GARAGE MANAGEMENT SYSTEM

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College Code: BRU36

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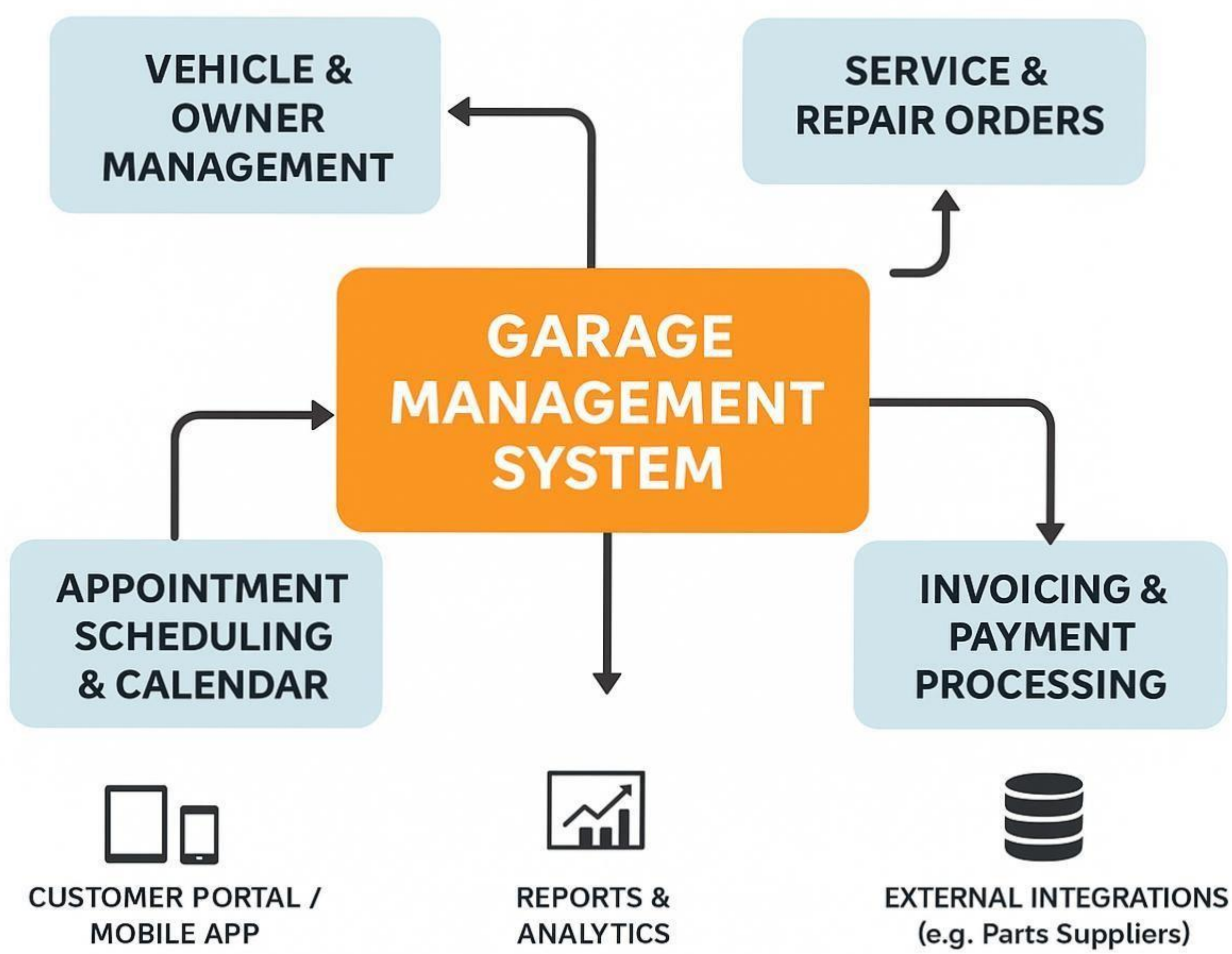
1.INTRODUCTION

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.



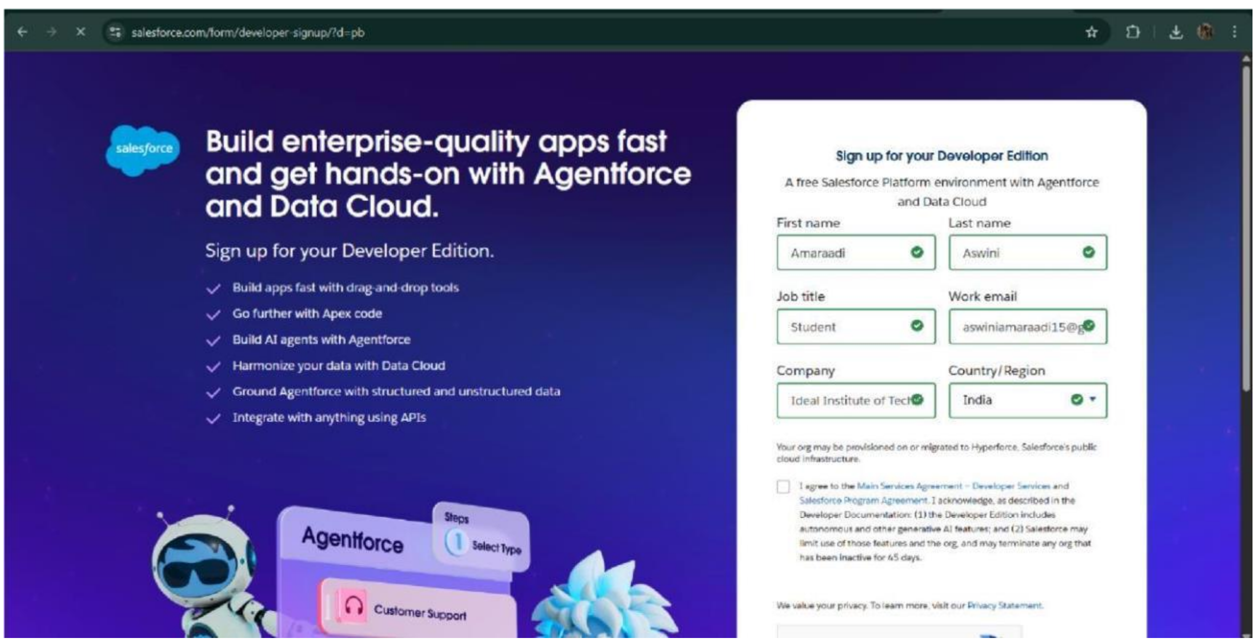
1.2 PURPOSE

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

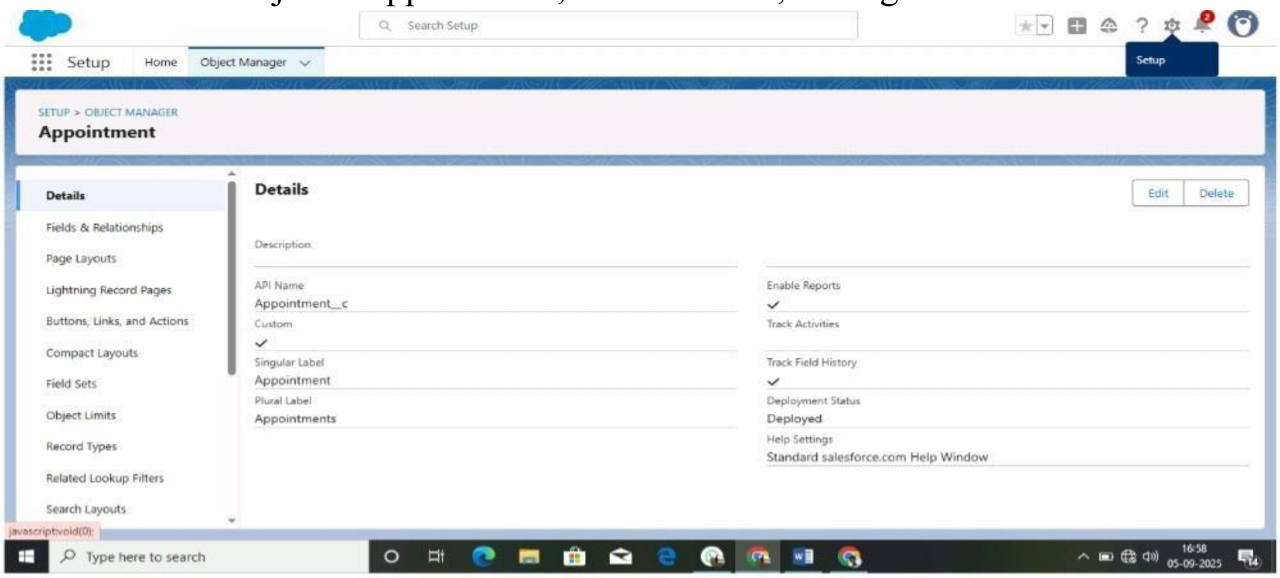


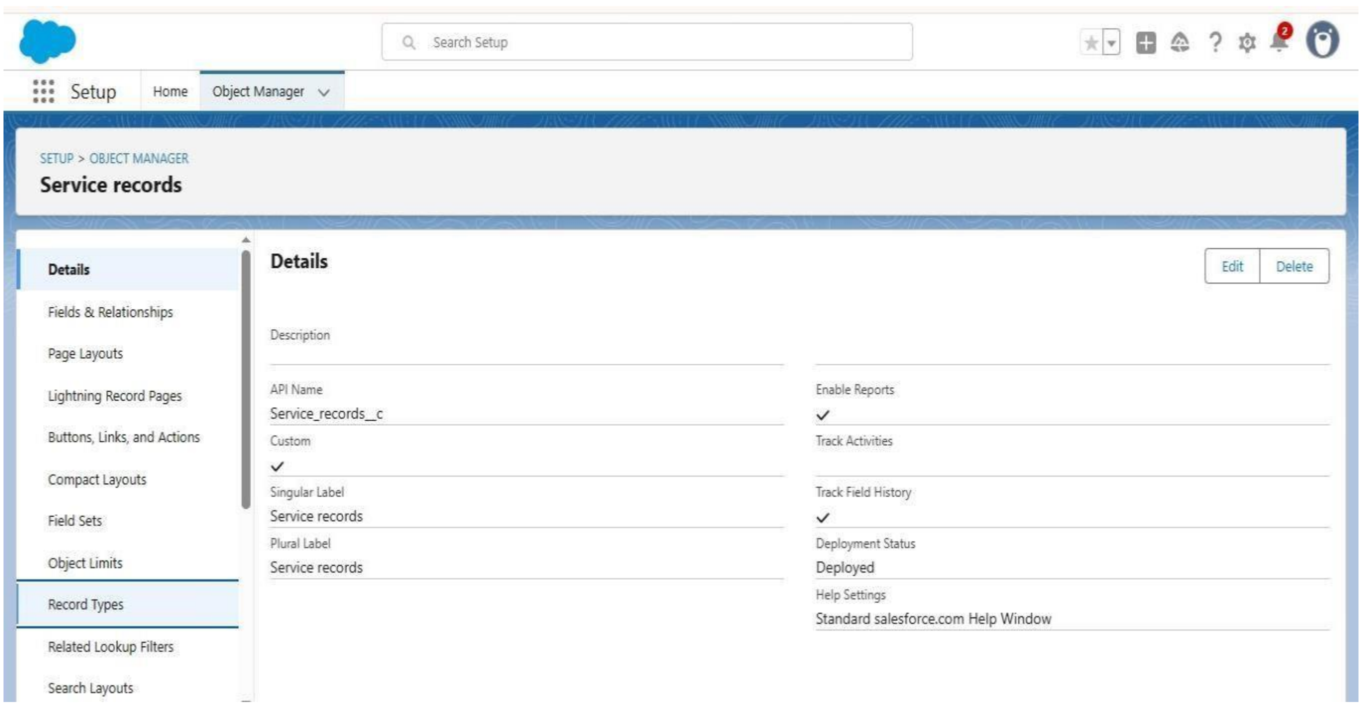
MODULES:

- 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:

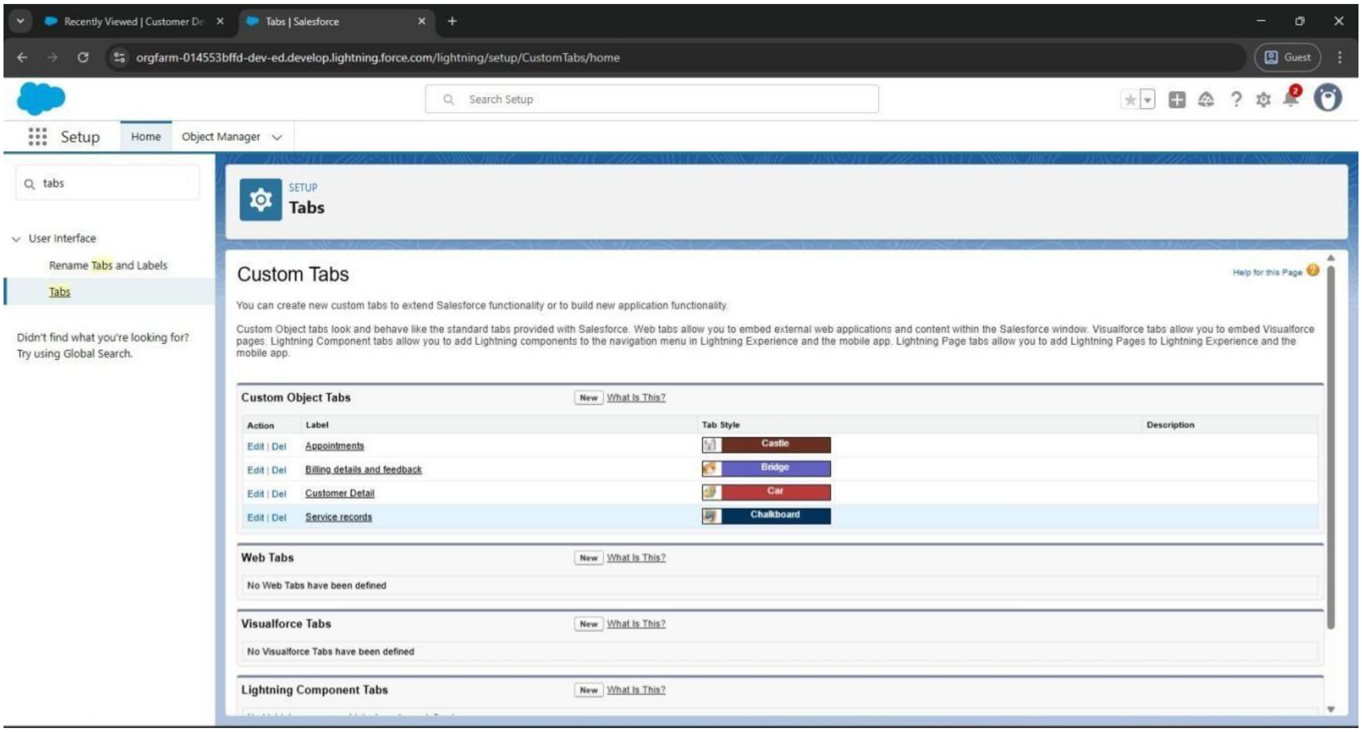
Created Objects: Appointment,service record, Billing details and feedback

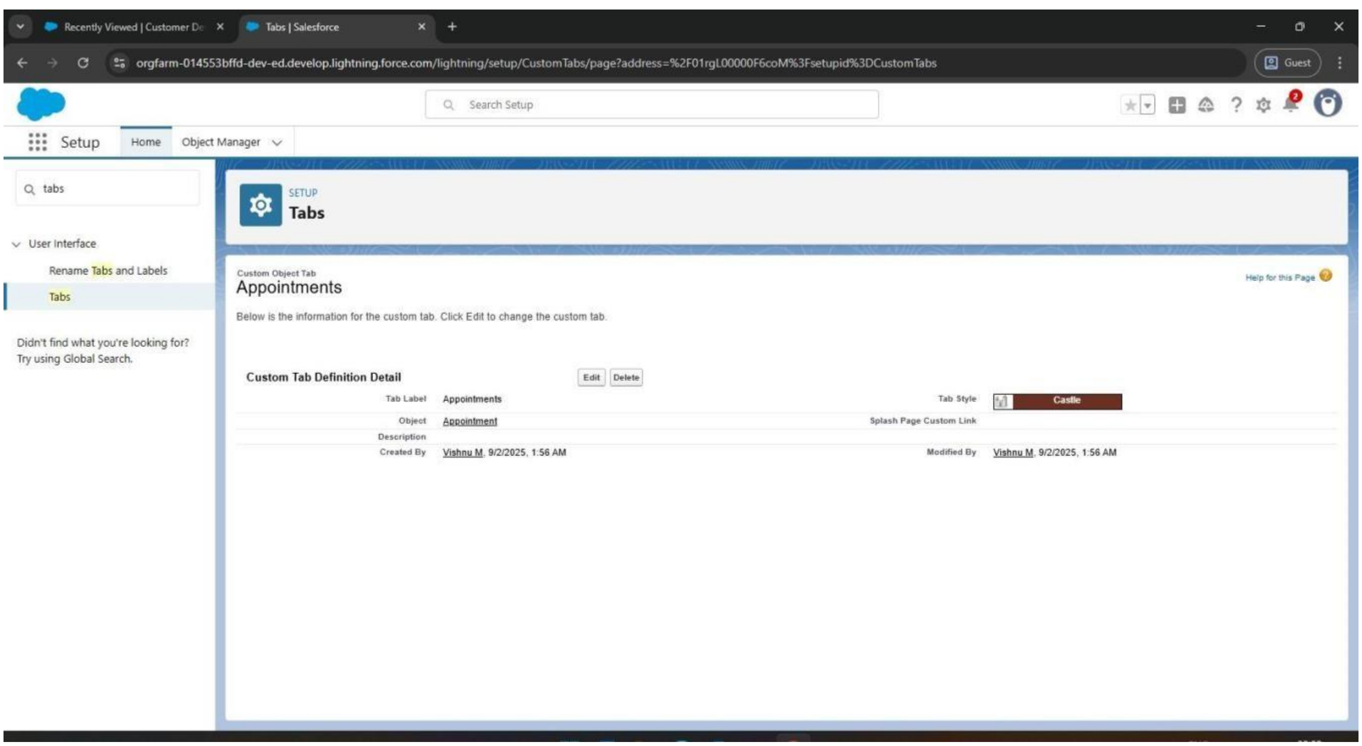




TABS:

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

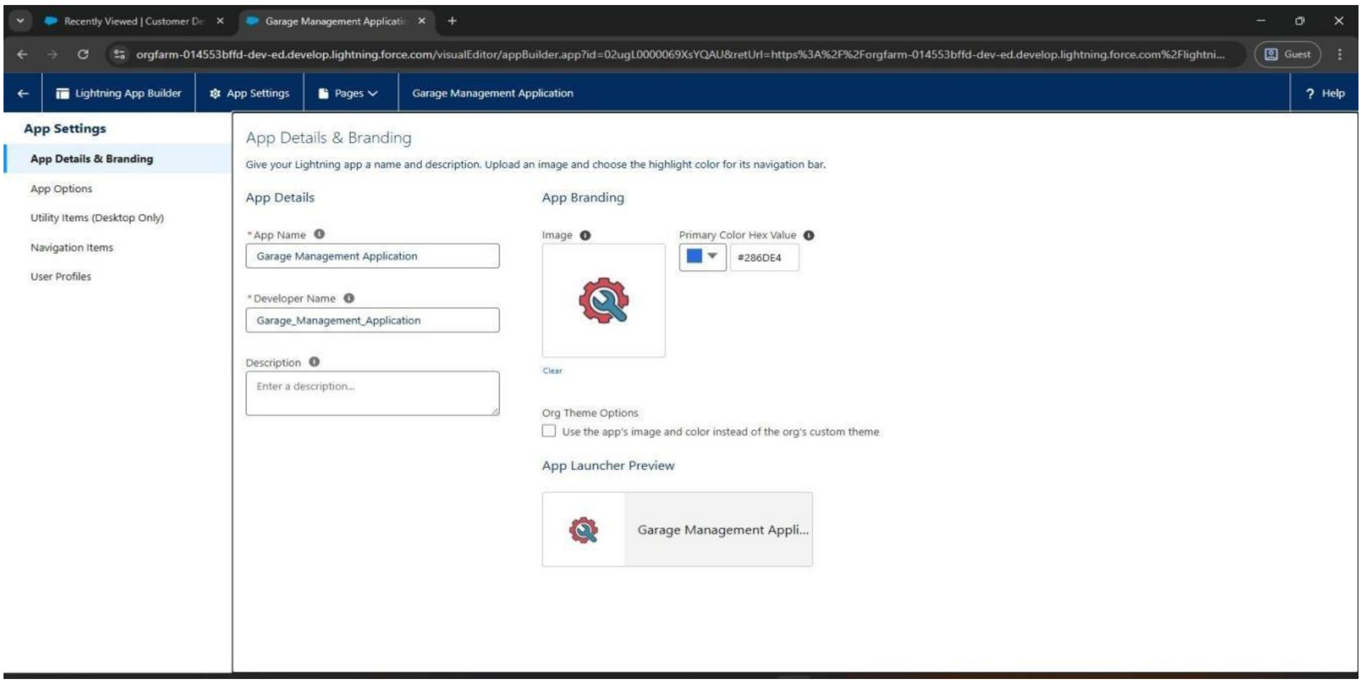




THE LIGHTNING APP

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.



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:

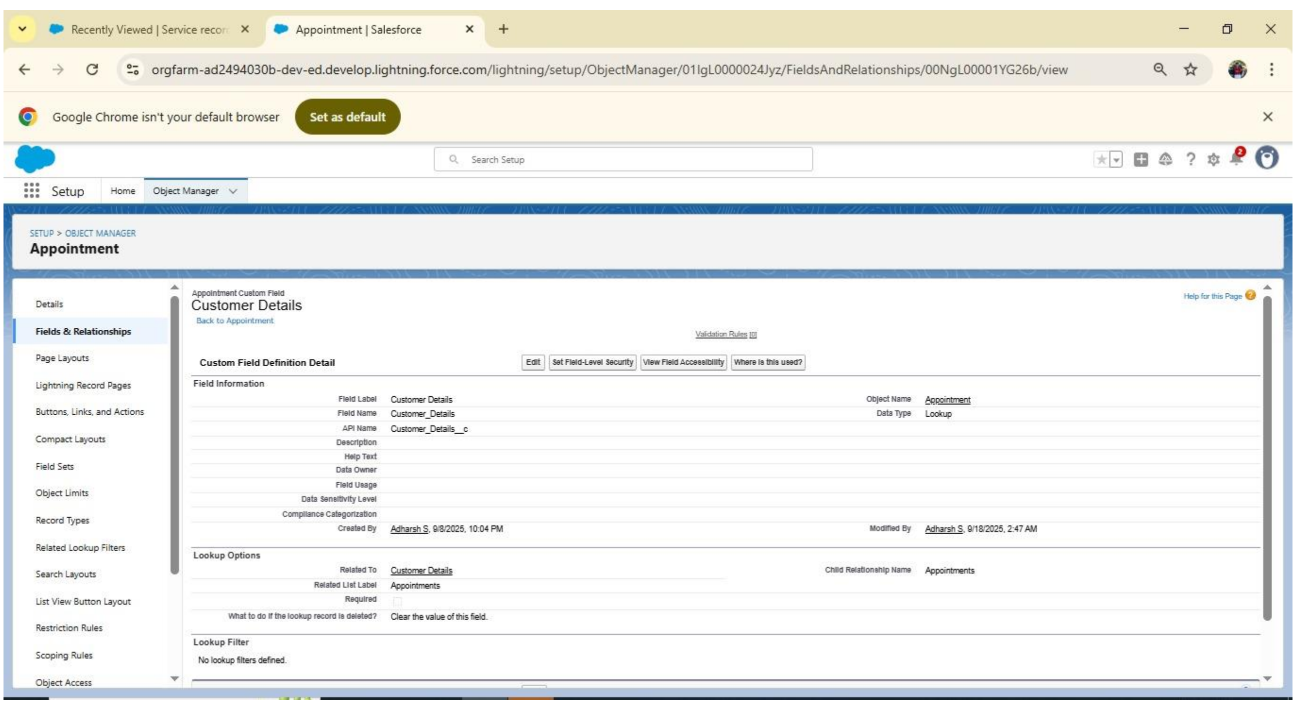
Standard fields are the predefined fields in Salesforce that perform common, built-in tasks. Some of these fields cannot be deleted if they are required. However, non-required standard fields can be removed from the application if needed.

Common examples of standard fields include:

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

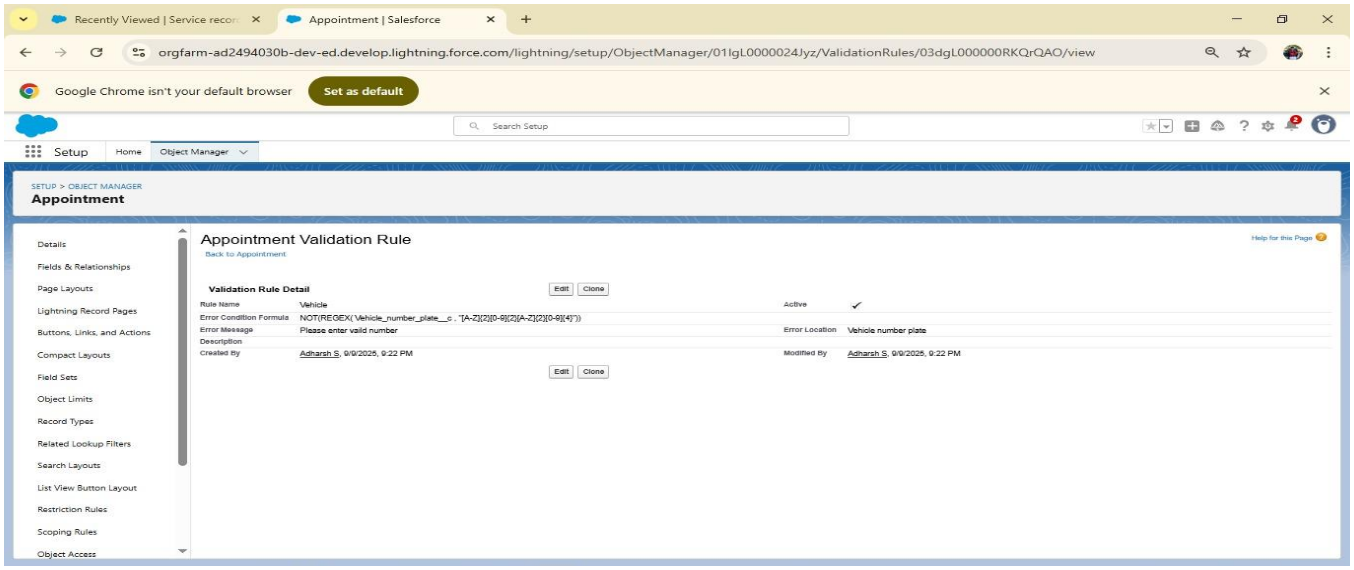
Custom Fields

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.



VALIDATION RULE

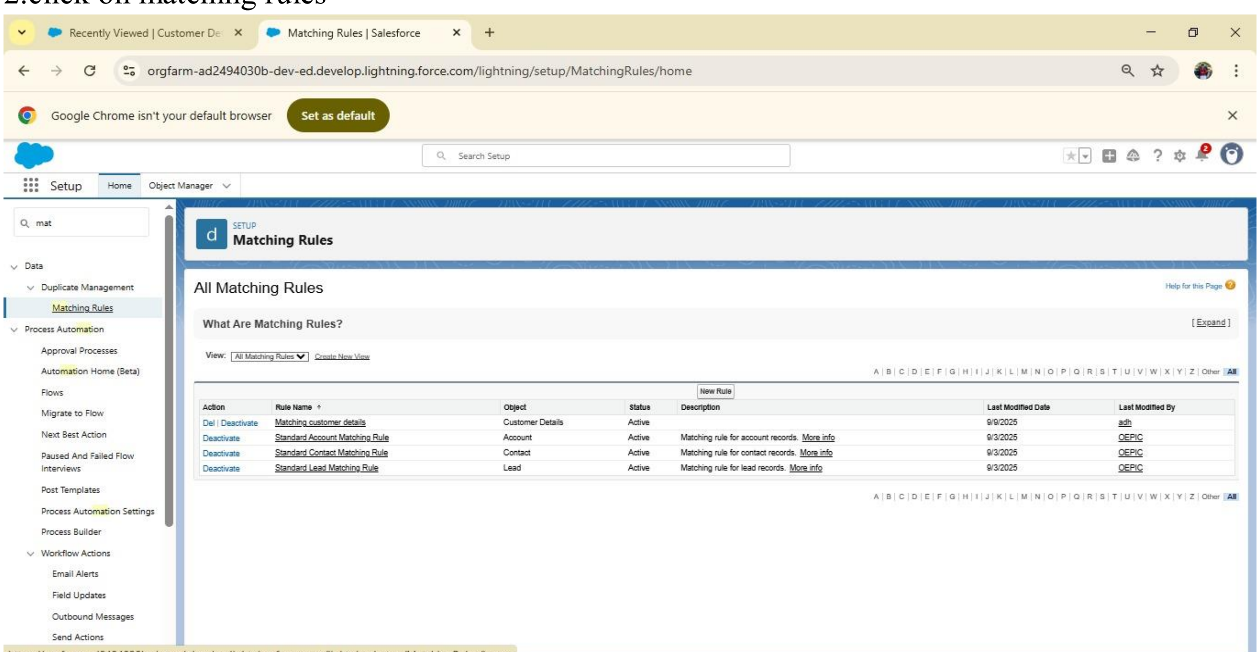
Validation rules are applied when a user tries to save a record and are used to check if the data meets specified criteria. If the criteria are not met, the validation rule triggers an error message and prevents the user from saving the record until the issues are resolved.

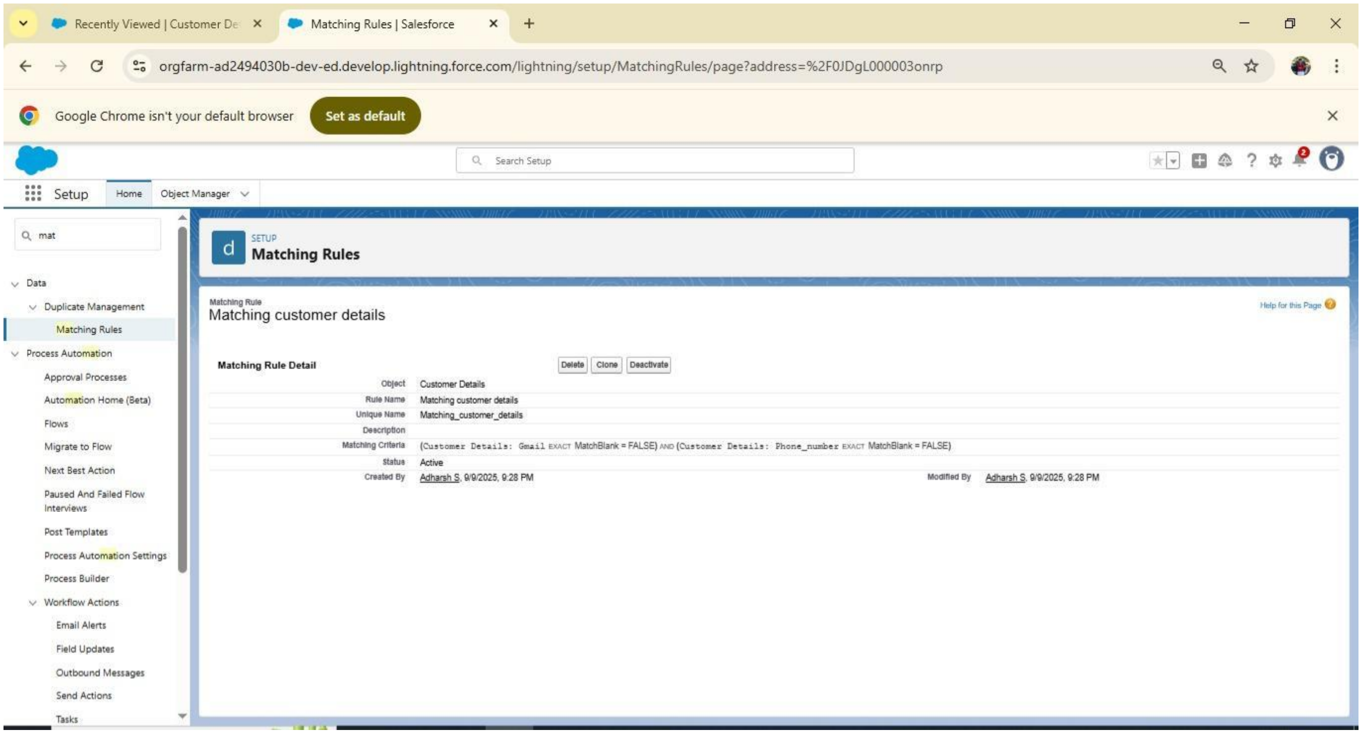


DUPLICATE RULE:

1.go to quick find box in setup and search for matching rules

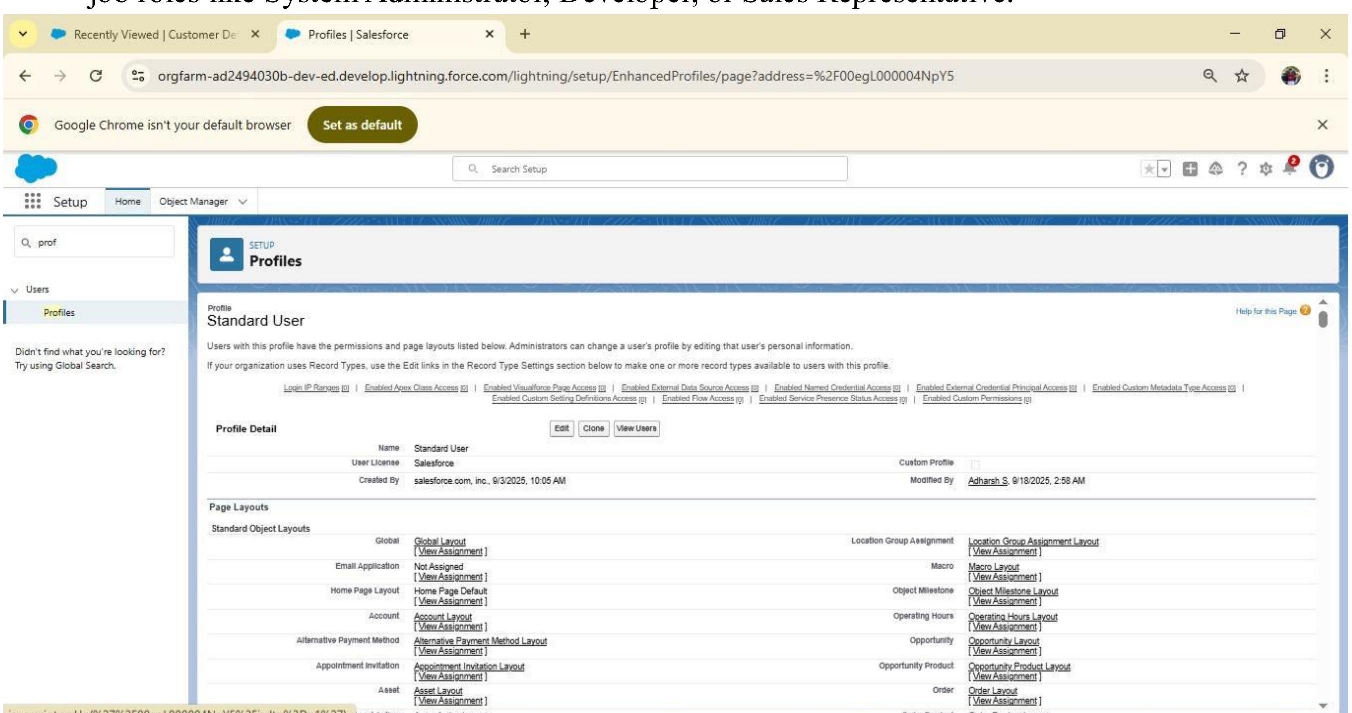
2.click on matching rules





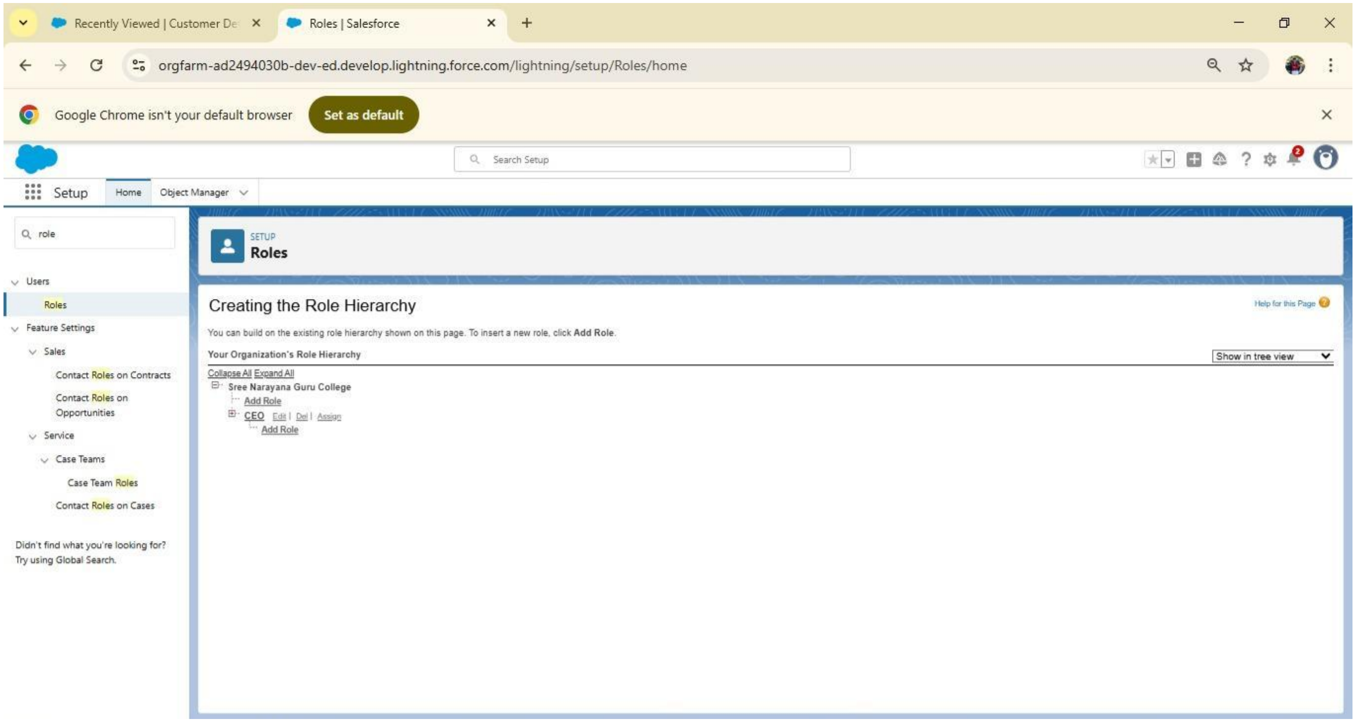
PROFILES:

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.



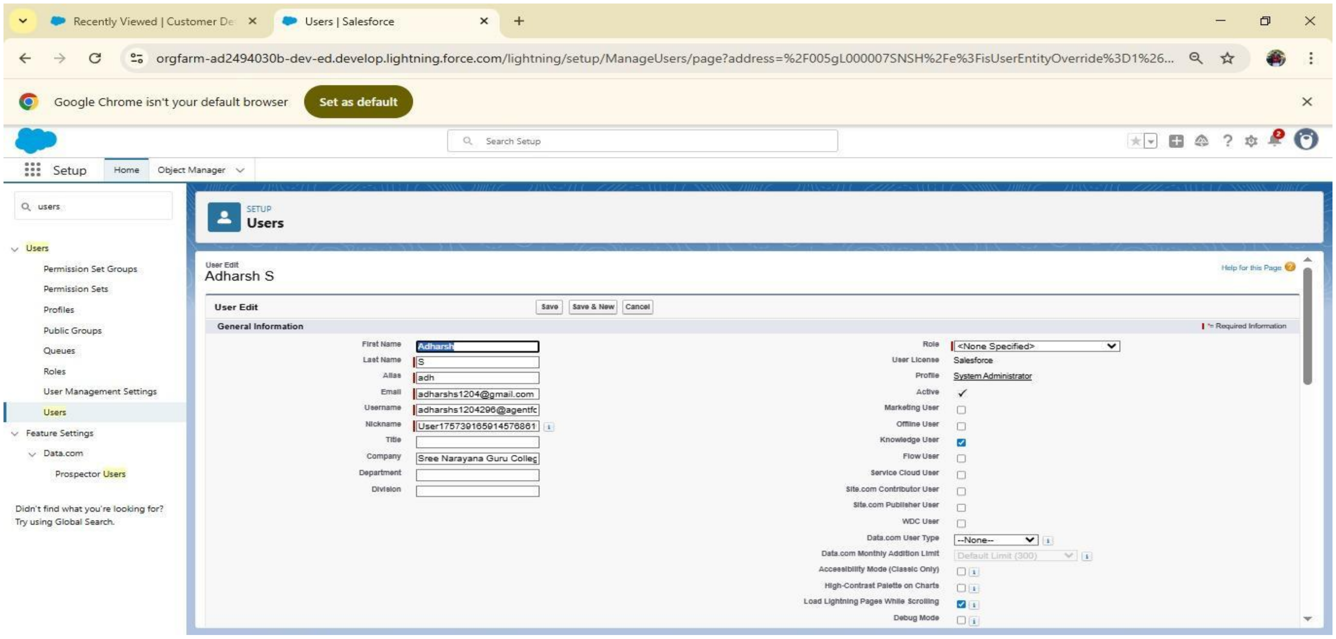
ROLE&ROLE HIERARCHY:

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:

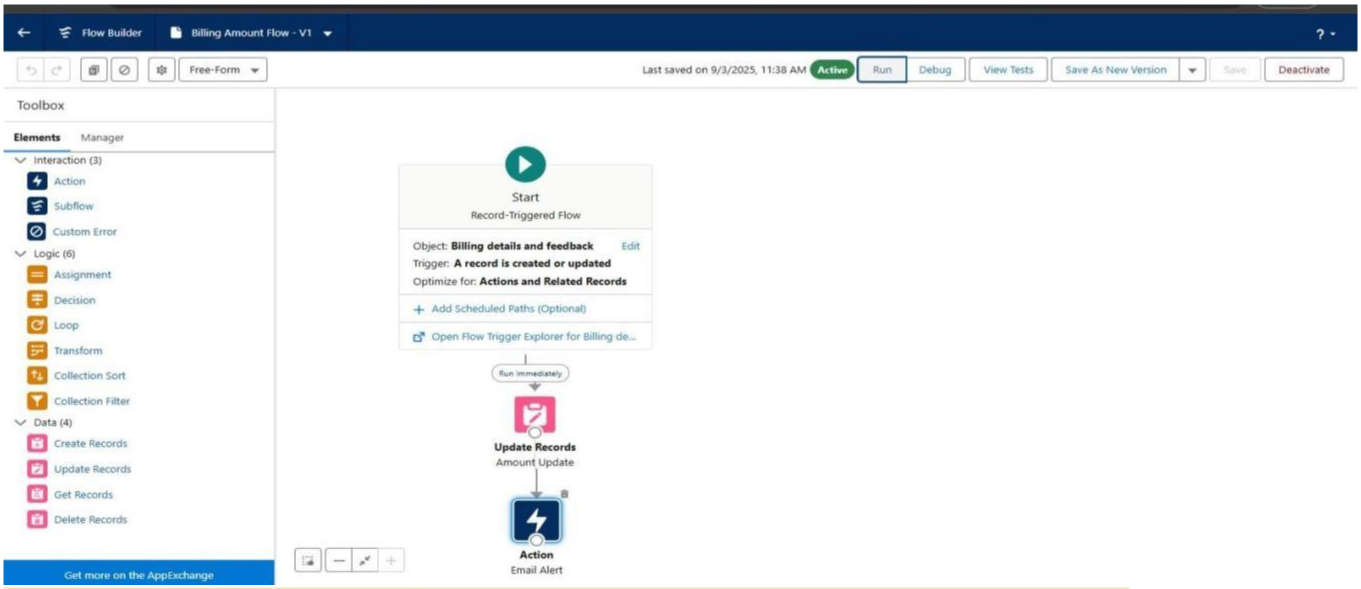
A User in Salesforce is anyone who logs in, like employees (sales reps, managers, IT staff). Each user has an

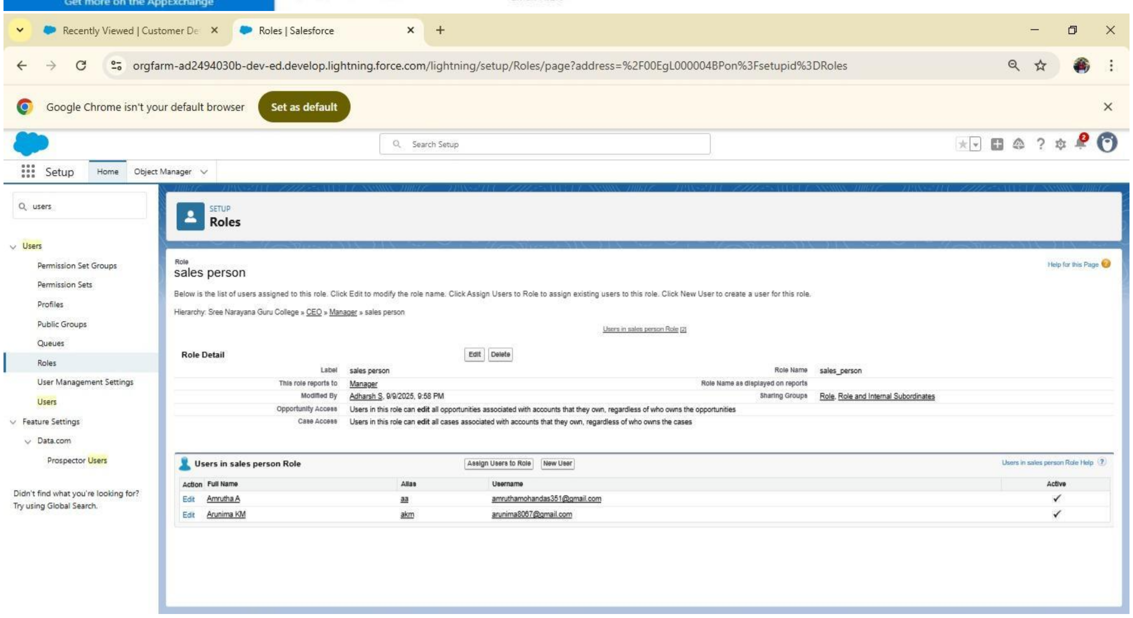


account that defines their identity, permissions, and access to records and features.

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.





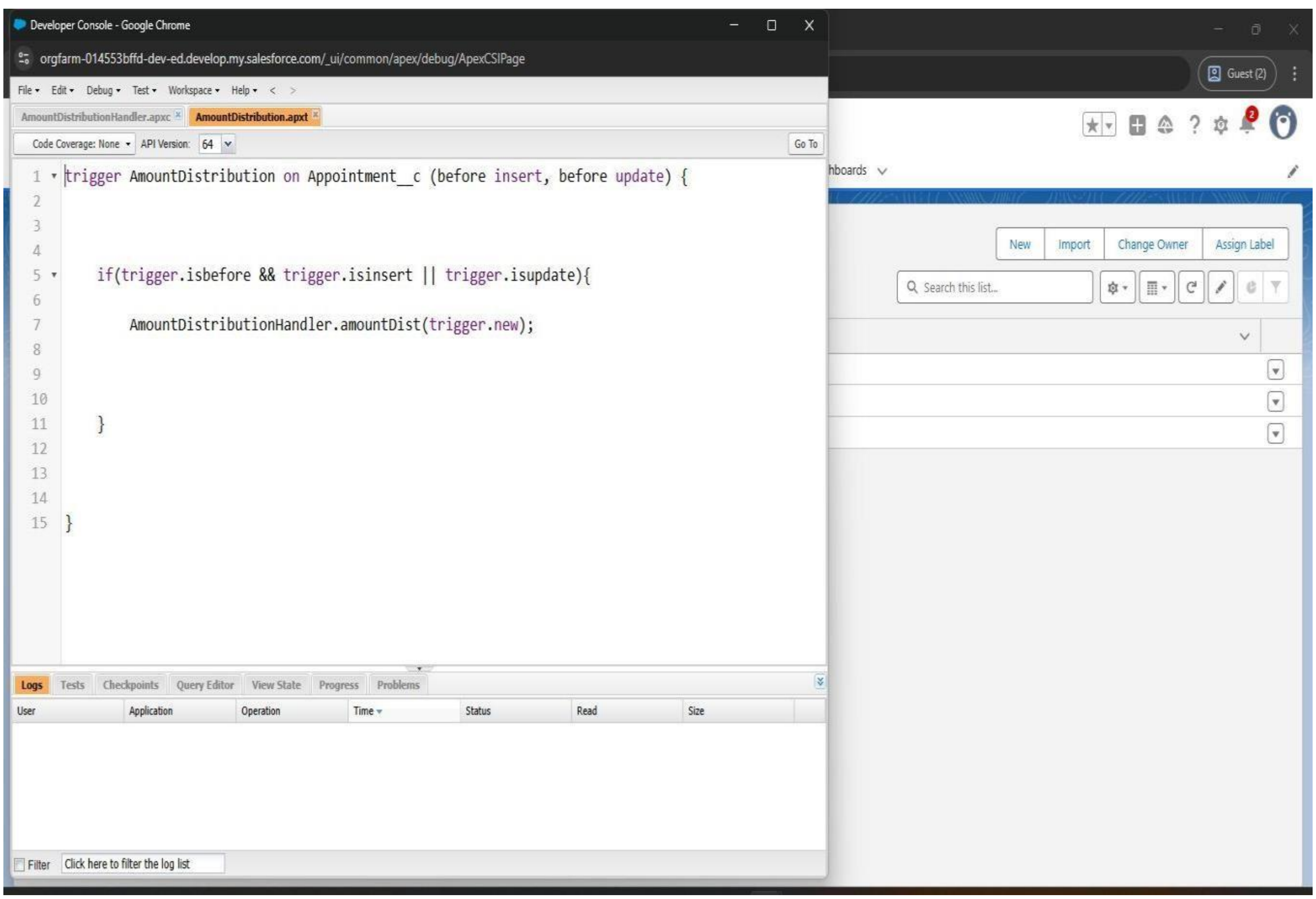
FLOWS:

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

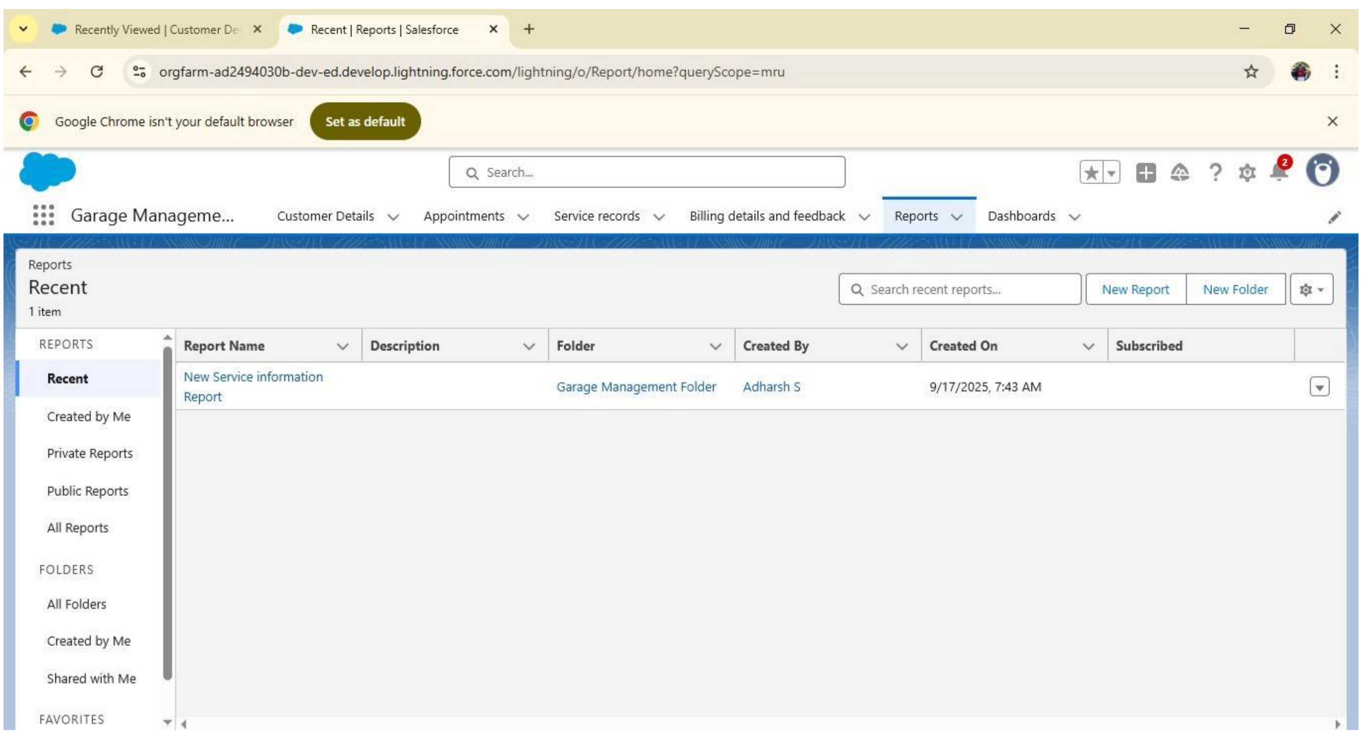


REPORTS:

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.

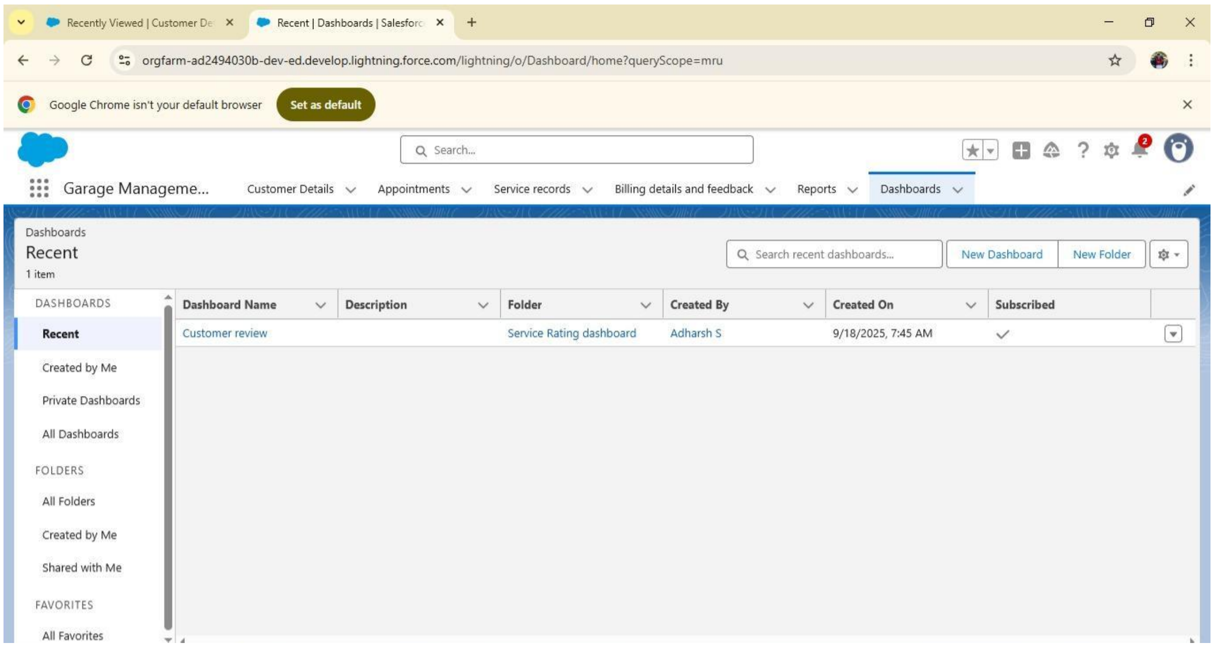
Types of Reports in Salesforce

- Tabular
- Summary
- Matrix
- Joined Reports

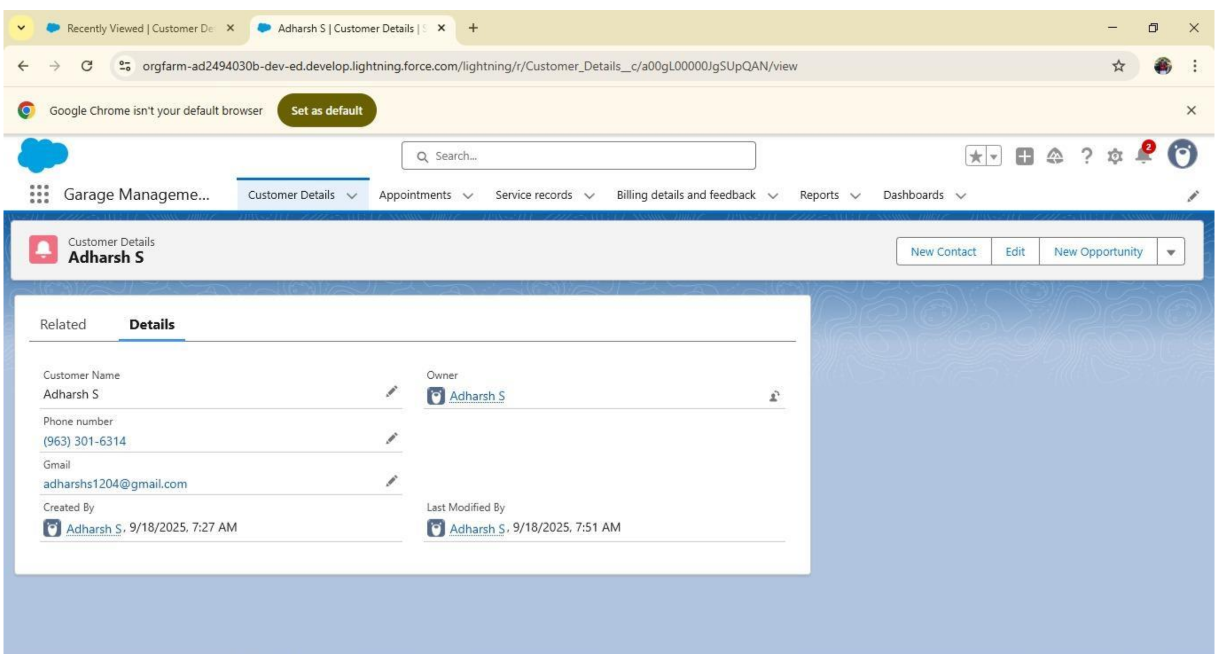


DASHBOARDS:

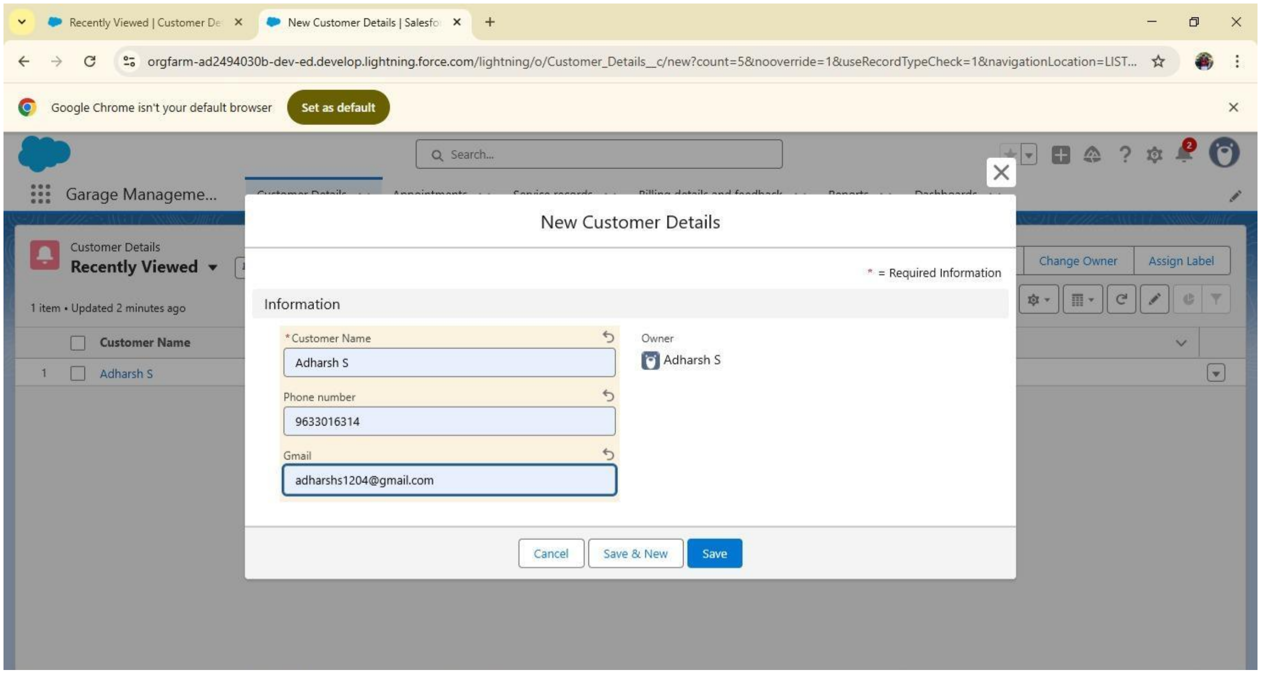
Dashboards help you visually understand changing business conditions so you can make decisions based on the real-time data you've gathered with reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing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



USER ADOPTION:



RESULTS:



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New Customer Details | Salesfo
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Set as default
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Garage Manageme...
Customer Details
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1 item • Updated 2 minutes ago
Customer Name
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Change Owner
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New Customer Details
* = Required Information
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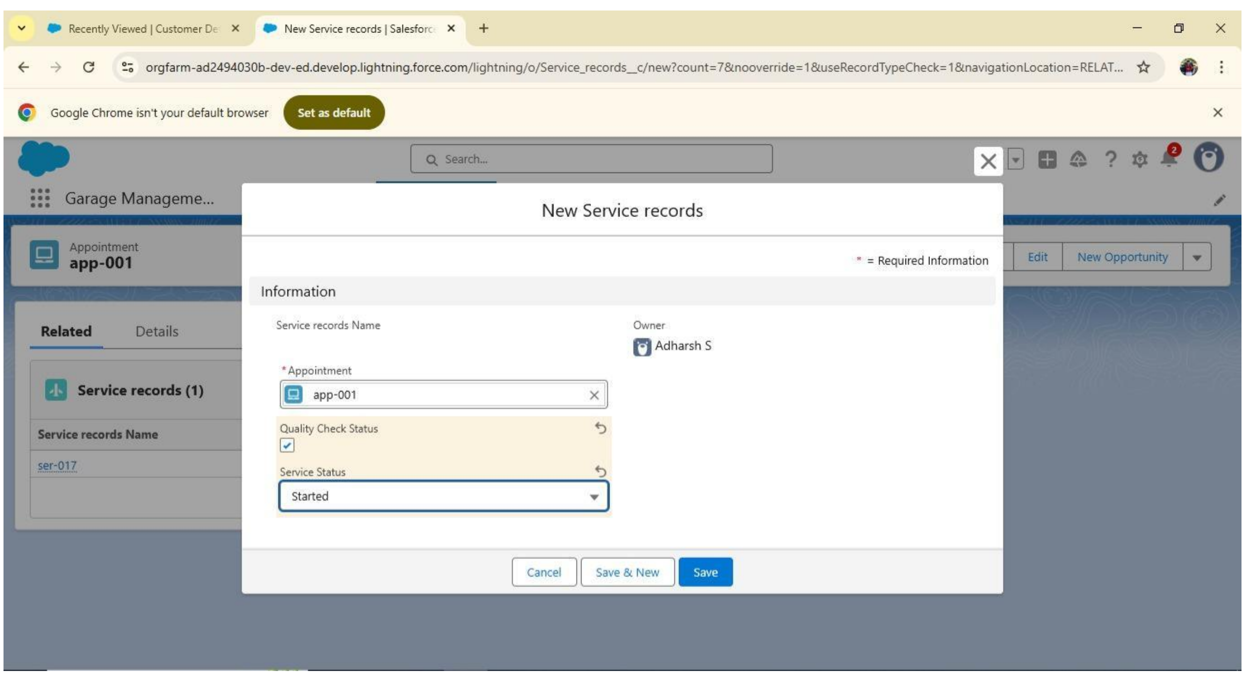

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Google Chrome isn't your default browser
Set as default
Search...
Garage Manageme...
Appointment
app-001
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Details
Service records (1)
Service records Name
ser-017
Edit
New Opportunity
New Service records
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Cancel
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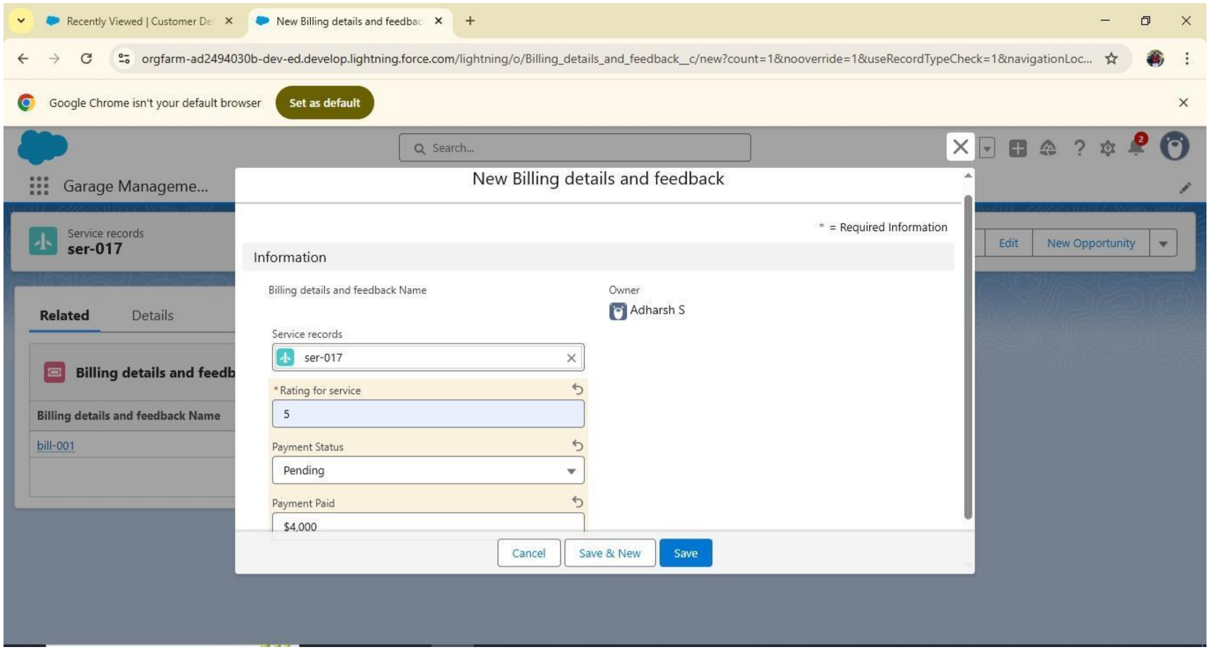
New Billing details and feedback
* = Required Information
Information
Billing details and feedback Name
Owner
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Service records
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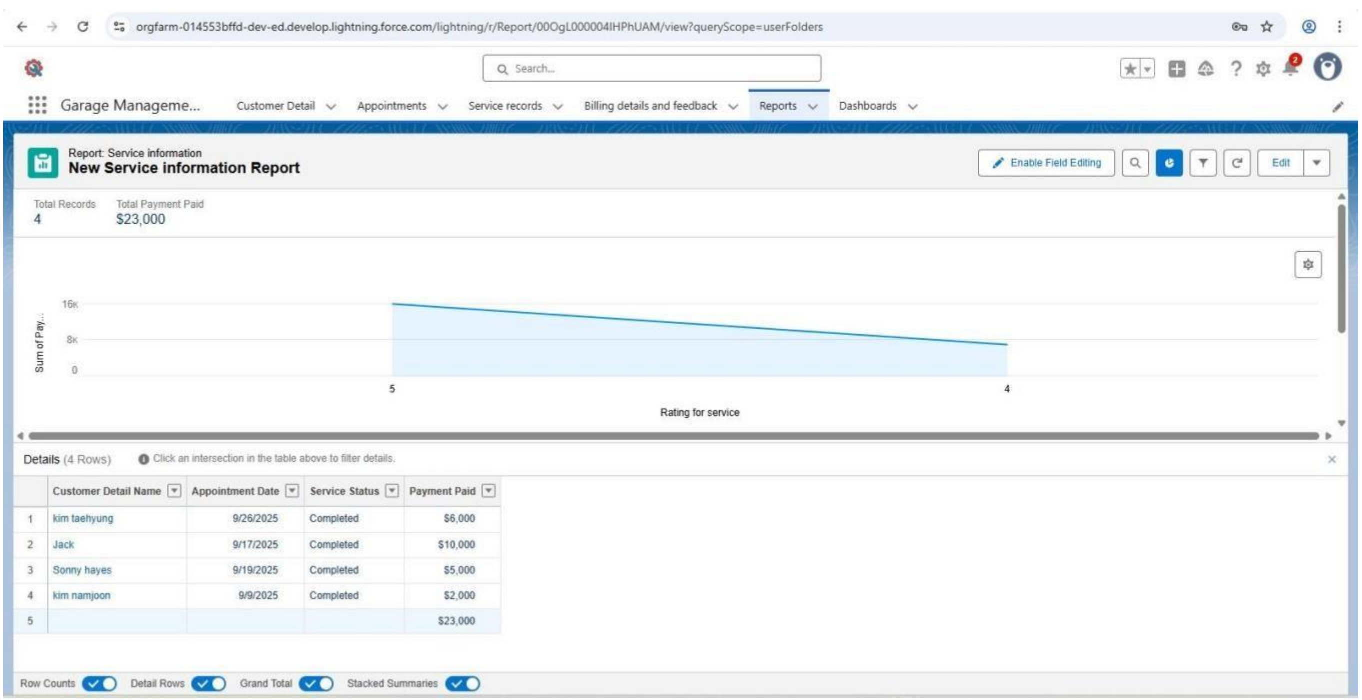
*Rating for service
5
Payment Status
Pending
Payment Paid
$4,000
Cancel
Save & New
Save


Report: Service information
New Service information Report
Total Records
4
Total Payment Paid
$23,000
Sum of Pay...
Rating for service
Details (4 Rows)
Customer Detail Name
Appointment Date
Service Status
Payment Paid
kim taehyung 9/26/2025 Completed $6,000
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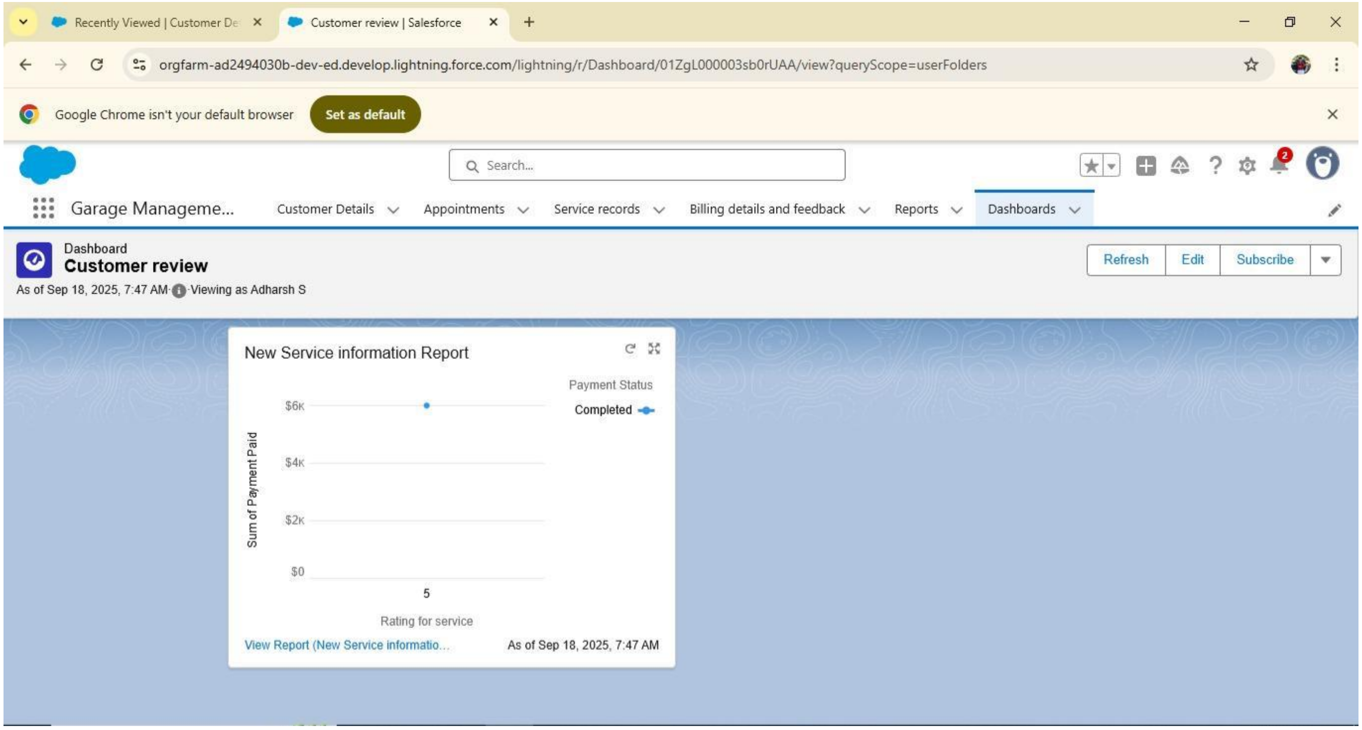

CONCLUSION

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.