment' link. Below this is the 'Custom Field Definition Detail' section, which contains a table of field information and a 'Lookup Options' section. The field information table has columns for Field Label, Field Name, API Name, Description, Help Text, Data Owner, Field Usage, Data Sensitivity Level, Compliance Categorization, Created By, and Modified By. The 'Lookup Options' section includes fields for 'Related To', 'Related List Label', 'Required', 'Child Relationship Name', and 'What to do if the lookup record is deleted?'. The 'Lookup Filter' section is also visible, showing 'No lookup filters defined.'

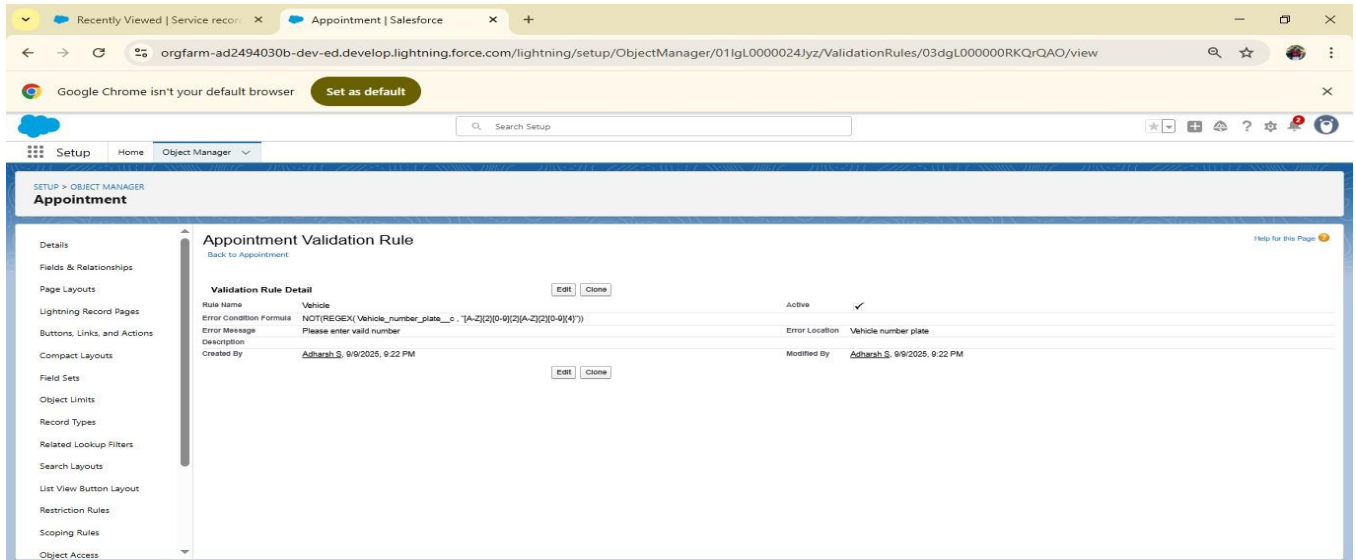
Field Label	Field Name	API Name	Description	Help Text	Data Owner	Field Usage	Data Sensitivity Level	Compliance Categorization	Created By	Modified By
Customer Details	Customer_Details	Customer_Details__c							Adharsh S.	9/8/2025, 10:04 PM

Related To	Related List Label	Required	Child Relationship Name
Customer Details	Appointments	<input type="checkbox"/>	Appointments



## VALIDATION RULE

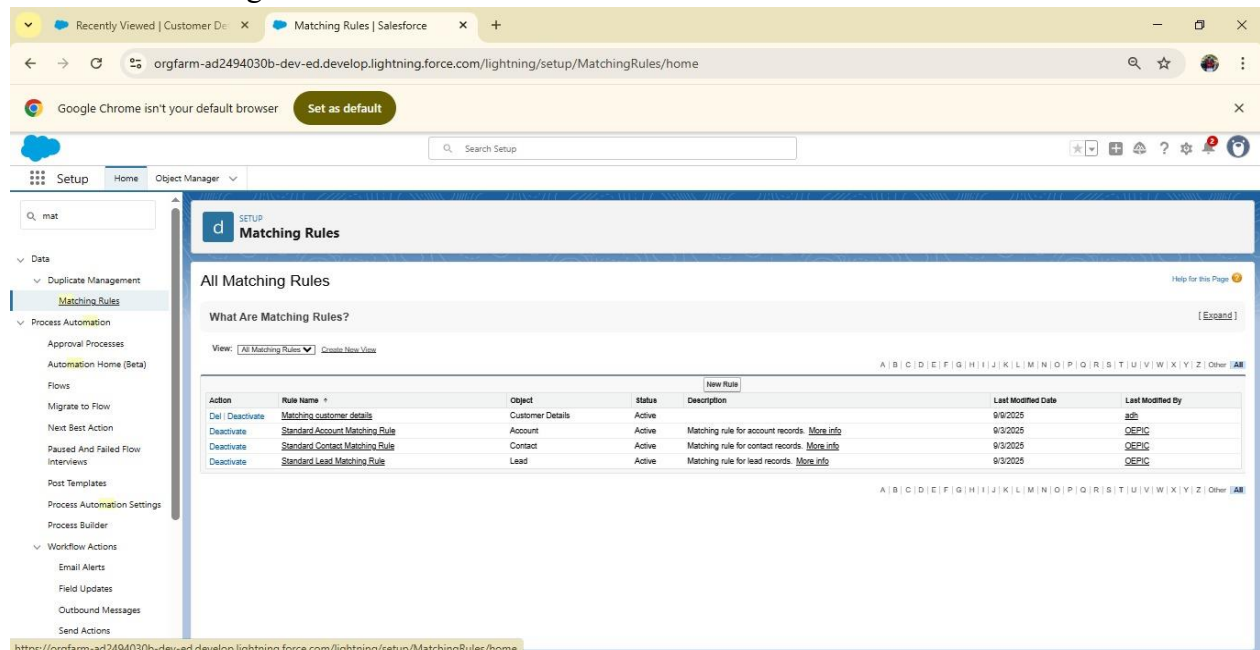
Validation rules are applied when a user tries to save a record and are used to check if the data meets specified criteria. If the criteria are not met, the validation rule triggers an error message and prevents the user from saving the record until the issues are resolved.



The screenshot shows the Salesforce Setup interface for an Appointment Validation Rule. The left sidebar contains a navigation menu with options like 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, and Object Access. The main content area is titled "Appointment Validation Rule" and includes a "Back to Appointment" link. Below this, the "Validation Rule Detail" section shows the rule's configuration: Rule Name (Vehicle), Error Condition Formula (NOT(REGEX(\\Vehicle\_number\_plate\_\_c, '[A-Z][0-9][2][A-Z][0-9][4]'))), Error Message (Please enter valid number), Error Location (Vehicle number plate), Description, Created By (Adharsh S, 9/9/2025, 9:22 PM), and Modified By (Adharsh S, 9/9/2025, 9:22 PM). There are "Edit" and "Clone" buttons for the rule details.

## DUPLICATE RULE:

- 1.go to quick find box in setup and search for matching rules
- 2.click on matching rules



The screenshot shows the Salesforce Setup interface for Matching Rules. The left sidebar contains a navigation menu with options like Data, Duplicate Management, Matching Rules, Process Automation, Approval Processes, Automation Home (Beta), Flows, Migrate to Flow, Next Best Action, Paused And Failed Flow, Interviews, Post Templates, Process Automation Settings, Process Builder, Workflow Actions, Email Alerts, Field Updates, Outbound Messages, and Send Actions. The main content area is titled "Matching Rules" and includes a "What Are Matching Rules?" section. Below this, the "All Matching Rules" section shows a table of existing rules. The table has columns for Action, Rule Name, Object, Status, Description, Last Modified Date, and Last Modified By. The rules listed are: Matching customer details (Active), Standard Account Matching Rule (Active), Standard Contact Matching Rule (Active), and Standard Lead Matching Rule (Active). There is a "New Rule" button and a "View: All Matching Rules" dropdown. The URL at the bottom of the page is <https://orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/setup/MatchingRules/home>.

Matching Rules | Salesforce

orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/setup/MatchingRules/page?address=%2F01DgLO00003onrp

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Search Setup

Setup Home Object Manager

mat

Matching Rules

Matching Rule

Matching customer details

Matching Rule Detail

Object	Customer Details
Rule Name	Matching customer details
Unique Name	Matching_customer_details
Description	(Customer: Details: Email EXACT MatchBlank = FALSE) AND (Customer: Details: Phone_number EXACT MatchBlank = FALSE)
Matching Criteria	
Status	Active
Created By	Adharsh S. 9/9/2025, 9:28 PM
Modified By	Adharsh S. 9/9/2025, 9:28 PM

Buttons: Delete, Clone, Deactivate

## PROFILES:

A profile in Salesforce is a set of permissions and settings that control what a user can access and do, such as objects, fields, apps, tabs, page layouts, and login restrictions. Profiles are assigned based on job roles like System Administrator, Developer, or Sales Representative.

Profiles | Salesforce

orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F00egL000004NpY5

Google Chrome isn't your default browser. Set as default

Search Setup

Setup Home Object Manager

prof

Profiles

Profile: Standard User

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

Learn IP Ranges | Enabled Apex Class Access | Enabled Visualforce Page Access | Enabled External Data Source Access | Enabled Named Credential Access | Enabled External Credential Principal Access | Enabled Custom Metadata Type Access | Enabled Custom Setting Definitions Access | Enabled Flow Access | Enabled Service Presence Status Access | Enabled Custom Permissions

Profile Detail

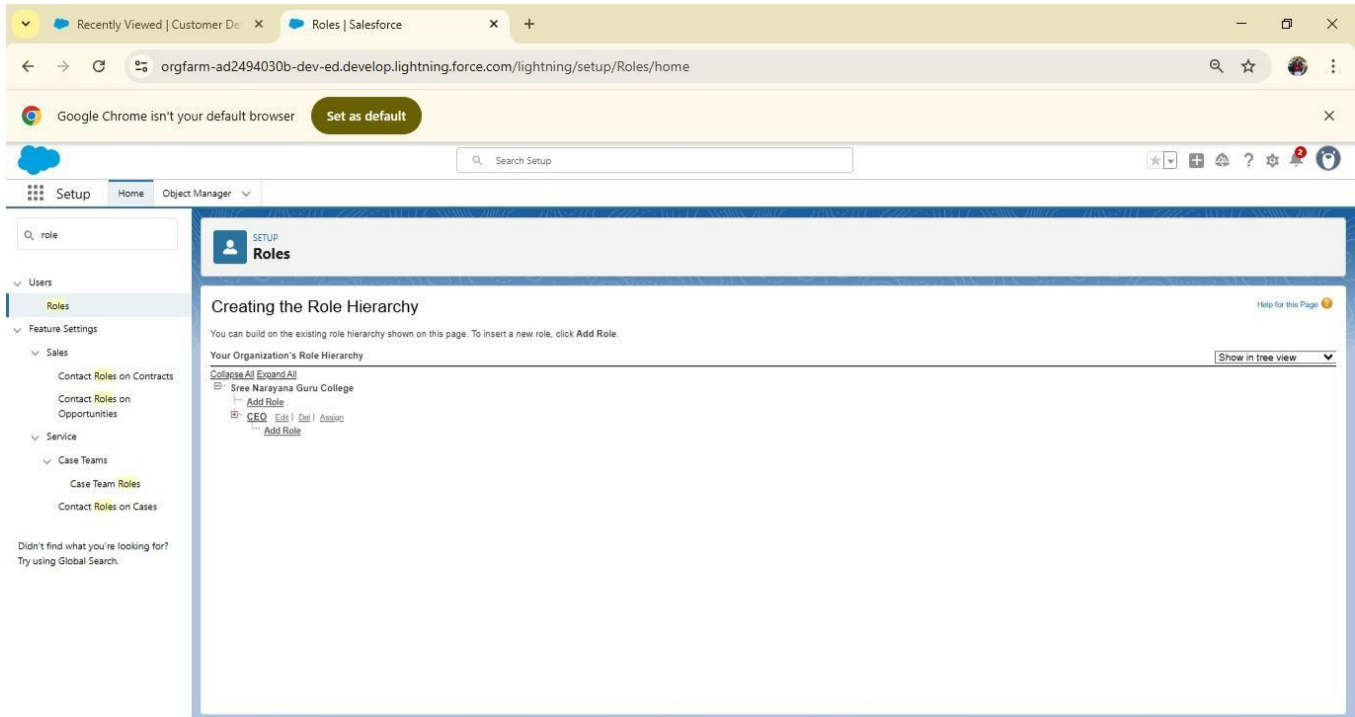
Name	Standard User	Custom Profile	<input type="checkbox"/>
User License	Salesforce		
Created By	salesforce.com, inc. 9/3/2025, 10:05 AM	Modified By	Adharsh S. 9/18/2025, 2:58 AM

Page Layouts

Standard Object Layouts	Global: Global Layout (View Assignment)	Location Group Assignment: Location Group Assignment Layout (View Assignment)
Email Application	Not Assigned (View Assignment)	Macro: Macro Layout (View Assignment)
Home Page Layout	Home Page Default (View Assignment)	Object Milestone: Object Milestone Layout (View Assignment)
Account	Account Layout (View Assignment)	Operating Hours: Operating Hours Layout (View Assignment)
Alternative Payment Method	Alternative Payment Method Layout (View Assignment)	Opportunity: Opportunity Layout (View Assignment)
Appointment Invitation	Appointment Invitation Layout (View Assignment)	Opportunity Product: Opportunity Product Layout (View Assignment)
Asset	Asset Layout (View Assignment)	Order: Order Layout (View Assignment)

## ROLE&ROLE HIERARCHY:

A role in Salesforce defines a user's visibility access at the record level. Roles may be used to specify the types of access that people in your Salesforce organization can have to data. Simply put, it describes what a user could see within the Salesforce organization.



## USERS:

A User in Salesforce is anyone who logs in, like employees (sales reps, managers, IT staff). Each user has an

The screenshot shows the Salesforce 'Users' setup page in a web browser. The browser's address bar displays the URL: `orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F005gL000007SN5H%2Fe%3FisUserEntityOverride%3D1%26...`. The page title is 'Users | Salesforce'. The left sidebar contains a search bar with 'users' and a list of navigation items: 'Users', 'Permission Set Groups', 'Permission Sets', 'Profiles', 'Public Groups', 'Queues', 'Roles', and 'User Management Settings'. The 'Users' item is selected. The main content area is titled 'User Edit' and shows the details for a user named 'Adharsh S'. The 'General Information' section includes fields for First Name, Last Name, Alias, Email, Username, Nickname, Title, Company, Department, and Division. The 'Role' dropdown is set to '<None Specified>'. The 'User License' is 'Salesforce'. The 'Profile' is 'System Administrator'. The 'Active' checkbox is checked. The 'Marketing User' checkbox is checked. The 'Offline User' checkbox is checked. The 'Knowledge User' checkbox is checked. The 'Flow User' checkbox is checked. The 'Service Cloud User' checkbox is checked. The 'Site.com Contributor User' checkbox is checked. The 'Site.com Publisher User' checkbox is checked. The 'WDC User' checkbox is checked. The 'Data.com User Type' dropdown is set to '--None--'. The 'Data.com Monthly Addition Limit' is set to 'Default Limit (300)'. The 'Accessibility Mode (Classic Only)' checkbox is checked. The 'High-Contrast Palette on Charts' checkbox is checked. The 'Load Lightning Pages While Scrolling' checkbox is checked. The 'Debug Mode' checkbox is checked. The 'Save', 'Save & New', and 'Cancel' buttons are at the top right of the form.

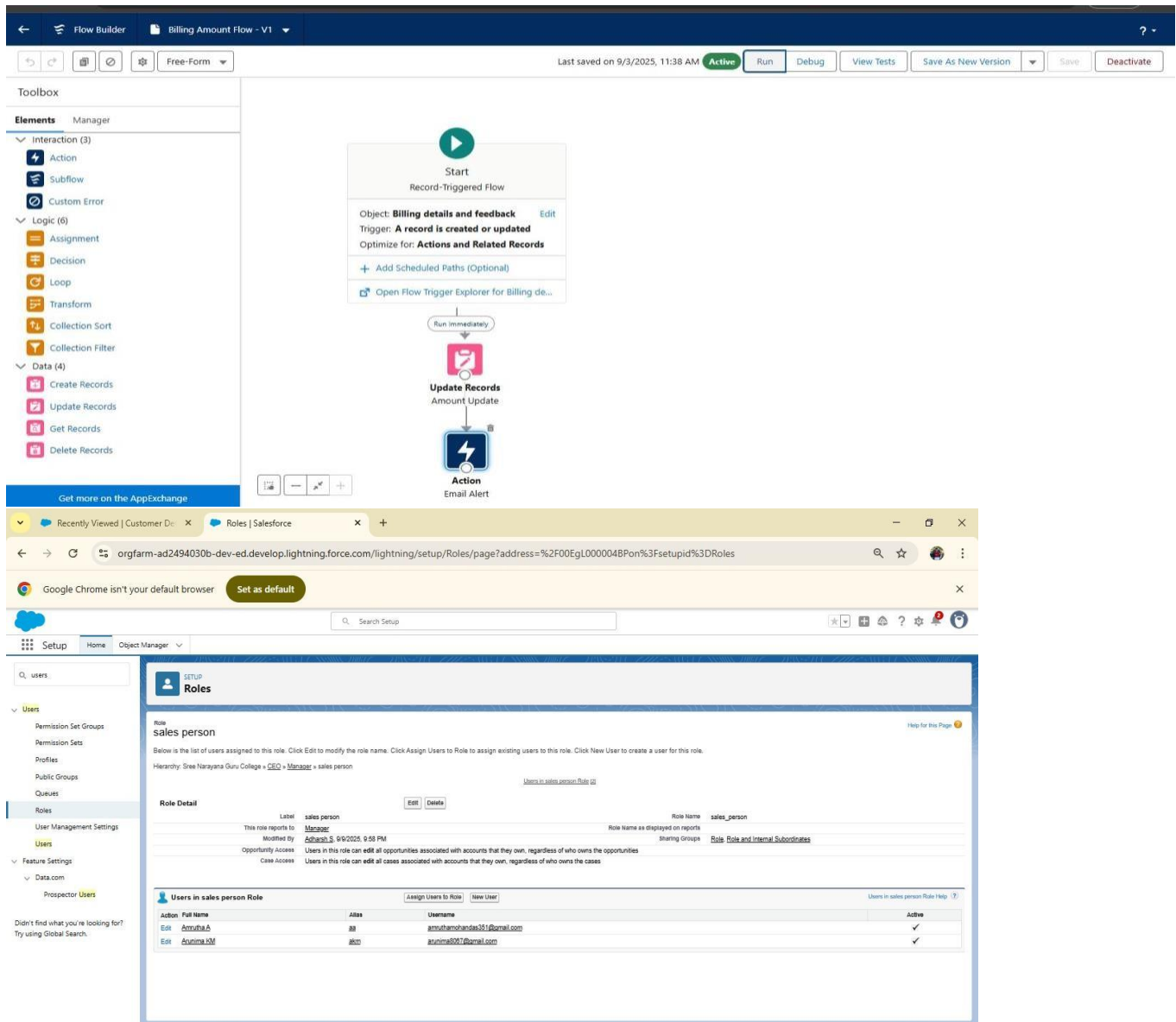
General Information	
First Name	Adharsh
Last Name	S
Alias	adsh
Email	adharshs1204@gmail.com
Username	adharshs1204206@agentc
Nickname	User175739155914575861
Title	
Company	Sree Narayana Guru Colleg
Department	
Division	

Role	User License	Profile	Active	Marketing User	Offline User	Knowledge User	Flow User	Service Cloud User	Site.com Contributor User	Site.com Publisher User	WDC User	Data.com User Type	Data.com Monthly Addition Limit	Accessibility Mode (Classic Only)	High-Contrast Palette on Charts	Load Lightning Pages While Scrolling	Debug Mode
<None Specified>	Salesforce	System Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	--None--	Default Limit (300)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

account that defines their identity, permissions, and access to records and features.

## PUBLIC GROUPS:

Public groups are a valuable tool for Salesforce administrators and developers to streamline user management, data access, and security settings. By creating and using public groups effectively, you can maintain a secure and organized Salesforce environment while ensuring that users have appropriate access to the resources they need.



The image displays two screenshots from the Salesforce interface. The top screenshot shows the Flow Builder for a 'Billing Amount Flow - V1'. The flow starts with a 'Start' event (Record-Triggered Flow) for the object 'Billing details and feedback', triggered by 'A record is created or updated'. It then proceeds to an 'Update Records' action (Amount Update) and finally an 'Action' (Email Alert). The bottom screenshot shows the 'Setup Roles' page for the 'sales person' role. It lists the role details, including the role name 'sales\_person', the role name as displayed on reports 'Role, Role and Internal Subordinates', and the sharing groups 'Role, Role and Internal Subordinates'. Below the details, there is a table titled 'Users in sales person Role' with columns for Action, Full Name, Alias, Username, and Active. The table lists three users: Arunbha A, Arunbha B, and Arunbha C, all of whom are active.

**Flow Builder Details:**

- Object: Billing details and feedback
- Trigger: A record is created or updated
- Optimize for: Actions and Related Records
- Steps: Run Immediately, Update Records (Amount Update), Action (Email Alert)

**Setup Roles Details:**

Role: sales person

Below is the list of users assigned to this role. Click Edit to modify the role name. Click Assign Users to Role to assign existing users to this role. Click New User to create a user for this role.

Hierarchy: Sree Narayana Guru College > CEO > Manager > sales person

**Role Detail:**

Label	Value	Role Name	Value
This role reports to	Manager	Role Name as displayed on reports	sales_person
Modified by	Arunbha A, 9/3/2025, 9:58 PM	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		

**Users in sales person Role**

Action	Full Name	Alias	Username	Active
Edit	Arunbha A	aa	arunbhaa201@gmail.com	✓
Edit	Arunbha B	ab	arunbha201@gmail.com	✓

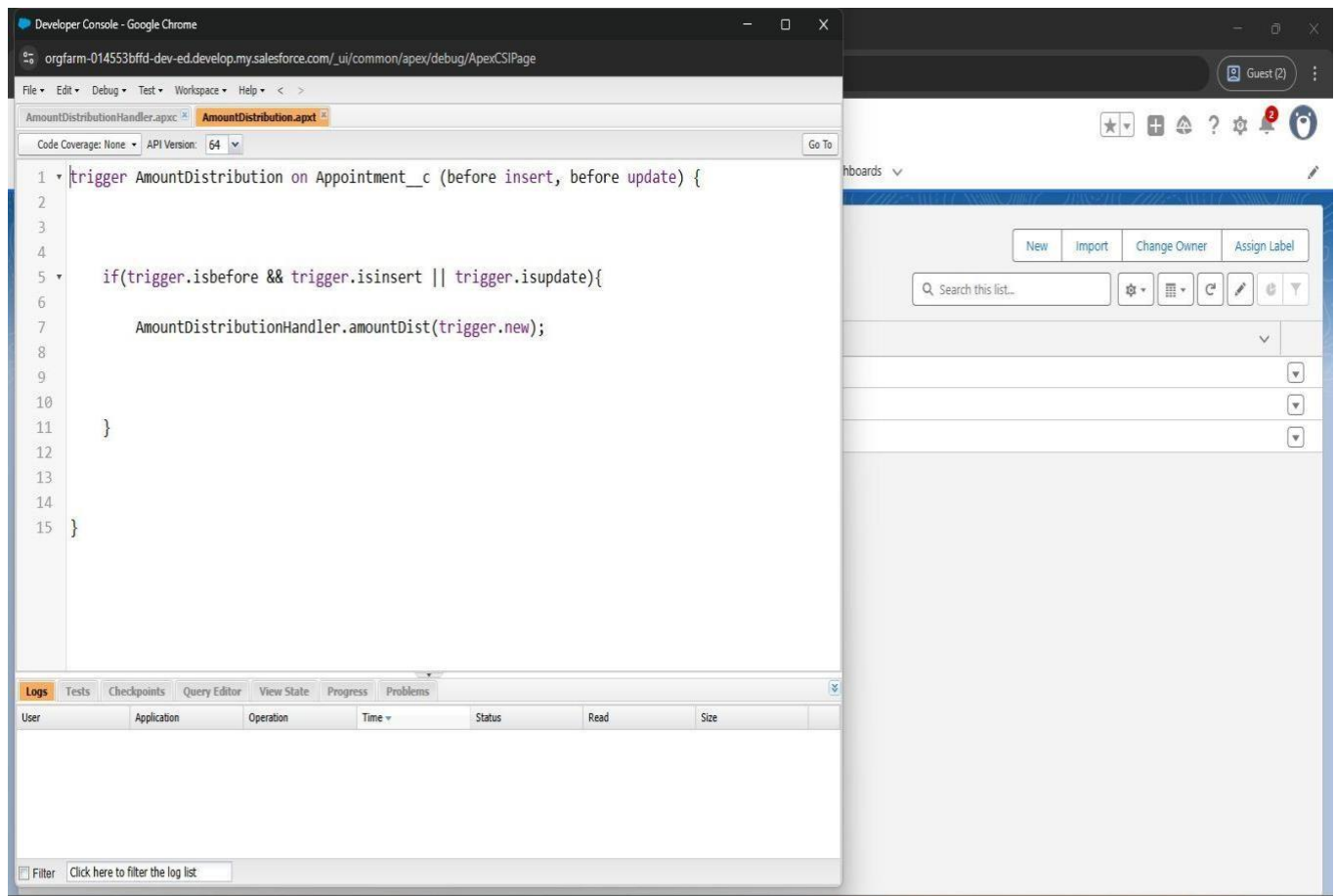
## FLOWS:

A flow is a powerful tool that allows you to automate business processes, collect and update data, and guide users through a series of screens or steps. Flows are built using a visual interface and can be created without any coding knowledge.

## APEX TRIGGER:

Apex can be invoked by using triggers. Apex triggers enable you to perform custom actions Before or after changes to Salesforce records, such as insertions, updates, or deletions. A trigger is Apex code that executes before or after the following types of operations:

- Insert
- Update
- Delete
- Merge
- Upsert
- undelete

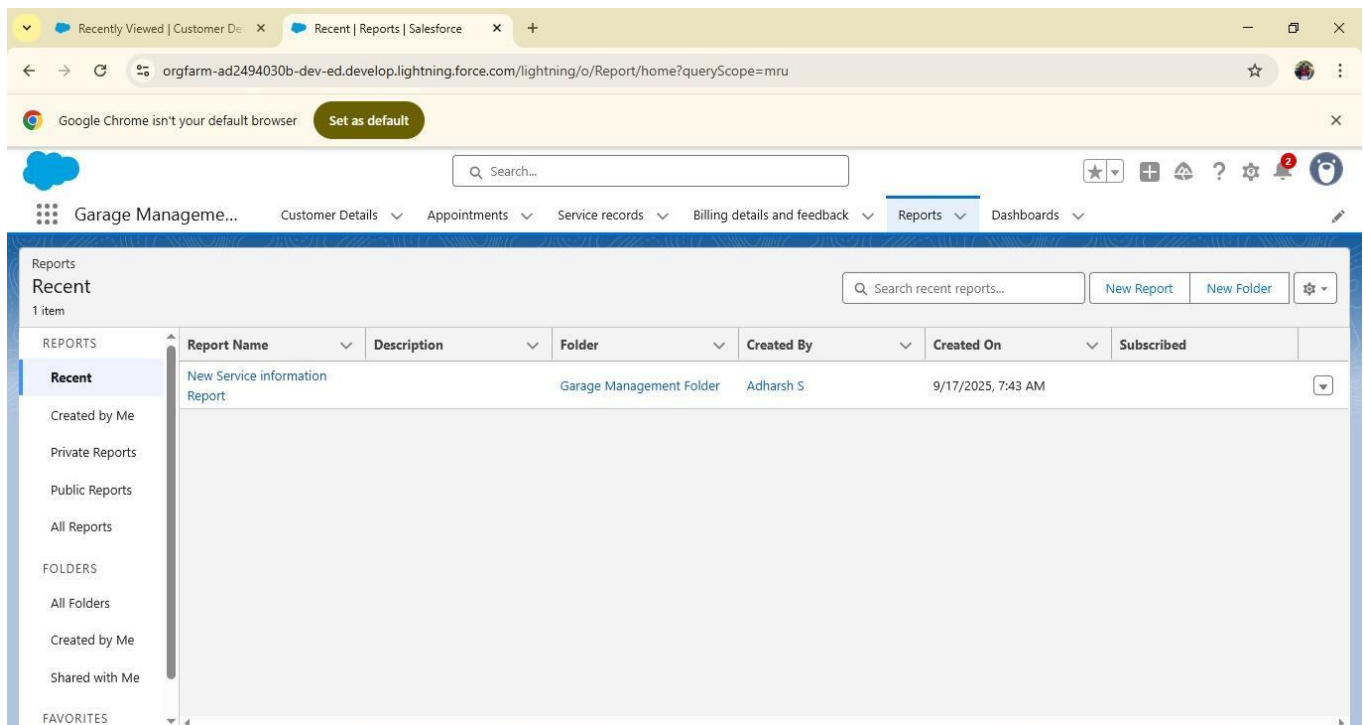


## REPORTS:

Reports give you access to your Salesforce data. You can examine your Salesforce data in almost infinite combinations, display it in easy-to-understand formats, and share the resulting insights with others. Before building, reading, and sharing reports, review these reporting basics.

### Types of Reports in Salesforce

- Tabular
- Summary
- Matrix
- Joined Reports



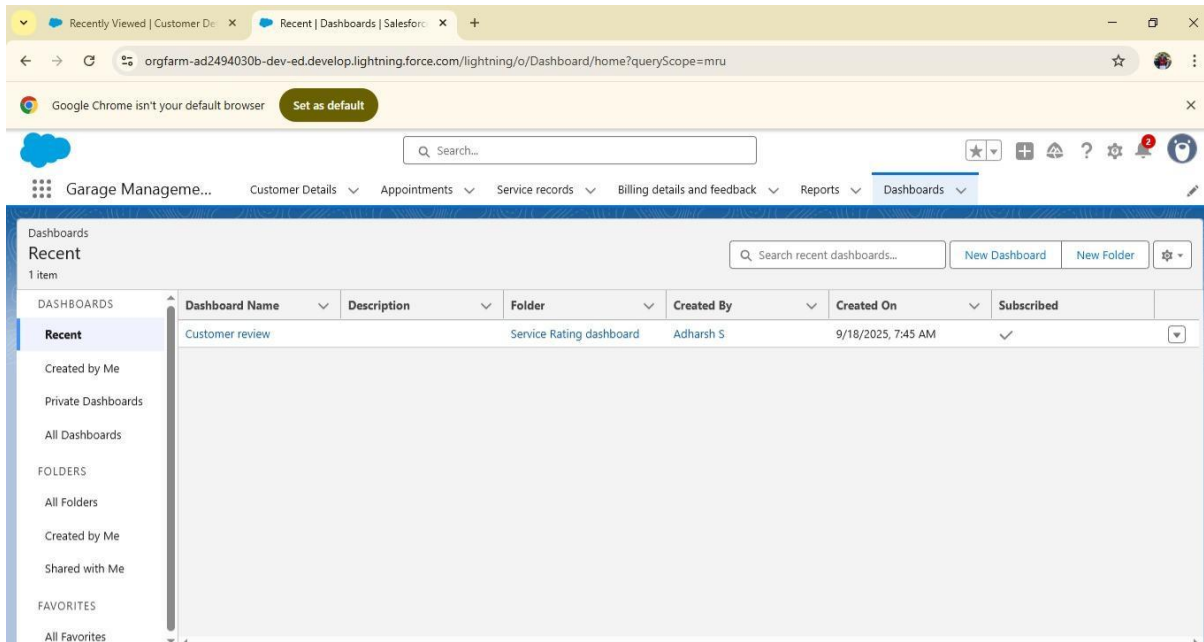
The screenshot shows the Salesforce Reports interface. At the top, there's a navigation bar with tabs for 'Garage Manage...', 'Customer Details', 'Appointments', 'Service records', 'Billing details and feedback', 'Reports', and 'Dashboards'. The 'Reports' tab is active. Below the navigation bar, there's a search bar and buttons for 'New Report' and 'New Folder'. The main content area displays a list of reports under the 'Recent' section. The list has columns for 'Report Name', 'Description', 'Folder', 'Created By', 'Created On', and 'Subscribed'. One report is visible: 'New Service information Report' in the 'Garage Management Folder', created by 'Adharsh S' on '9/17/2025, 7:43 AM'. The left sidebar shows a tree view with 'REPORTS' (Recent, Created by Me, Private Reports, Public Reports, All Reports) and 'FOLDERS' (All Folders, Created by Me, Shared with Me).

Report Name	Description	Folder	Created By	Created On	Subscribed
New Service information Report		Garage Management Folder	Adharsh S	9/17/2025, 7:43 AM	

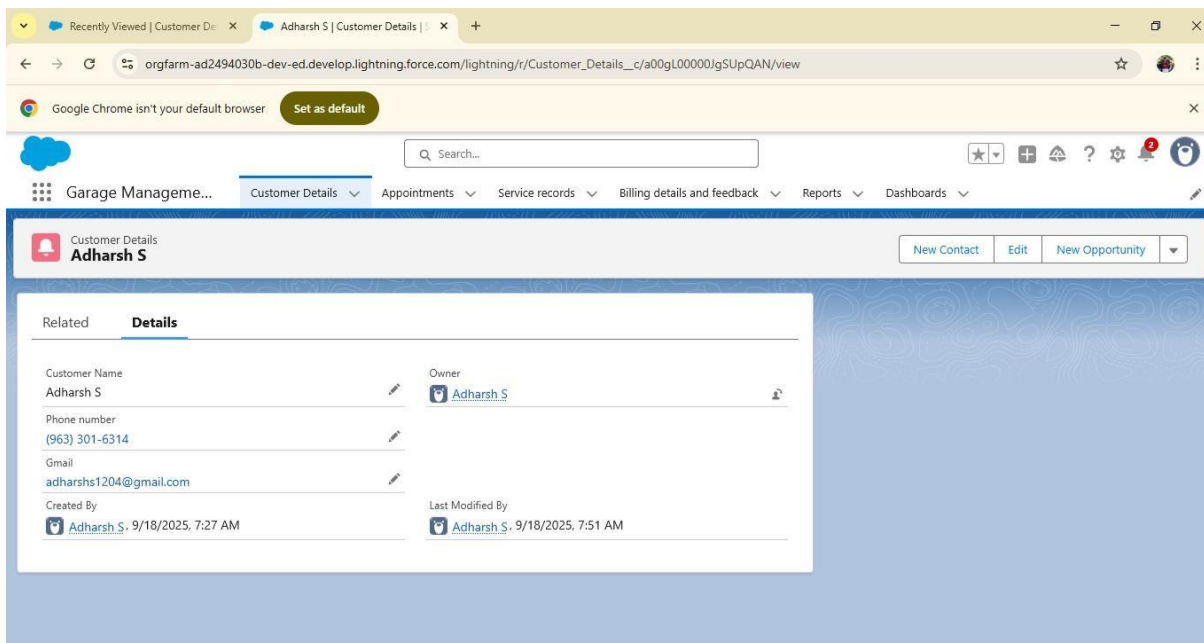


## DASHBOARDS:

Dashboards help you visually understand changing business conditions so you can make decisions based on the real-time data you've gathered with reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing dashboards, review these dashboard basics.



## USER ADOPTION:





# RESULTS:

Recently Viewed | Customer Details | New Customer Details | Salesforce

orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/o/Customer\_Details\_\_c/new?count=5&nooverride=1&useRecordTypeCheck=1&navigationLocation=LIST...

Google Chrome isn't your default browser Set as default

Garage Management

Customer Details

Recently Viewed

1 item • Updated 2 minutes ago

Customer Name

Adharsh S

Information

\* Customer Name Adharsh S

Phone number 9633016314

Gmail adharshs1204@gmail.com

Owner Adharsh S

Cancel Save & New Save

Recently Viewed | Customer Details | New Service records | Salesforce

orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/o/Service\_records\_\_c/new?count=7&nooverride=1&useRecordTypeCheck=1&navigationLocation=RELAT...

Google Chrome isn't your default browser Set as default

Garage Management

Appointment app-001

Related

Details

Service records (1)

Service records Name

ser-017

New Service records

\* = Required Information

Service records Name

\* Appointment app-001

Quality Check Status ☒

Service Status Started

Owner Adharsh S

Cancel Save & New Save

Recently Viewed | Customer Details | New Billing details and feedback

orgfarm-ad2494030b-dev-ed.develop.lightning.force.com/lightning/o/Billing\_details\_and\_feedback\_c/new?count=1&nooverride=1&useRecordTypeCheck=1&navigationLoc...

Google Chrome isn't your default browser [Set as default](#)

### New Billing details and feedback

\* = Required Information

Information

Billing details and feedback Name

Owner: Adharsh S

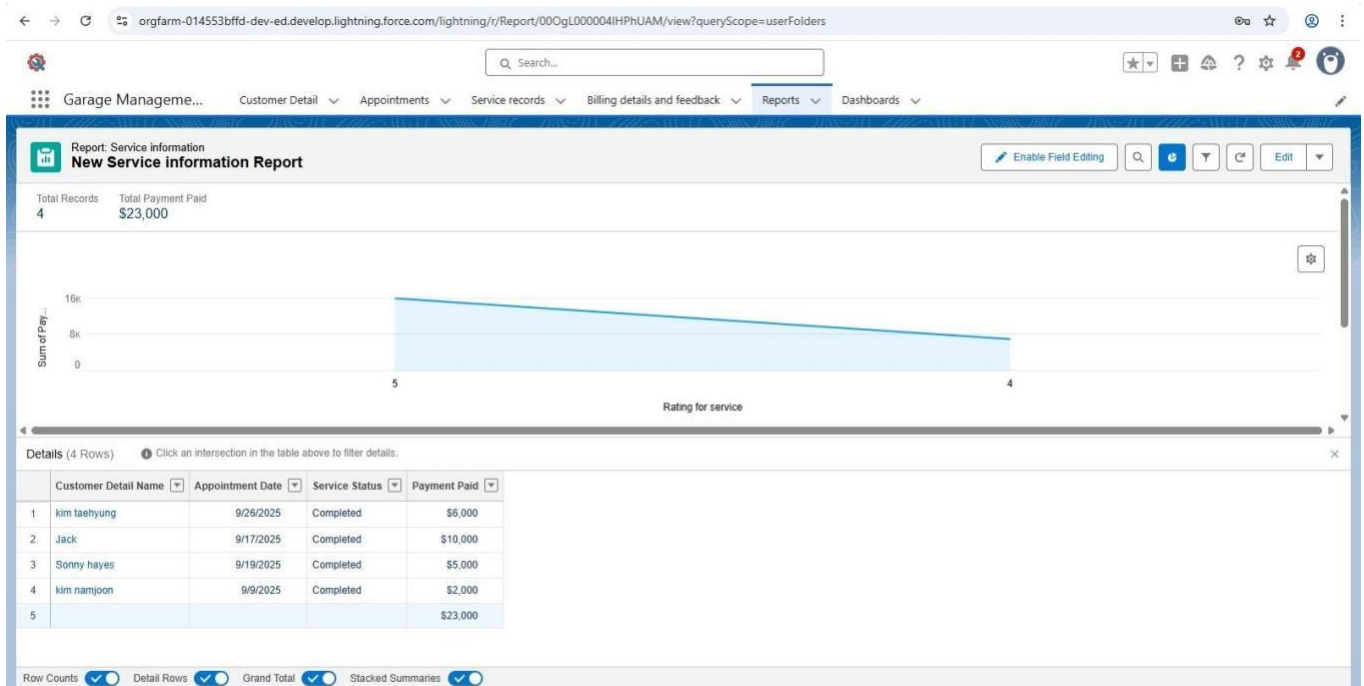
Service records: ser-017

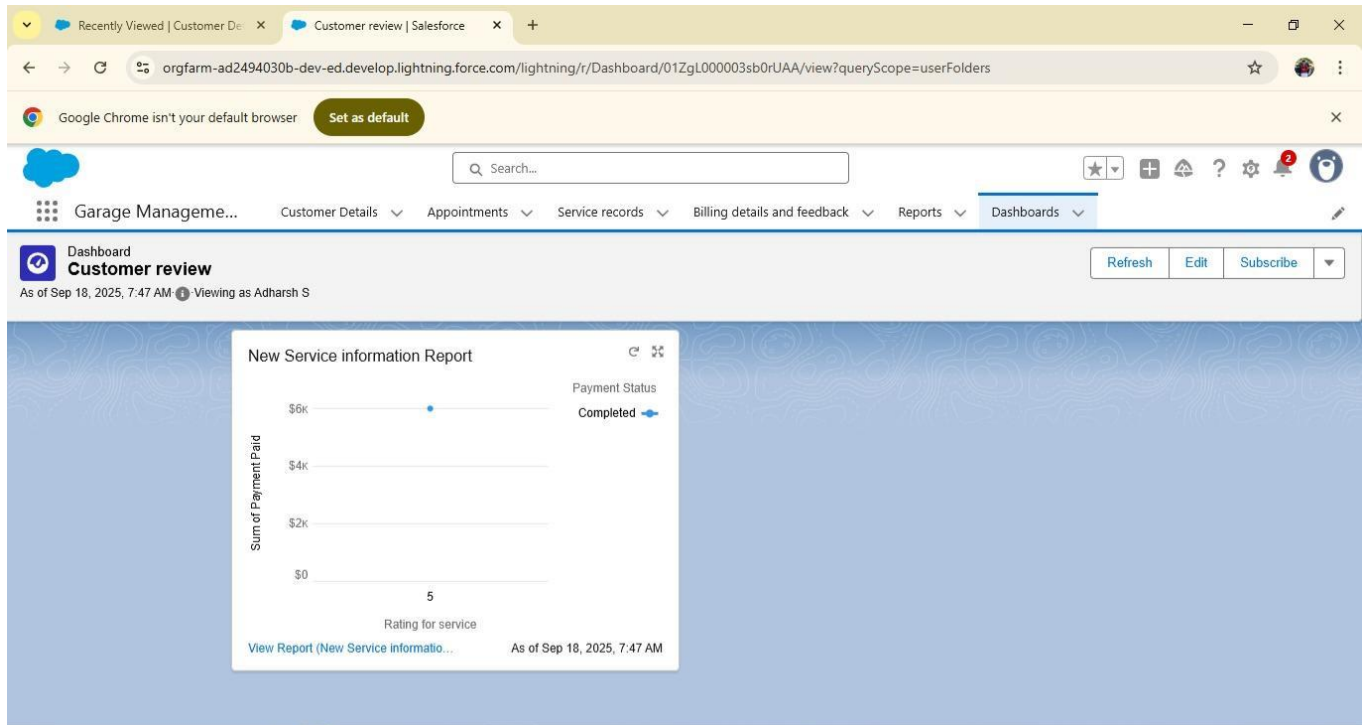
\* Rating for service: 5

Payment Status: Pending

Payment Paid: \$4,000

[Cancel](#) [Save & New](#) [Save](#)





## CONCLUSION

The Garage Management System built on Salesforce streamlines daily operations by managing customer details, vehicle information, service requests, billing, and staff activities in a single platform. With Salesforce's automation, security, and reporting features, the system improves efficiency, reduces errors, and enhances customer satisfaction. Overall, it provides a scalable and user-friendly solution for modern garage management.

## ADVANTAGES

1. Centralized storage of customer, vehicle, and service data.
2. Easy tracking of service history and billing.
3. Automation of tasks like reminders and invoices.
4. Enhanced customer satisfaction through faster service.
5. Real-time reports for better decision-making.

## **DISADVANTAGES**

1. High Cost – Licensing and customization can be expensive.
2. Complex Setup – Initial configuration and integration require technical expertise.
3. Training Needed – Users must learn the system to use it effectively.
4. Internet Dependency – Requires stable internet access for smooth use.
5. Customization Time – Adapting the system to specific garage needs may take time.