

Project title: **Garage Management System**

College name: Sree Narayana Guru College

College code: BRU36

Team ID: NM2025TMID26577

Team Leader: ADHVAITH S NAIR

Mail id: adhvaithsnair042@gmail.com

Members

Name: AJIN BABU

Mail id: Aaji82786@gmail.com

Name: ADITHYAN C

Mail id: adithyanmkpmsd@gmail.com

Name: AHAMED NIHAL KN

Mail id: ahamednihal757@gmail.com

Name: ALBIN BIJU

Mail id: www.albinbiju1221@gmail.com

Project Overview

The Garage Management System is a software application developed to streamline and digitize the daily operations of an automobile garage. It provides a single platform to manage customer details, appointments, service records, billing, feedback, and reports efficiently.

The system allows garage staff to store and access **customer and vehicle information**, schedule and monitor **service appointments**, record detailed **service reports**, and generate accurate **bills and invoices**. It also includes a **feedback module** to capture customer reviews and a **dashboard with reports** that provide insights such as the number of services completed, revenue generated, and overall customer satisfaction.

By automating manual tasks and centralizing all information, the Garage Management System minimizes errors, saves time, improves customer experience, and enhances overall productivity. It ensures smoother business operations and supports better decision-making for garage management.

Objectives

1. **To automate garage operations** by replacing manual record-keeping with a digital system.
2. **To maintain accurate customer and vehicle information** in a centralized database for quick access.
3. **To manage appointments efficiently**, allowing customers to book, reschedule, or cancel services easily.
4. **To generate detailed service reports** that track work performed, spare parts used, and costs.
5. **To provide accurate billing and invoicing**, reducing calculation errors and ensuring transparency.
6. **To collect and analyze customer feedback** for improving service quality and customer satisfaction.
7. **To offer dashboards and reports** that provide insights into daily operations, revenue, and performance trends.
8. **To enhance productivity and time management** by reducing paperwork and repetitive manual tasks.
9. **To improve decision-making** for garage management through real-time data and reporting tools.

Needed Components & Its details

- **Fully active Salesforce account** (new account or existing account)
- **Objects in Salesforce** : Customer Details, Appointment, Service Records, Billing Details And Feedback

The screenshot shows the Salesforce Object Manager interface. The 'Customer Details' object is highlighted with a red box. The object is a Custom Object, created on 9/2/2025, and is marked as deployed with a checkmark.

| Label | API Name | Type | Last Modified | Deployed |
|------------------|---------------------|---------------|---------------|----------|
| Customer Details | Customer_Details__c | Custom Object | 9/2/2025 | ✓ |

The screenshot shows the Salesforce Object Manager interface. The 'Appointment' object is highlighted with a red box. The object is a Custom Object, created on 9/2/2025, and is marked as deployed with a checkmark.

| Label | API Name | Type | Last Modified | Deployed |
|-------------|----------------|---------------|---------------|----------|
| Appointment | Appointment__c | Custom Object | 9/2/2025 | ✓ |

Home | Salesforce | Object Manager | Salesforce

orgfam-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager
215 Items, Sorted by Label

Quick Find Schema Builder Create

| | | | | |
|------------------------------|----------------------------|-----------------|----------|---|
| Scorecard Association | ScorecardAssociation | Standard Object | | |
| Scorecard Metric | ScorecardMetric | Standard Object | | |
| Seller | Seller | Standard Object | | |
| Service Appointment | ServiceAppointment | Standard Object | | |
| Service Appointment Attendee | ServiceAppointmentAttendee | Standard Object | | |
| Service Contract | ServiceContract | Standard Object | | |
| Service records | Service_records__c | Custom Object | 9/2/2025 | ✓ |
| Service Resource | ServiceResource | Standard Object | | |
| Service Resource Skill | ServiceResourceSkill | Standard Object | | |
| Service Territory | ServiceTerritory | Standard Object | | |
| Service Territory Member | ServiceTerritoryMember | Standard Object | | |
| Service Territory Work Type | ServiceTerritoryWorkType | Standard Object | | |
| Service Territory Work Type | ServiceTerritoryWorkType | Standard Object | | |
| Service Territory Work Type | ServiceTerritoryWorkType | Standard Object | | |

Windows Taskbar: 12:41:14 09-09-2025

Home | Salesforce | Object Manager | Salesforce

orgfam-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager
215 Items, Sorted by Label

Quick Find Schema Builder Create

| | | | | |
|------------------------------|---------------------------------|-----------------|----------|---|
| Authorization Form Consent | AuthorizationFormConsent | Standard Object | | |
| Authorization Form Data Use | AuthorizationFormDataUse | Standard Object | | |
| Authorization Form Text | AuthorizationFormText | Standard Object | | |
| Billing details and feedback | Billing_details_and_feedback__c | Custom Object | 9/2/2025 | ✓ |
| Business Brand | BusinessBrand | Standard Object | | |
| Buyer Group | BuyerGroup | Standard Object | | |
| Campaign | Campaign | Standard Object | | |
| Campaign Member | CampaignMember | Standard Object | | |
| Card Payment Method | CardPaymentMethod | Standard Object | | |
| Cart | WebCart | Standard Object | | |
| Cart Adjustment Basis | WebCartAdjustmentBasis | Standard Object | | |
| Cart Adjustment Group | WebCartAdjustmentGroup | Standard Object | | |

Windows Taskbar: 12:46:01 09-09-2025

• Custom tabs

The screenshot shows the Salesforce Setup interface for Custom Tabs. The left sidebar contains a search bar with 'tabs' entered 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 paragraph explaining that custom tabs can be created to extend Salesforce functionality. The page is divided into three sections: 'Custom Object Tabs', 'Web Tabs', and 'Visualforce Tabs'. The 'Custom Object Tabs' section contains a table with four rows, each representing a custom tab for a specific object. The 'Web Tabs' and 'Visualforce Tabs' sections both indicate that no tabs have been defined yet.

| Action | Label | Tab Style | Description |
|------------|-------------------------------|-----------|-------------|
| Edit Del | Appointments | Bookings | |
| Edit Del | Billings details and feedback | Bookings | |
| Edit Del | Customer Details | Bookings | |
| Edit Del | Service records | Bookings | |

• Lightning app

The screenshot shows the Salesforce Lightning Experience App Manager. The left sidebar contains a search bar with 'app' entered and a navigation menu with 'Salesforce Mobile App' expanded, showing 'Data', 'Mass Transfer Approval Requests', and 'Apps'. The 'Apps' section is further expanded, showing 'App Manager', 'AppExchange Marketplace', 'Connected Apps', 'External Client Apps', and 'Lightning Bolt'. The main content area is titled 'Lightning Experience App Manager' and includes a 'New Lightning App' button and a 'New External Client App' button. Below the title, there is a table listing 27 items, sorted by App Name. The table has columns for App Name, Developer Name, Description, Last Modified, App Type, and Visibility. The row for 'Garage Management Application' is highlighted.

| App Name | Developer Name | Description | Last Modified | App Type | Vis... |
|-----------------------------------|-------------------------------|---|---------------------|-----------|--------|
| 1. Bolt Solutions | LightningBolt | Discover and manage business solutions designed for your industry. | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 7. Community | Community | Salesforce CRM Communities | 8/29/2025, 10:14 AM | Classic | ✓ |
| 8. Content | Content | Salesforce CRM Content | 8/29/2025, 10:14 AM | Classic | ✓ |
| 9. Data Cloud | Audience360 | Build a thorough and complete understanding of your customers. | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 10. Data Manager | DataManager | Use Data Manager to view limits, monitor usage, and manage recipes. | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 11. Digital Experiences | SalesforceCMS | Manage content and media for all of your sites. | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 12. Garage Management Application | Garage_Management_Application | | 9/3/2025, 12:11 AM | Lightning | ✓ |
| 13. Lightning Usage App | LightningInstrumentation | View Adoption and Usage Metrics for Lightning Experience | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 14. Marketing CRM Classic | Marketing | Track sales and marketing efforts with CRM objects. | 8/29/2025, 10:14 AM | Classic | ✓ |
| 15. My Service Journey | MSJApp | Discover new customer service capabilities. | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 16. Platform | Platform | The fundamental Lightning Platform | 8/29/2025, 10:14 AM | Classic | ✓ |
| 17. Queue Management | QueueManagement | Create and manage queues for your business. | 8/29/2025, 10:14 AM | Lightning | ✓ |
| 18. Sales | Sales | The world's most popular sales force automation (SFA) solution | 8/29/2025, 10:14 AM | Classic | ✓ |

- Fields and Relationships for created objects

Setup - OBJECT MANAGER

Appointment

Details

Fields & Relationships
11 Items, Sorted by Field Label

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

| Field Label | Field Name | Data Type | Controlling Field | Indexed |
|----------------------|-------------------------|------------------------------------|-------------------|---------|
| Created By | CreatedById | Lookup(User) | | |
| Customer Details | Customer_Details__c | Lookup(Customer Detail) | | |
| 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 | | |
| Service Amount | Service_Amount__c | Currency(18, 0) | | |
| Vehicle number plate | Vehicle_number_plate__c | Text(10) (Unique Case Insensitive) | | |

Setup - OBJECT MANAGER

Appointment

Details

Fields & Relationships
11 Items, Sorted by Field Label

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

| Field Label | Field Name | Data Type | Controlling Field | Indexed |
|---------------------|------------------------|-------------------------|-------------------|---------|
| Appointment Date | Appointment_Date__c | Date | | |
| Appointment Name | Name | Auto Number | | |
| Created By | CreatedById | Lookup(User) | | |
| Customer Details | Customer_Details__c | Lookup(Customer Detail) | | |
| 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 | | |

Home | Salesforce | Billing details and feedback |

orgfam-cce9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01g0000000043c9 fieldsAndRelationships/view

Search Setup

Setup Home Object Manager

Billing details and feedback

Details

Fields & Relationships
8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

| 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) | | |
| Payment Status | Payment_Status__c | Picklist | | |
| Rating for service | Rating_for_service__c | Text(7) | | |
| Service records | Service_records__c | Lookup(Service records) | | ✓ |

Windows Taskbar: 13:13:09 03-09-2025

Home | Salesforce | Customer Details | Salesforce |

orgfam-cce9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01g0000000043c9 fieldsAndRelationships/view

Search Setup

Setup Home Object Manager

Customer Details

Details

Fields & Relationships
6 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

| FIELD LABEL | FIELD NAME | DATA TYPE | CONTROLLING FIELD | INDEXED |
|------------------|-----------------|--------------------|-------------------|---------|
| Created By | CreatedBy | Lookup(User) | | |
| Customer Name | Name | Text(80) | | ✓ |
| Email | Email__c | Email | | |
| Last Modified By | LastModifiedBy | Lookup(User) | | |
| Owner | OwnerId | Lookup(User:Group) | | ✓ |
| Phone number | Phone_number__c | Phone | | |

Windows Taskbar: 13:13:25 03-09-2025

Home | Salesforce | Service records | Salesforce

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01g000000046L/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

Service records

Details

Fields & Relationships

8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

| 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(UserGroup) | | ✓ |
| 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 | | |

Windows Taskbar: 18:14 03-09-2025

- Validation Rules

Home | Salesforce | Appointment | Salesforce

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01g000000046L/ValidationRules/view

Search Setup

Setup Home Object Manager

Appointment

Details

Validation Rules

1 Items, Sorted by Rule Name

New

| RULE NAME | ERROR LOCATION | ERROR MESSAGE | ACTIVE | MODIFIED BY |
|-----------|----------------------|---------------------------|--------|-----------------------------|
| Vehicle | Vehicle number plate | Please enter valid number | ✓ | Admin A, 9/3/2025, 12:47 AM |

Windows Taskbar: 18:15 03-09-2025

Home | Salesforce

orgfam-ccc422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/ValidationRules/view

Search Setup

Setup Home Object Manager

DETAILS - OBJECT MANAGER

Billing details and feedback

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

Validation Rules

1 Item, Sorted by Rule Name

| RULE NAME | ERROR LOCATION | ERROR MESSAGE | ACTIVE | MODIFIED BY |
|------------------------------|--------------------|------------------------------|--------|------------------------------|
| rating_should_be_less_than_5 | Rating for service | rating should be from 1 to 5 | ✓ | Ashwin A, 9/3/2025, 12:49 AM |

132009 03-09-2025

- Matching & Duplicate Rules

Home | Salesforce

Matching Rules | Salesforce

orgfam-ccc422efb-dev-ed.develop.lightning.force.com/lightning/setup/MatchingRules/page/address/%2F0Dg000000m2j

Search Setup

Setup Home Object Manager

matching rule

Data

Duplicate Management

Matching Rules

Didn't find what you're looking for? Try using Global Search.

Matching Rules

Matching Rule

Matching customer details

Help for this Page

Matching Rule Detail

Delete Clone Reactivate

| | |
|-------------------|--|
| Object | Customer Details |
| Rule Name | Matching customer details |
| Unique Name | Matching_customer_details |
| Description | |
| Matching Criteria | {Customer_Details:1} shall exact Match{Email} = FALSE} and {Customer_Details: Phone_number exact Match{Email} = FALSE} |
| Status | Active |
| Created By | Ashwin A, 9/3/2025, 12:52 AM |
| Modified By | Ashwin A, 9/3/2025, 12:52 AM |

132727 03-09-2025



• Users

The screenshot shows the Salesforce Setup interface for the 'Users' section. The left sidebar contains a navigation menu with 'Users' selected under 'Lightning Usage'. The main content area is titled 'All Users' and includes a search bar, a 'View' dropdown set to 'All Users', and a 'Create New User' button. Below this is a table of users with columns for checkboxes, full names, aliases, usernames, roles, active status, and profiles. The table lists several users, including 'A. Asadi', 'Chatter Expert', 'CFCO_Orgadm', 'Mikaelson, Mikaela', 'A. Asadi', 'L. L. L.', 'User: Integration', and 'User: Security'. At the bottom of the table are buttons for 'New User', 'Reset Password(s)', and 'Add Multiple Users'.

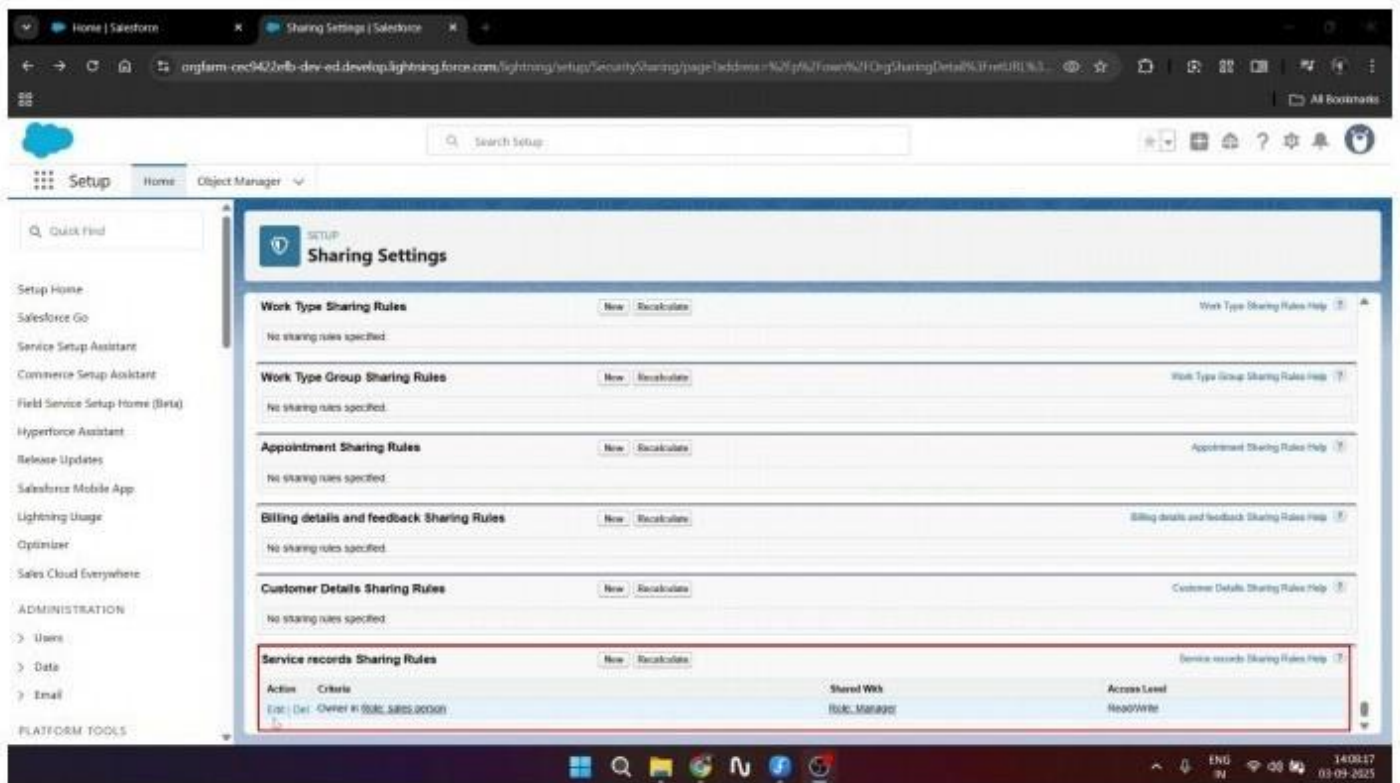
| <input type="checkbox"/> | Active | Full Name | Alias | Username | Role | Active | Profile |
|--------------------------|--------|--------------------|---------|---|-------------|--------|----------------------------------|
| <input type="checkbox"/> | Yes | A. Asadi | 221 | 221@asadi70@salesforce.com | | ✓ | System Administrator |
| <input type="checkbox"/> | Yes | Chatter Expert | Chatter | chatter.009@000000@salesforce.com | | ✓ | Chatter Free User |
| <input type="checkbox"/> | Yes | CFCO_Orgadm | CFCO | orgadm.00767@000000@orgadm.salesforce.com | | ✓ | System Administrator |
| <input type="checkbox"/> | Yes | Mikaelson, Mikaela | mmka | mikaelamkanton3432@gmail.com | Manager | ✓ | Manager |
| <input type="checkbox"/> | Yes | A. Asadi | as | asadi.3@gmail.com | Salesperson | ✓ | Salesperson |
| <input type="checkbox"/> | Yes | L. L. L. | ll | lll202@outlook.com | Salesperson | ✓ | Standard Platform User |
| <input type="checkbox"/> | Yes | User: Integration | intgr | integration@009@000000@orgadm.com | | ✓ | Analytics Cloud Integration User |
| <input type="checkbox"/> | Yes | User: Security | sec | security@009@000000@orgadm.com | | ✓ | Analytics Cloud Security User |

• Public Group

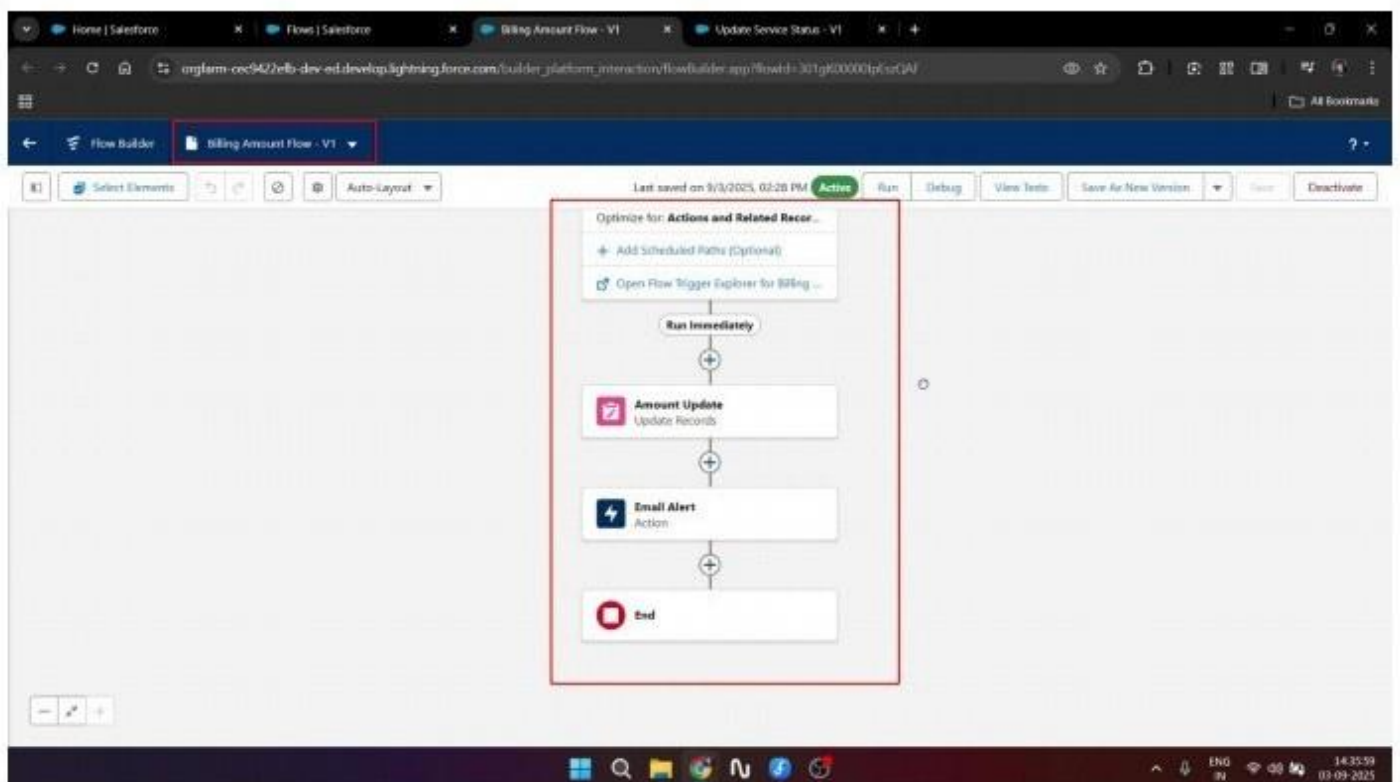
The screenshot shows the Salesforce Setup interface for the 'Public Groups' section. The left sidebar contains a navigation menu with 'Public Groups' selected under 'Lightning Usage'. The main content area is titled 'Public Groups' and includes a search bar, a 'View' dropdown set to 'All', and a 'Create New User' button. Below this is a table of public groups with columns for checkboxes, labels, group names, created by, and created date. The table lists one public group, 'Sales Team', created by 'A. Asadi' on 03/03/2025 at 1:02 AM. At the bottom of the table is a button for 'New'.

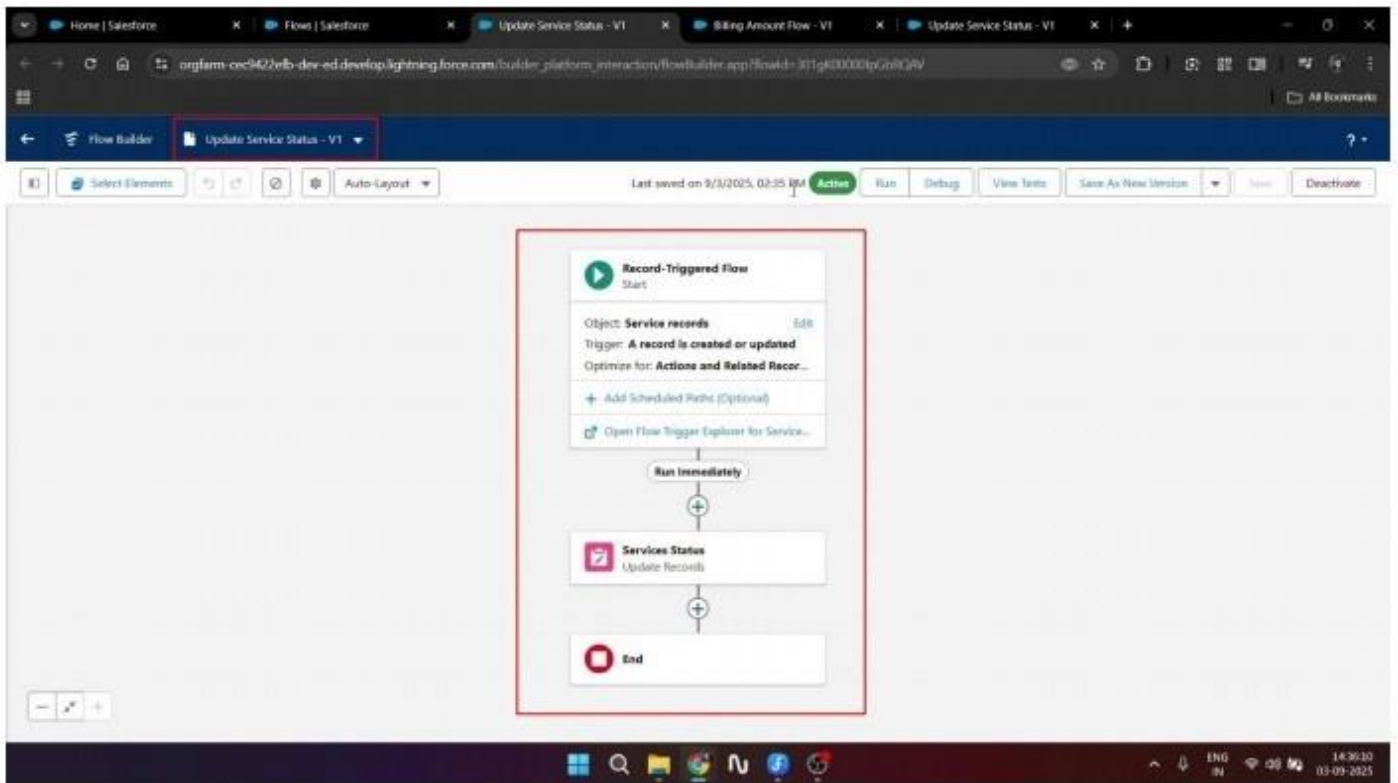
| <input type="checkbox"/> <th>Active</th> <th>Label</th> <th>Group Name</th> <th>Created By</th> <th>Created Date</th> | Active | Label | Group Name | Created By | Created Date |
|---|--------|------------|------------|------------|--------------------|
| <input type="checkbox"/> | Yes | Sales Team | Sales Team | A. Asadi | 03/03/2025 1:02 AM |

- **Share Setting**



- **Flows**





- **Apex Handler (Apex class & Apex Trigger)**

The screenshot shows the Salesforce Developer Console with the Apex code for the `AmountDistributionHandler` class. The code is as follows:

```
1 • trigger AmountDistribution on Appointment__c (before insert, before update) {  
2  
3  
4  
5 •   if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
6  
7       AmountDistributionHandler.amountDist(trigger.new);  
8  
9  
10  
11 }  
12  
13  
14  
15 }  
16  
17
```

The code is written in the `AmountDistributionHandler.apex` file. The `AmountDistributionHandler` class is used to handle the distribution of amounts for the `Appointment__c` object. The `amountDist` method is called when a record is inserted or updated.

Home | Salesforce Developer Console

orgfam cec9422efb-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/Apex?Page

AmountDistributionHandler.apex

Code Coverage: None | API Version: 64

```
18
19     else if(app.Maintenance_service__c == true && app.Repairs__c == true){
20
21         app.Service_Amount__c = 5000;
22
23     }
24
25     else if(app.Maintenance_service__c == true && app.Replacement_Parts__c == true){
26
27         app.Service_Amount__c = 8000;
28
29     }
30
31     else if(app.Repairs__c == true && app.Replacement_Parts__c == true){
32
33         app.Service_Amount__c = 7000;
34
35     }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

| User | Application | Operation | Time | Status | Read | Size |
|------|-------------|-----------|------|--------|------|------|
|------|-------------|-----------|------|--------|------|------|

Filter Click here to filter the log list

14:55:37 03-09-2025

Home | Salesforce Developer Console

orgfam cec9422efb-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/Apex?Page

AmountDistributionHandler.apex

Code Coverage: None | API Version: 64

```
1 public class AmountDistributionHandler {
2
3
4
5     public static void amountDist(list<Appointment__c> listApp){
6
7         list<Service_records__c> serList = new list<Service_records__c>();
8
9
10
11     for(Appointment__c app : listApp){
12
13         if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
14
15             app.Service_Amount__c = 10000;
16
17         }
18     }
19 }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

| User | Application | Operation | Time | Status | Read | Size |
|------|-------------|-----------|------|--------|------|------|
|------|-------------|-----------|------|--------|------|------|

Filter Click here to filter the log list

14:55:36 03-09-2025

Home | Salesforce Developer Console

orgfam-ccc9422eb-dev-ed.develop.my.salesforce.com/_ui/common/app/debug/ApexCodePage

AmountDistributionHandler.apex AmountDistribution.apex

Code Coverage: None API Version: 64

```
45     app.Service_Amount__c = 3000;
46
47 }
48
49 else if(app.Replacement_Parts__c == true){
50     {
51         app.Service_Amount__c = 5000;
52     }
53 }
54
55
56
57 }
58
59 }
60
61 }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

| User | Application | Operation | Time | Status | Read | Size |
|------|-------------|-----------|------|--------|------|------|
|------|-------------|-----------|------|--------|------|------|

Filter Click here to filter the log list

Windows taskbar: 14:55:37 03-09-2025

Home | Salesforce Developer Console

orgfam-ccc9422eb-dev-ed.develop.my.salesforce.com/_ui/common/app/debug/ApexCodePage

AmountDistributionHandler.apex AmountDistribution.apex

Code Coverage: None API Version: 64

```
33     app.Service_Amount__c = 0;
34
35 }
36
37 else if(app.Maintenance_service__c == true){
38     {
39         app.Service_Amount__c = 2000;
40     }
41 }
42
43 else if(app.Repairs__c == true){
44     {
45         app.Service_Amount__c = 3000;
46     }
47 }
48
49 else if(app.Replacement_Parts__c == true){
50     {
```

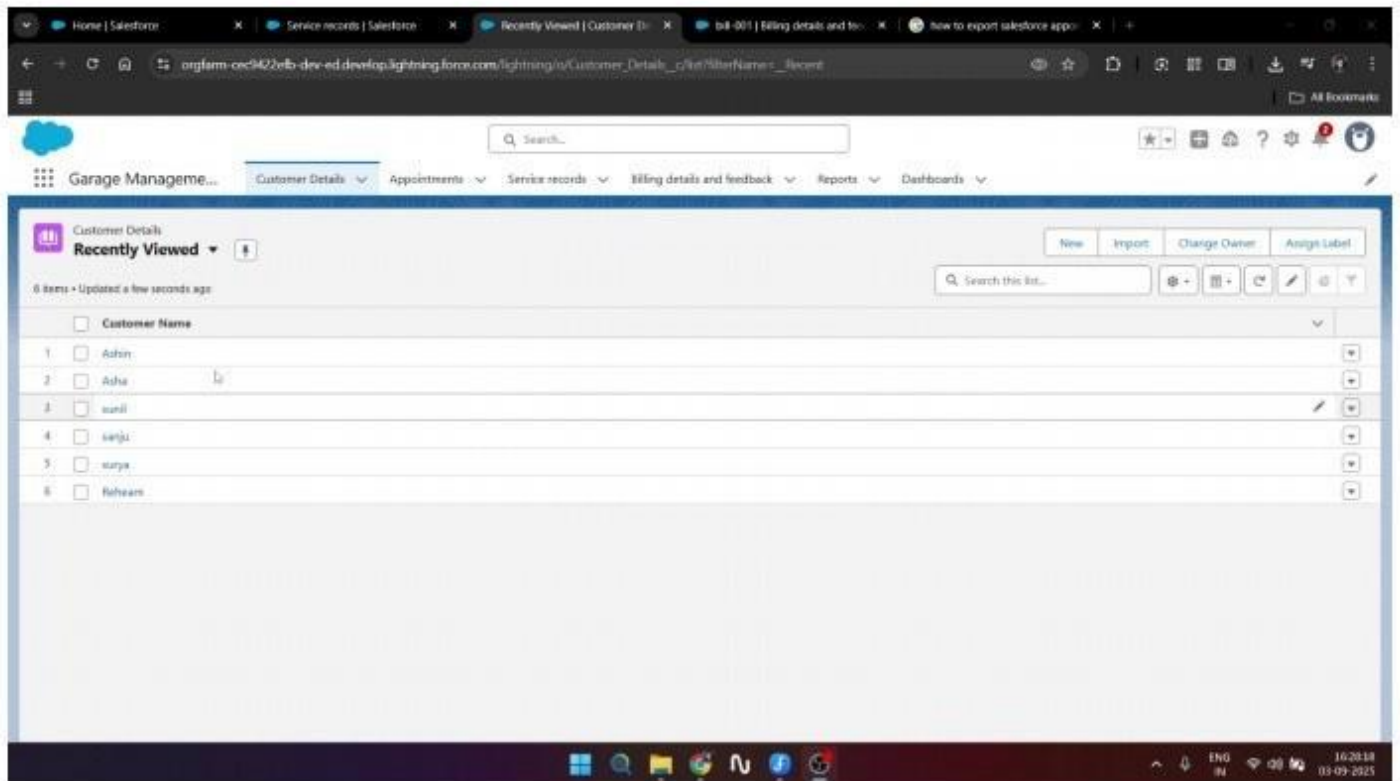
Logs Tests Checkpoints Query Editor View State Progress Problems

| User | Application | Operation | Time | Status | Read | Size |
|------|-------------|-----------|------|--------|------|------|
|------|-------------|-----------|------|--------|------|------|

Filter Click here to filter the log list

Windows taskbar: 14:55:37 03-09-2025

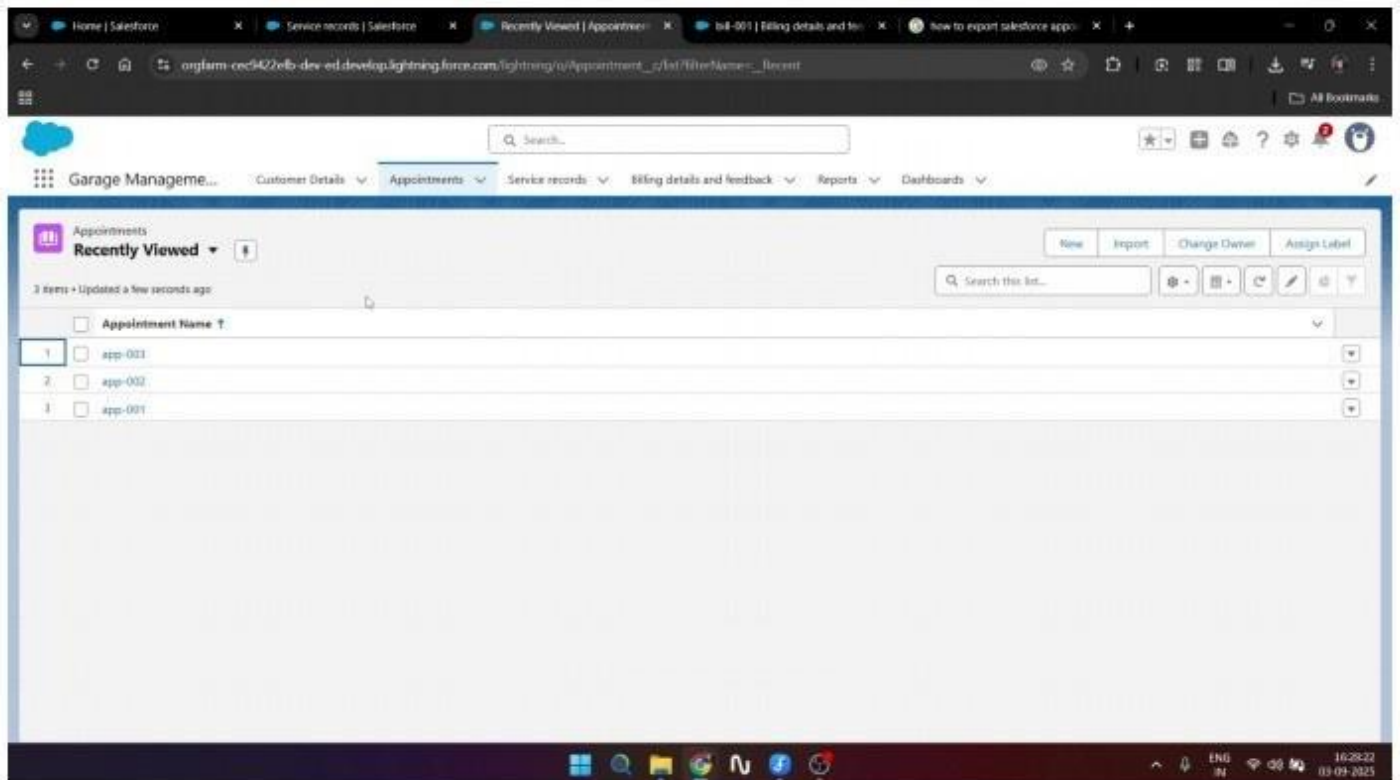
Testing with some datas (Reports, Dashboard, etc...)



This screenshot shows the Salesforce interface for the 'Customer Details' section. The 'Recently Viewed' list contains 6 items, all with the status 'Updated a few seconds ago'. The list is filtered by 'Customer Name' and shows the following entries:

| | Customer Name | |
|---|---------------|--|
| 1 | Ashin | |
| 2 | Asha | |
| 3 | sunil | |
| 4 | sanju | |
| 5 | surya | |
| 6 | Rohans | |

The interface includes a search bar at the top, a navigation menu with options like 'Garage Manage...', 'Customer Details', 'Appointments', 'Service records', 'Billing details and feedback', 'Reports', and 'Dashboards', and a toolbar with buttons for 'New', 'Import', 'Change Owner', and 'Assign Label'.



This screenshot shows the Salesforce interface for the 'Appointments' section. The 'Recently Viewed' list contains 3 items, all with the status 'Updated a few seconds ago'. The list is filtered by 'Appointment Name' and shows the following entries:

| | Appointment Name | |
|---|------------------|--|
| 1 | app-001 | |
| 2 | app-002 | |
| 3 | app-001 | |

The interface includes a search bar at the top, a navigation menu with options like 'Garage Manage...', 'Customer Details', 'Appointments', 'Service records', 'Billing details and feedback', 'Reports', and 'Dashboards', and a toolbar with buttons for 'New', 'Import', 'Change Owner', and 'Assign Label'.

Home | Salesforce | Service records | Salesforce | Recently Viewed | Service records | btl-001 | Billing details and feedback | how to export salesforce app...

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/o/Service_records/_c/btl?filterName=..._Recent

Search...

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

Service records Recently Viewed

3 items • Updated a few seconds ago

New Import Change Owner Assign Label

Search this list...

Service records Name

| | | | |
|---|--------------------------|---------|--|
| 1 | <input type="checkbox"/> | ser-004 | |
| 2 | <input type="checkbox"/> | ser-003 | |
| 3 | <input type="checkbox"/> | ser-002 | |

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Home | Salesforce | Service records | Salesforce | Recently Viewed | Billing details | btl-001 | Billing details and feedback | how to export salesforce app...

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/o/Billing_details_and_Feedback/_c/btl?filterName=..._Recent

Search...

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

Billing details and feedback Recently Viewed

3 items • Updated a few seconds ago

New Import Change Owner Assign Label

Search this list...

Billing details and feedback Name

| | | | |
|---|--------------------------|---------|--|
| 1 | <input type="checkbox"/> | btl-003 | |
| 2 | <input type="checkbox"/> | btl-002 | |
| 3 | <input type="checkbox"/> | btl-001 | |

162826 03-09-2025

What is a Validation Rule?

In Salesforce, **Validation Rules** are used to ensure the accuracy and consistency of data entered into records before they are saved. A validation rule consists of a formula that evaluates the data entered, an error message that is displayed if the rule is violated, and the location where the error appears (either near a specific field or at the top of the page). These rules can be applied to both standard objects such as Account, Contact, and Opportunity, as well as custom objects.

For example, a validation rule can prevent users from entering a close date earlier than today on an Opportunity, restrict discounts to a maximum of 30%, ensure that phone numbers contain exactly 10 digits, or confirm that a rating field has values only between 1 and 5. By implementing validation rules, Salesforce administrators can prevent incorrect data from being saved, improve data quality, and maintain reliable business processes across the system.

What is Approval processes?

In Salesforce, an **Approval Process** is an automated workflow that defines how a record (such as a Leave Request, Expense Report, Opportunity Discount, or any custom object record) is reviewed and approved within an organization. It ensures that important records go through the proper chain of approval before being finalized. An approval process specifies the steps a record must follow, the criteria for entry, the approvers, and the actions to take when a record is approved, rejected, recalled, or reassigned.

- **Entry Criteria:** Conditions that decide when a record should enter the approval process (e.g., Discount > 30%).
- **Approval Steps:** Define who approves the record at each stage (user, role, or queue).
- **Initial Submission Actions:** Actions triggered when a record is submitted (e.g., lock record, send email notification).
- **Approval/Rejection Actions:** Define what happens when a record is approved or rejected (e.g., update field values, send email, create tasks).

- **Final Actions:** Executed after the process is completed (either approved or rejected).

For example, in a Garage Management System, an approval process could be set up for high-value bills where any invoice above ₹50,000 requires manager approval before being finalized. Similarly, a service report involving warranty claims could go through an approval process by the warranty department before the repair is carried out.

By using approval processes, Salesforce helps businesses maintain control, enforce compliance, and ensure that only authorized records are finalized or acted upon.

What is Automation flows?

In Salesforce, Automation Flows (built using Flow Builder) are powerful tools that allow you to automate complex business processes without writing code. A Flow is an application inside Salesforce that collects data, performs logic, updates records, sends notifications, or takes other actions automatically based on defined conditions. They are part of Salesforce's Flow Automation Suite, which also includes Workflow Rules and Process Builder, but Flows are the most advanced and flexible option.

A Flow consists of elements (like Create, Update, Delete, Screen, Assignment), resources (variables, formulas, constants), and connectors (define the path between elements). Admins can design flows through a drag-and-drop interface. Flows can run in the background automatically or be triggered by user interactions.

Benefits

- Reduces manual effort and errors.
- Increases process efficiency and consistency.
- Improves customer experience through automation (like instant confirmations, reminders, and updates).
- Can replace older automation tools (Workflow Rules, Process Builder)

Future Enhancements

In the future, the Garage Management System can be improved by adding more advanced features. A chatbot can be integrated to help customers book appointments or get quick answers to their questions. Artificial Intelligence (AI) can be used to suggest services based on a vehicle's history. A mobile app can be developed so customers can easily access services from their phones. Online payment options can also be added for faster and easier billing. These enhancements will make the system more user-friendly, efficient, and modern.

Conclusion

The **Garage Management System** is designed to make garage operations simple, efficient, and well-organized. It brings all important tasks such as managing customer details, scheduling appointments, preparing service reports, generating bills, collecting feedback, and creating reports into a single system. This reduces the need for manual paperwork and helps the staff save time while avoiding mistakes.

By using this system, garages can provide faster and more accurate services to their customers, which improves customer satisfaction and trust. Managers can also get clear insights from reports and dashboards, which support better decision-making and business growth.

Overall, this project highlights how technology can transform the way garages work by making processes easier, quicker, and more reliable. In the future, the system can be enhanced with features like mobile applications, chatbots, and AI-based suggestions to make it even more powerful and customer-friendly.