Here’s a **Problem Statement document for AutoCRM** in the same format and size as your QuickServe example:

# **AutoCRM – Vehicle & Dealer Management Module**

**Industry**  
Automotive / Vehicle Dealership Management

**Project Type**  
B2C Salesforce CRM Implementation

**Target Users**  
Dealers, Sales Executives, Service Staff, Salesforce Administrators

### **Problem Statement**

The automotive business currently lacks a unified system to manage vehicles, customer orders, and dealer allocations. Vehicle assignments to dealers, tracking test drives, and handling service requests are largely manual or disconnected, resulting in delayed responses, poor customer experience, and limited real-time visibility. The project aims to automate vehicle-dealer assignments, track customer interactions, and provide actionable insights for sales and service operations.

### **Use Cases**

1. **Vehicle & Dealer Management**

* Maintain a central record of all vehicles using a custom **Vehicle\_\_c** object.
* Assign vehicles to the nearest dealers using **Vechile\_Dealer\_\_c** lookup relationships.
* Track stock, price, model, and availability for each vehicle.

1. **Customer Management**

* Maintain **Vehicle\_Customer\_\_c** records to store customer details and preferred vehicle types.
* Link customers to orders, test drives, and service requests for a 360° view of interactions.

1. **Order & Test Drive Management**

* Record all vehicle purchases in **Vehicle\_Order\_\_c**, including order date, customer, and status.
* Track **Vehicle\_Test\_Drive\_\_c** schedules, completion, and cancellations for each customer.

1. **Service Request Tracking**

* Manage customer service requests through **Vehicle\_Service\_Request\_\_c**.
* Track issue details, service dates, and status updates.

1. **Reporting & Analytics**

* Reports: Generate reports such as "Top Selling Vehicles," "Most Active Dealers," and "Pending Service Requests."
* Dashboard: Build a "Manager Dashboard" to visualize KPIs like vehicle sales, test drive volume, and service performance.
* Security: Configure profiles and permission sets to ensure users access only relevant data.

### **Tech Stack**

* **CRM Platform:** Salesforce CRM (Sales Cloud), Experience Cloud
* **Custom Objects:** Vehicle\_\_c, Vehicle\_Dealer\_\_c, Vehicle\_Customer\_\_c, Vehicle\_Order\_\_c, Vehicle\_Test\_Drive\_\_c, Vehicle\_Service\_Request\_\_c
* **Automation:** Apex Triggers, Apex Classes, Process Builder, Flows
* **User Interface:** Lightning Web Components (LWC)
* **Integration:** REST/SOAP APIs (for dealer systems or third-party vehicle inventory)
* **Analytics:** Standard Salesforce Reports and Dashboards
* **Deployment:** Change Sets, Apex Unit Tests

If you want, I can also **create the Use Case diagram and ERD** for this AutoCRM project in the same professional style, ready for documentation. Do you want me to do that next?