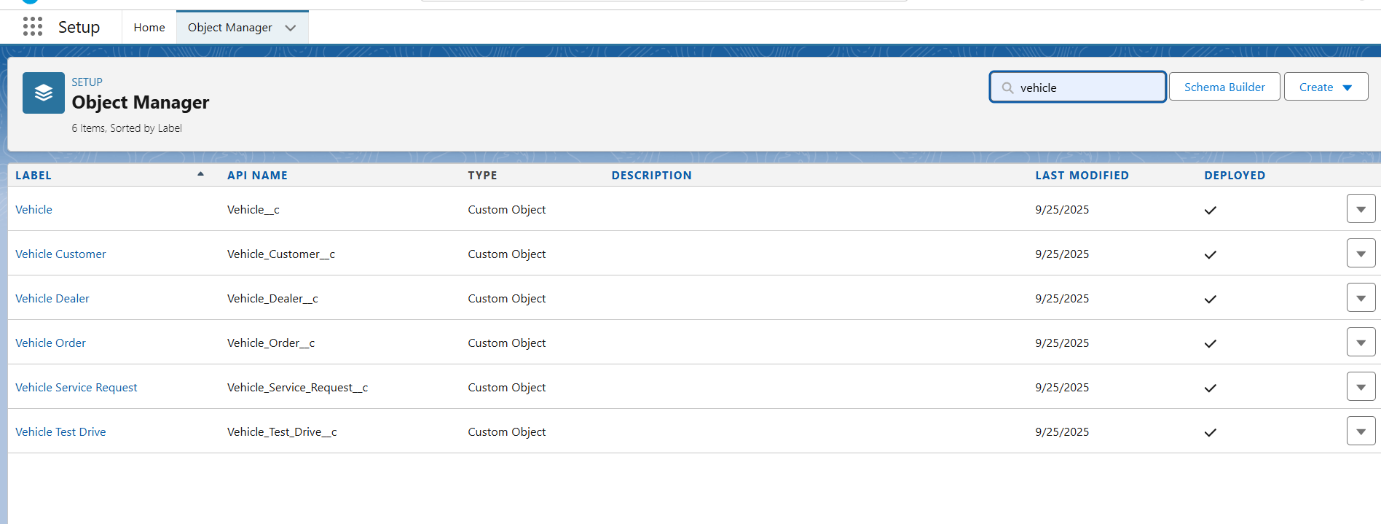
**PHASE 3 – Data Modeling & Relationships**

🔹 **Standard & Custom Objects**  
The data model utilizes both standard and custom objects to create a robust structure for the AutoCRM application.

* **Standard Objects:**
  + **Report**: Used for generating analytical insights on vehicles, dealers, orders, test drives, and service requests.
  + **Dashboard**: Used for visualizing summarized reports for tracking sales, vehicle availability, and service performance.
* **Custom Objects:** Six custom objects form the core of the application:
  + **Vehicle\_\_c**: Stores information about vehicles available in stock.
  + **Vehicle\_Dealer\_\_c**: Captures dealer information such as name, location, and contact details.
  + **Vehicle\_Order\_\_c**: Manages all customer orders for vehicles.
  + **Vehicle\_Customer\_\_c**: Holds customer records with personal details and preferences.
  + **Vehicle\_Test\_Drive\_\_c**: Tracks customer test-drive bookings and statuses.
  + **Vehicle\_Service\_Request\_\_c**: Logs service requests raised by customers for their vehicles.



🔹 **Fields & Relationships**

Custom fields capture the required business data, and relationships link the objects together.

**Relationships**

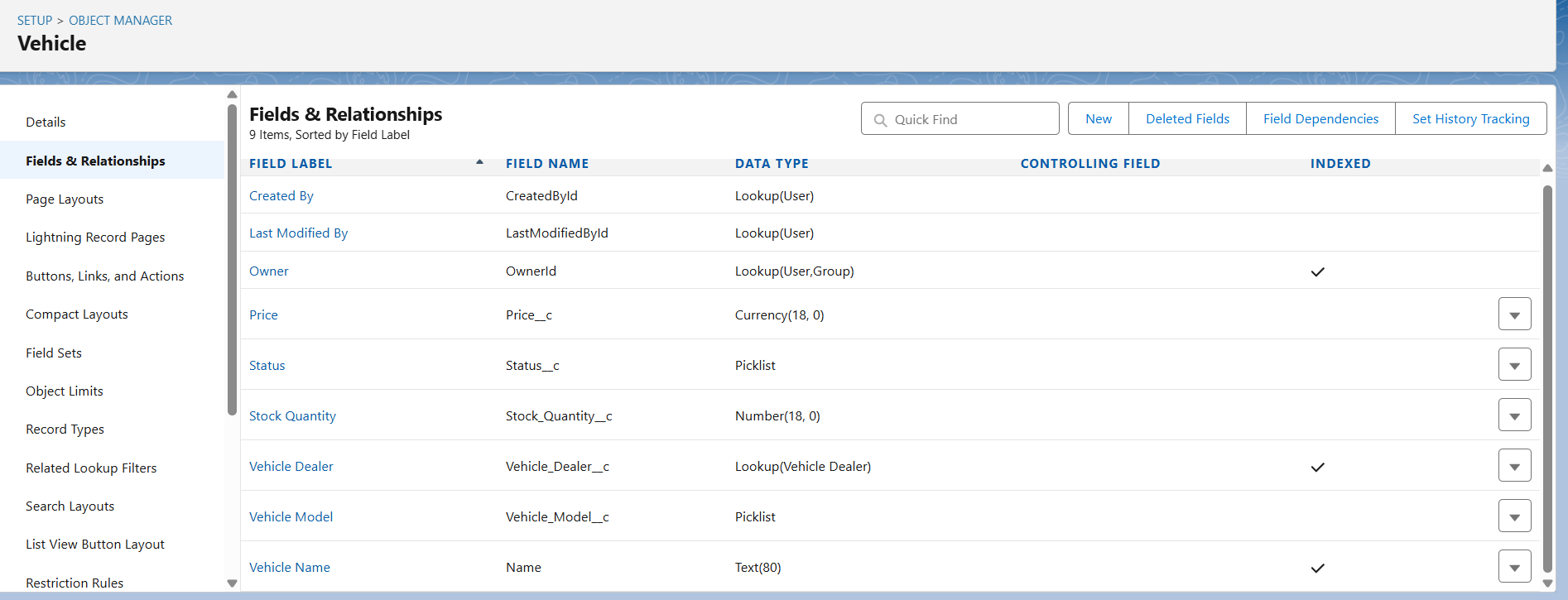
* **Vehicle\_\_c (Lookup to Vehicle\_Dealer\_\_c):** Each vehicle record is tied to a dealer, establishing dealer-vehicle association.
* **Vehicle\_Order\_\_c (Lookup to Vehicle\_\_c and Vehicle\_Customer\_\_c):** Orders are linked to both the vehicle being purchased and the customer making the purchase.
* **Vehicle\_Test\_Drive\_\_c (Lookup to Vehicle\_\_c and Vehicle\_Customer\_\_c):** Test drives are connected to both the customer and the chosen vehicle.
* **Vehicle\_Service\_Request\_\_c (Lookup to Vehicle\_\_c and Vehicle\_Customer\_\_c):** Service requests are tied to both the vehicle and the requesting customer.

Lookup relationships are chosen instead of Master-Detail so that vehicle orders, test drives, and service requests can exist independently if the parent record (vehicle/customer) is deleted or not yet created.

**Custom Fields**

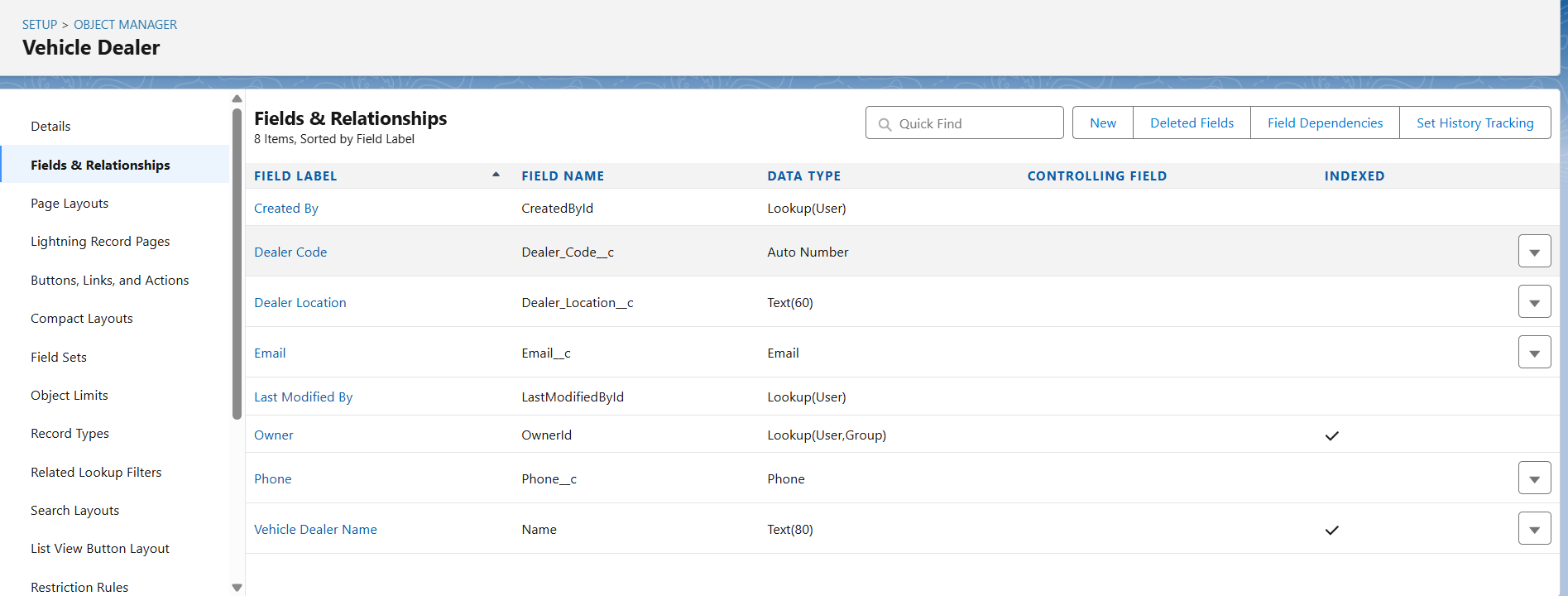
**On Vehicle\_\_c:**

* Vehicle\_Name\_\_c (Text)
* Vehicle\_Model\_\_c (Picklist: Sedan, SUV, EV, etc.)
* Stock\_Quantity\_\_c (Number)
* Price\_\_c (Currency)
* Dealer\_\_c (Lookup to Vehicle\_Dealer\_\_c)
* Status\_\_c (Picklist: Available, Out of Stock, Discontinued)



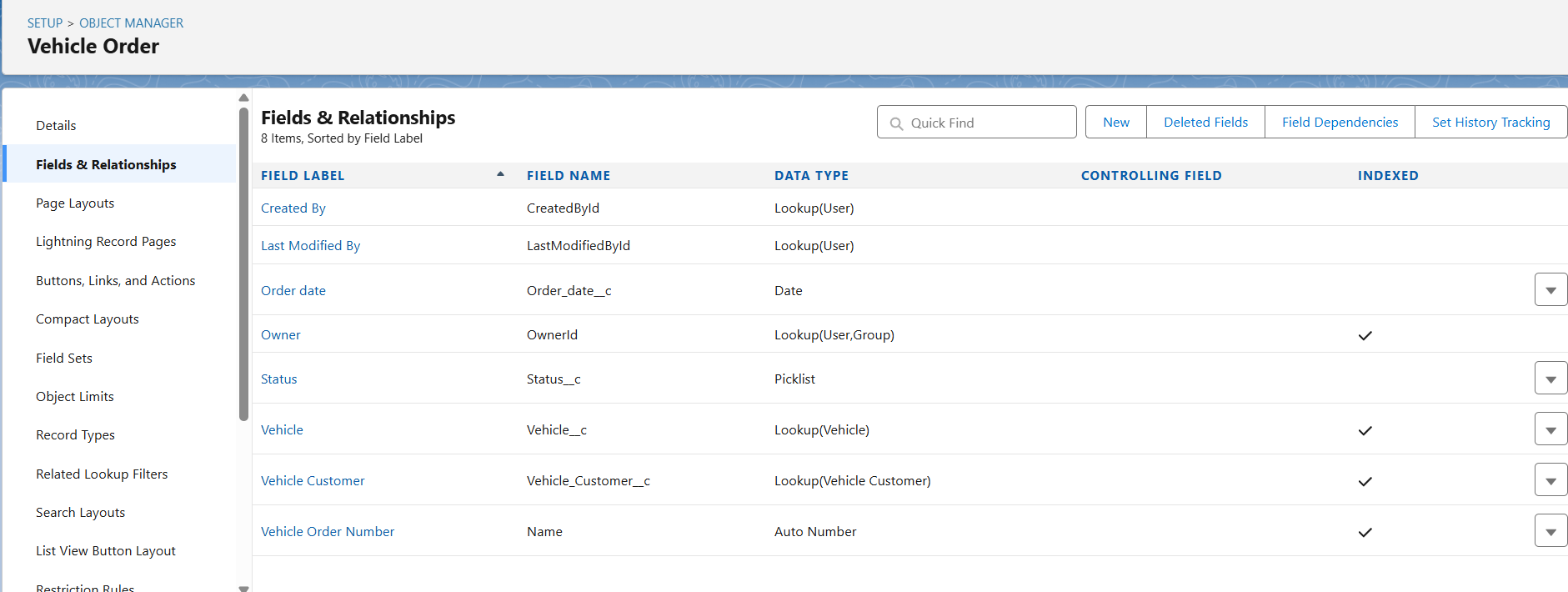
**On Vehicle\_Dealer\_\_c:**

* Dealer\_Name\_\_c (Text)
* Dealer\_Location\_\_c (Text)
* Dealer\_Code\_\_c (Auto Number)
* Phone\_\_c (Phone)
* Email\_\_c (Email)



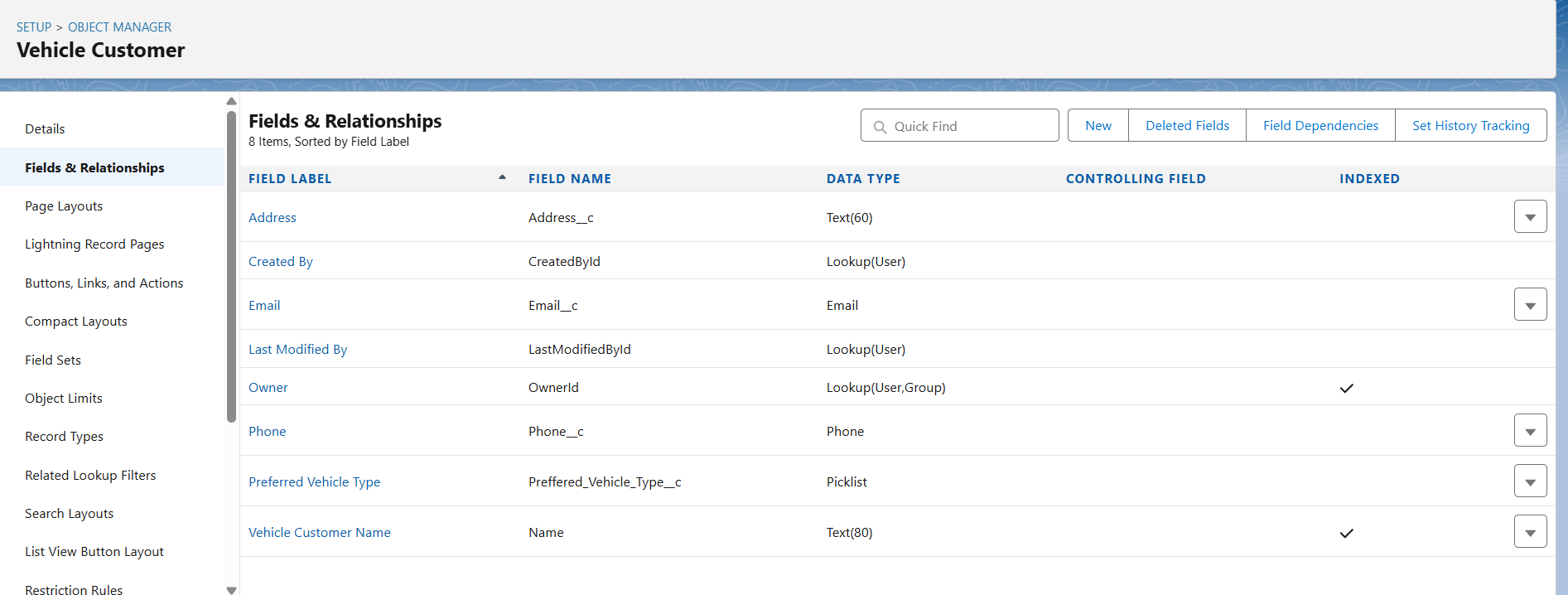
**On Vehicle\_Order\_\_c:**

* Customer\_\_c (Lookup to Vehicle\_Customer\_\_c)
* Vehicle\_\_c (Lookup to Vehicle\_\_c)
* Order\_Date\_\_c (Date)
* Status\_\_c (Picklist: Pending, Confirmed, Delivered, Canceled)



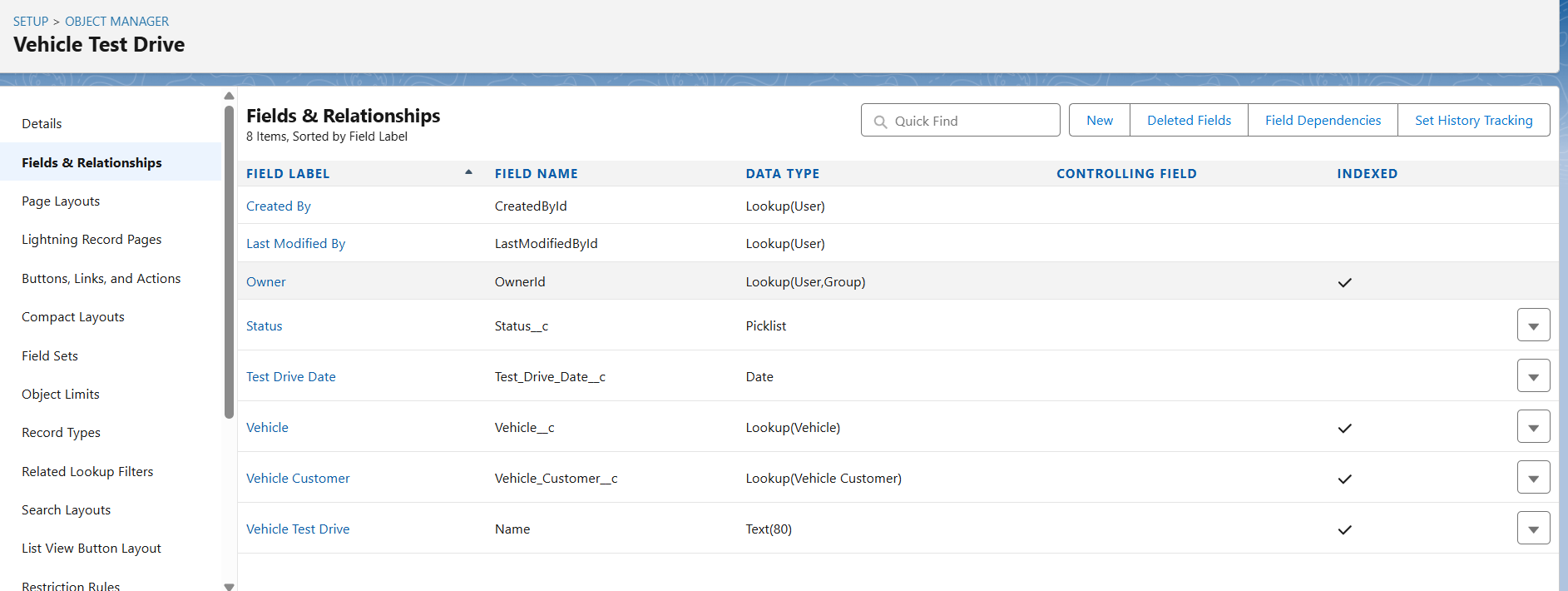
**On Vehicle\_Customer\_\_c:**

* Customer\_Name\_\_c (Text)
* Email\_\_c (Email)
* Phone\_\_c (Phone)
* Address\_\_c (Text)
* Preferred\_Vehicle\_Type\_\_c (Picklist: Sedan, SUV, EV, etc.)



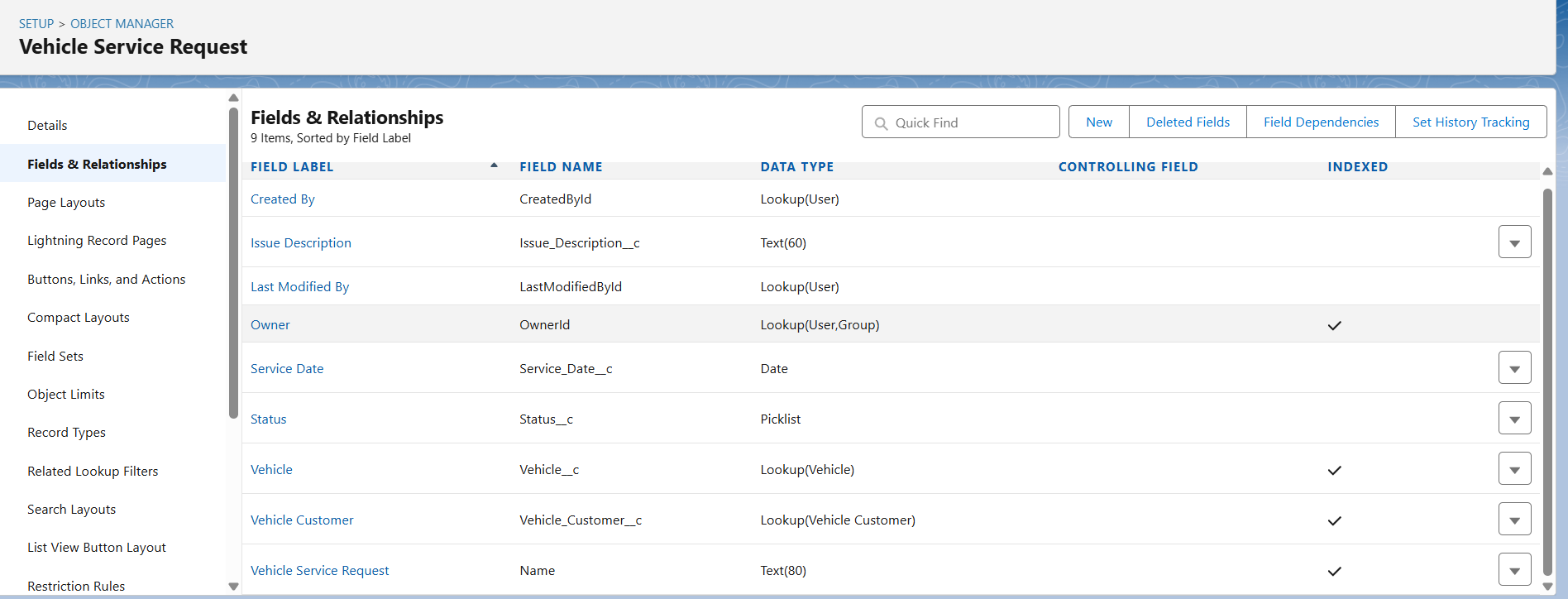
**On Vehicle\_Test\_Drive\_\_c:**

* Customer\_\_c (Lookup to Vehicle\_Customer\_\_c)
* Vehicle\_\_c (Lookup to Vehicle\_\_c)
* Test\_Drive\_Date\_\_c (Date)
* Status\_\_c (Picklist: Scheduled, Completed, Canceled)



**On Vehicle\_Service\_Request\_\_c:**

* Customer\_\_c (Lookup to Vehicle\_Customer\_\_c)
* Vehicle\_\_c (Lookup to Vehicle\_\_c)
* Service\_Date\_\_c (Date)
* Issue\_Description\_\_c (Text)
* Status\_\_c (Picklist: Requested, In Progress, Completed)



🔹 **Data Architecture**

* **Schema Builder:**  
  The Schema Builder tool will be used to visualize the complete Vehicle CRM data model, showing **Vehicle\_Customer\_\_c** at the center with lookup relationships from **Vehicle\_Order\_\_c, Vehicle\_Test\_Drive\_\_c, and Vehicle\_Service\_Request\_\_c**. Similarly, **Vehicle\_\_c** is related to both **Vehicle\_Dealer\_\_c** (dealer-vehicle association) and transactional records (orders, test drives, services).

