

GARAGE MANAGEMENT SYSTEM

COLLEGE NAME : United College of Arts and Science

College code : brburl

TEAM ID : NM2025TMID27776

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1.INTRODUCTION

A Garage Management System is a modern software solution developed to automate and streamline the daily operations of automobile garages and service centers. Traditionally,

garages rely on manual record-keeping for customer details, vehicle service history, spare parts inventory, and billing processes. While this approach may work for small-scale garages, it often results in challenges such as misplaced records, human errors, longer service times, and poor customer satisfaction. With the continuous growth of the automobile industry and the increasing number of vehicles on the road, the workload of garages has expanded significantly, creating the need for a reliable and efficient digital system. A Garage Management System addresses these issues by integrating essential functions such as vehicle tracking, customer management, inventory control, automated billing, and employee task monitoring into a single platform. This allows garages to save time, reduce paperwork, improve service accuracy, and maintain transparency with customers. For customers, the system provides clear communication regarding service updates, costs, and expected delivery times, which enhances trust and loyalty. For garage owners and staff, it offers better productivity, improved data management, and easy access to service history and reports. Overall, a Garage Management System represents a crucial step toward modernization and professional service delivery.

1.1.PROJECT REVIEW

The Garage Management System project focuses on creating a digital platform to simplify and organize the operations of an automobile service center. Traditional garages often face issues such as misplaced records, calculation errors, and time delays due to manual processes. This project addresses these problems by integrating key functions like customer and vehicle management, service history tracking, inventory monitoring, and automated billing into a single system. It ensures better accuracy, reduces paperwork, and saves time for both staff and customers. The system also helps maintain transparency, as customers can clearly view service costs and updates. Overall, the project demonstrates how automation can improve efficiency, enhance customer satisfaction, and support the smooth functioning of garage services.

1.2. PURPOSE

The purpose of the Garage Management System is to provide an efficient, reliable, and organized way of handling the daily activities of a garage or automobile service center. The system is designed to replace traditional manual methods, which are often time-consuming, error-prone, and difficult to manage as customer demands grow. By introducing automation, the project aims to simplify tasks such as recording customer details, tracking vehicle services, managing spare parts inventory, and generating accurate bills. It also seeks to improve communication between the garage staff and customers, ensuring transparency and faster service. Ultimately, the purpose of this project is to enhance productivity, reduce paperwork, and deliver a more professional and customer-friendly service environment.

DEVELOPMENT PHASE :

Creating Developer Account : <https://developer.salesforce.com/signup>

Garage management document: x | Student x | Hurray! Your Team Has Success! x | Developer Edition with Agentf x

salesforce.com/form/developer-signup/?d=pb

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Job title: Developer ✓ Work email: dharu29005@gmail.com ✓

Company: Salesforce ✓ Country/Region: India ✓

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☒ 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.

Steps: 1 Select Type

Search the web and Windows

1:06 PM 18-Sep-25

Created Object : Customer Details, Appointment, Service Records Object, Billing details and Feedback Object.

Student x | Verify your identity in Salesforce x | Recently Viewed | Customer D x | Object Manager | Salesforce x

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager

53 Items, Sorted by Label

Quick Find Schema Builder Create

| LABEL | API NAME | TYPE | DESCRIPTION | LAST MODIFIED | DEPLOYED |
|----------------------------|--------------------------|-----------------|-------------|---------------|----------|
| Account | Account | Standard Object | | | |
| Activity | Activity | Standard Object | | | |
| Address | Address | Standard Object | | | |
| Agent Work | AgentWork | Standard Object | | | |
| Alternative Payment Method | AlternativePaymentMethod | Standard Object | | | |
| API Anomaly Event Store | ApiAnomalyEventStore | Standard Object | | | |
| Appointment | Appointment_c | Custom Object | | 9/6/2025 | ✓ |
| Appointment Category | AppointmentCategory | Standard Object | | | |
| Appointment Invitation | AppointmentInvitation | Standard Object | | | |
| Appointment Invitee | AppointmentInvitee | Standard Object | | | |

Search the web and Windows

1:16 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer Details | Appointment | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011gK0000024uYj/Details/view

Search Setup

Setup | Home | Object Manager

SETUP > OBJECT MANAGER

Appointment

Details Edit Delete

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

Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts

Search the web and Windows

1:17 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer Details | Customer Details | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011gK0000024uVv/Details/view

Search Setup

Setup | Home | Object Manager

SETUP > OBJECT MANAGER

Customer Details

Details Edit Delete

Description

API Name
Customer_Details__c

Custom

Singular Label
Customer Details

Plural Label
Customer Details

Enable Reports
✓

Track Activities

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/one/one.app#/...

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Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Service records | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgK0000024ubzr/Details/view

Search Setup

Setup | Home | Object Manager

Service records

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

Details [Edit] [Delete]

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

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/one/one.app#/s...

Search the web and Windows

1:18 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Billing details and feedback | S |

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgK0000024qRB/Details/view

Search Setup

Setup | Home | 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

Details [Edit] [Delete]

Description

API Name: Billing_details_and_feedback__c

Custom: ☒

Singular Label: Billing details and feedback

Plural Label: Billing details and feedback

Enable Reports: ☒

Track Activities: ☐

Track Field History: ☒

Deployment Status: Deployed

Help Settings: Standard salesforce.com Help Window

Search the web and Windows

1:18 PM 18-Sep-25

Created Tabs : Customer Details, Appointment, Service Records Object, Billing details and Feedback Object.

The screenshot shows the Salesforce Setup interface for Custom Tabs. The browser address bar displays the URL: `orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/home`. The left sidebar contains a 'Quick Find' search bar and a list of setup categories including Setup Home, Salesforce Go, Service Setup Assistant, Commerce Setup Assistant, Field Service Setup Home (Beta), Hyperforce Assistant, Release Updates, Salesforce Mobile App, Lightning Usage, Optimizer, Sales Cloud Everywhere, and ADMINISTRATION (with sub-items Users and Data). The main content area is titled 'Custom Tabs' and includes a 'Help for this Page' link. Below the title, a paragraph explains that custom tabs can be created to extend Salesforce functionality. It further details that Custom Object tabs look like standard tabs, Web tabs embed external web applications, Visualforce tabs embed Visualforce pages, Lightning Component tabs add Lightning components, and Lightning Page tabs add Lightning Pages. The 'Custom Object Tabs' section features a table with columns for Action, Label, Tab Style, and Description. It lists four tabs: 'Appointments' (Red), 'Billing details and feedback' (Green), 'Customer Details' (Blue), and 'Service records' (Purple). Each tab has 'Edit' and 'Del' actions. The 'Web Tabs' section below it shows a message: 'No Web Tabs have been defined'.

Custom Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Custom Object Tabs

| Action | Label | Tab Style | Description |
|--|------------------------------|-----------|-------------|
| Edit Del | Appointments | Red | |
| Edit Del | Billing details and feedback | Green | |
| Edit Del | Customer Details | Blue | |
| Edit Del | Service records | Purple | |

Web Tabs

No Web Tabs have been defined

Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Home | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01rgK00000FF0f3%3Fsetupid%3DCustomTabs

Search Setup

Setup Home Object Manager

Q validate

Objects and Fields
Object Manager

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

SETUP Tabs

Custom Object Tab: **Appointments** [Help for this Page](#)

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail [Edit](#) [Delete](#)

| | | | |
|-------------|-------------------|-------------------------|-------------------|
| Tab Label | Appointments | Tab Style | Red |
| Object | Appointment | Splash Page Custom Link | |
| Description | | | |
| Created By | garage.management | Modified By | garage.management |
| | 9/6/2025, 9:18 AM | | 9/6/2025, 9:18 AM |

Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Tabs | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01rgK00000FEwzW%3Fsetupid%3DCustomTabs

Search Setup

Setup Home Object Manager

Quick Find

- Setup Home
- Salesforce Go
- Service Setup Assistant
- Commerce Setup Assistant
- Field Service Setup Home (Beta)
- Hyperforce Assistant
- Release Updates
- Salesforce Mobile App
- Lightning Usage
- Optimizer
- Sales Cloud Everywhere
- ADMINISTRATION
 - Users
 - Data

SETUP Tabs

Custom Object Tab: **Billing details and feedback** [Help for this Page](#)

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail [Edit](#) [Delete](#)

| | | | |
|-------------|------------------------------|-------------------------|-------------------|
| Tab Label | Billing details and feedback | Tab Style | Credit card |
| Object | Billing details and feedback | Splash Page Custom Link | |
| Description | | | |
| Created By | garage.management | Modified By | garage.management |
| | 9/6/2025, 9:20 AM | | 9/6/2025, 9:20 AM |

Student | Verify your identity in Salesforce | Recently Viewed | Customer Details | Tabs | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01rgK00000FEYEA%3Fsetupid%3DCustomTabs

Search Setup

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Hyperforce Assistant
Release Updates
Salesforce Mobile App
Lightning Usage
Optimizer
Sales Cloud Everywhere

ADMINISTRATION
> Users
> Data

SETUP Tabs

Custom Object Tab
Customer Details [Help for this Page](#)

Below is the information for the custom tab. Click Edit to change the custom tab.

| Custom Tab Definition Detail | | Tab Style |
|------------------------------|-------------------------------------|-------------------------------------|
| Tab Label | Customer Details | Apptone |
| Object | Customer Details | Splash Page Custom Link |
| Description | | |
| Created By | garage.management 9/6/2025, 9:17 AM | Modified By |
| | | garage.management 9/6/2025, 9:17 AM |

javascriptsrcUp%27%2F01rgK00000FEYEA%3Fsetupid%3DCustomTabs%26sidp%3Dp1%27%2F

Search the web and Windows

1:29 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer Details | Tabs | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01rgK00000FF50L%3Fsetupid%3DCustomTabs

Search Setup

Setup Home Object Manager

Quick Find

Setup Home
Salesforce Go
Service Setup Assistant
Commerce Setup Assistant
Field Service Setup Home (Beta)
Hyperforce Assistant
Release Updates
Salesforce Mobile App
Lightning Usage
Optimizer
Sales Cloud Everywhere

ADMINISTRATION
> Users
> Data

SETUP Tabs

Custom Object Tab
Service records [Help for this Page](#)

Below is the information for the custom tab. Click Edit to change the custom tab.

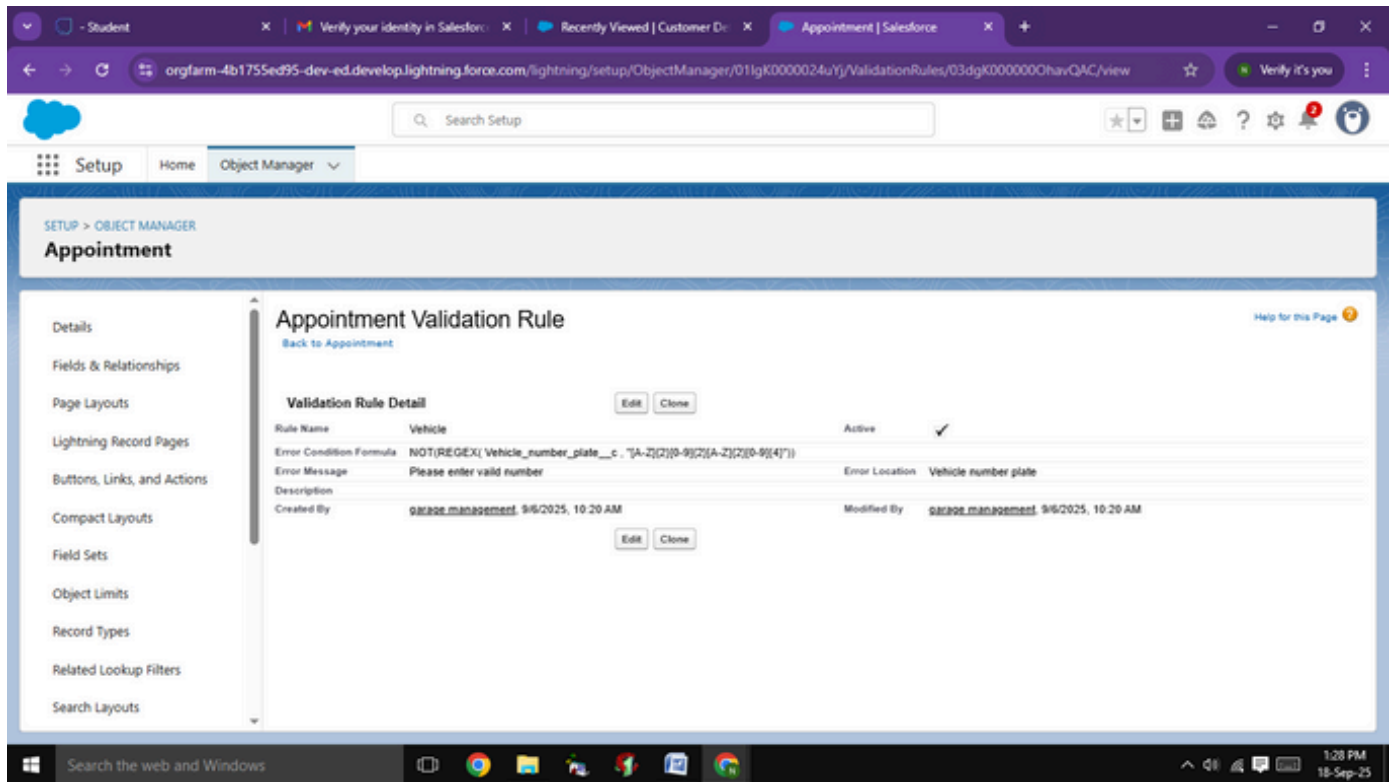
| Custom Tab Definition Detail | | Tab Style |
|------------------------------|-------------------------------------|-------------------------------------|
| Tab Label | Service records | Books |
| Object | Service records | Splash Page Custom Link |
| Description | | |
| Created By | garage.management 9/6/2025, 9:19 AM | Modified By |
| | | garage.management 9/6/2025, 9:19 AM |

javascriptsrcUp%27%2F01rgK00000FF50L%3Fsetupid%3DCustomTabs%26sidp%3Dp1%27%2F

Search the web and Windows

1:29 PM 18-Sep-25

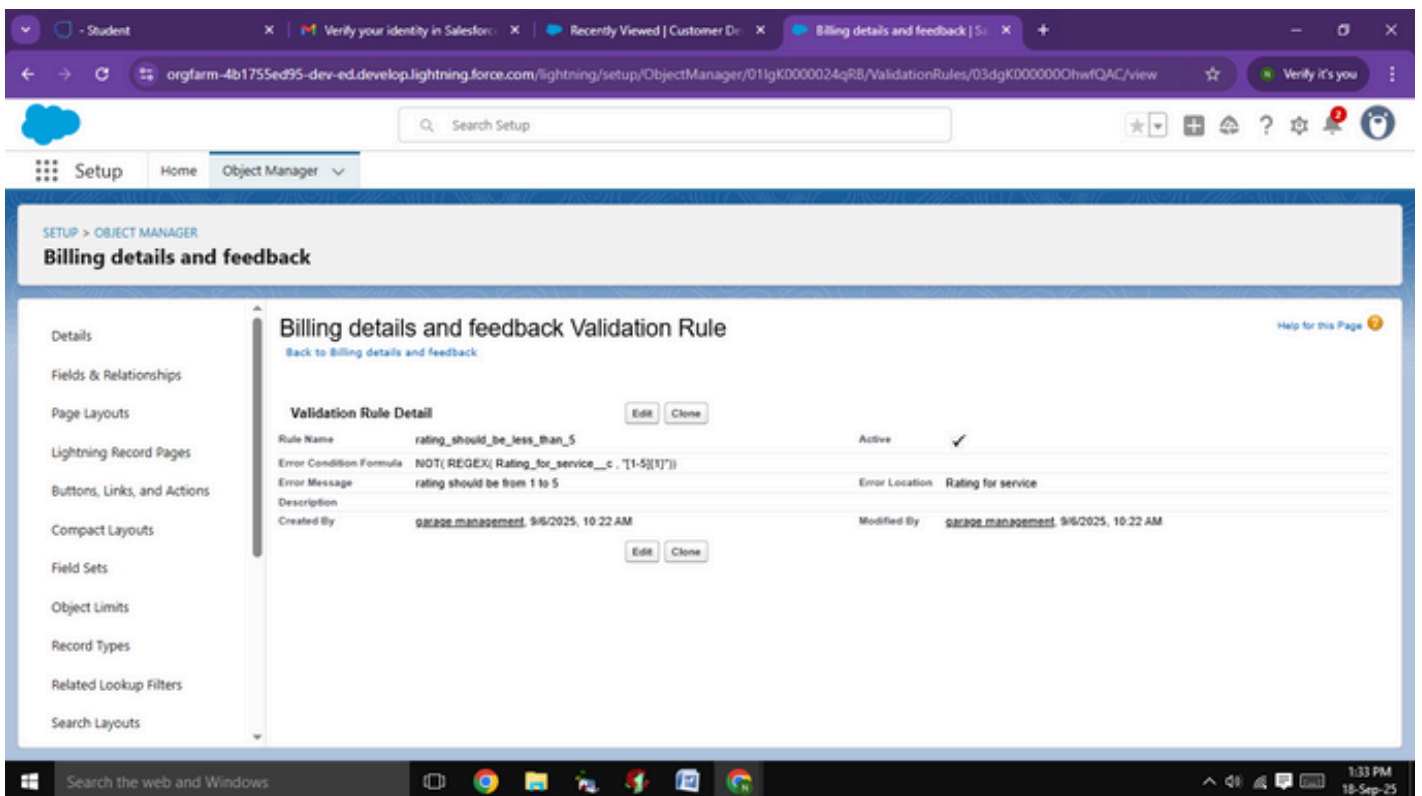
Creating Validation Rules :



The screenshot shows the Salesforce Setup interface for creating a validation rule for the 'Appointment' object. The browser address bar displays the URL: `orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011gK0000024uYj/ValidationRules/03dgK0000000hvfQAC/view`. The left sidebar contains a navigation menu with options: Details, 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 Validation Rule' and includes a 'Back to Appointment' link. Below this, the 'Validation Rule Detail' section shows the following information:

| Validation Rule Detail | | Active |
|-------------------------|--|--|
| Rule Name | Vehicle | <input checked="" type="checkbox"/> |
| Error Condition Formula | NOT(REGEX(Vehicle_number_plate__c , "[A-Z](0-9)(0-9)([A-Z](0-9)(4)")) | |
| Error Message | Please enter valid number | Error Location Vehicle number plate |
| Description | | |
| Created By | garage.management 9/6/2025, 10:20 AM | Modified By garage.management 9/6/2025, 10:20 AM |

Buttons for 'Edit' and 'Clone' are available for the rule name, error condition formula, and the 'Created By' field.



The screenshot shows the Salesforce Setup interface for creating a validation rule for the 'Billing details and feedback' object. The browser address bar displays the URL: `orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011gK0000024qRB/ValidationRules/03dgK0000000hvfQAC/view`. The left sidebar contains a navigation menu with options: Details, 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 'Billing details and feedback Validation Rule' and includes a 'Back to Billing details and feedback' link. Below this, the 'Validation Rule Detail' section shows the following information:

| Validation Rule Detail | | Active |
|-------------------------|--|--|
| Rule Name | rating_should_be_less_than_5 | <input checked="" type="checkbox"/> |
| Error Condition Formula | NOT(REGEX(Rating_for_service__c , "[1-5](1)")) | |
| Error Message | rating should be from 1 to 5 | Error Location Rating for service |
| Description | | |
| Created By | garage.management 9/6/2025, 10:22 AM | Modified By garage.management 9/6/2025, 10:22 AM |

Buttons for 'Edit' and 'Clone' are available for the rule name, error condition formula, and the 'Created By' field.

Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Duplicate Rules | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/DuplicateRules/home

Search Setup

Setup Home Object Manager

dupl

Data

- Duplicate Management
 - Duplicate Error Logs
 - Duplicate Rules**
 - Matching Rules

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

SETUP Duplicate Rules

What Are Duplicate Rules? [Help for this Page](#) [\[Expand \]](#)

View: All Duplicate Rules

| Rule Name | Description | Object | Matching Rule | Active | Last Modified By | Last Modified Date |
|---------------------------------|--|------------------|---|--------|------------------|--------------------|
| Customer Detail Duplicate Rule | | Customer Details | Matching customer details | ✓ | dba | 9/6/2025 |
| Standard Account Duplicate Rule | Identify accounts that duplicate other accounts. | Account | Standard Account Matching Rule | ✓ | OEPIG | 9/1/2025 |
| Standard Contact Duplicate Rule | Identify contacts that duplicate other contacts and leads. | Contact | Standard Lead Matching Rule Standard Contact Matching Rule | ✓ | OEPIG | 9/1/2025 |
| Standard Lead Duplicate Rule | Identify leads that duplicate other leads and contacts. | Lead | Standard Lead Matching Rule Standard Contact Matching Rule | ✓ | OEPIG | 9/1/2025 |

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/DuplicateRules/home

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Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Matching Rules | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/MatchingRules/home

Search Setup

Setup Home Object Manager

dupl

Data

- Duplicate Management
 - Duplicate Error Logs
 - Duplicate Rules
 - Matching Rules**

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SETUP Matching Rules

What Are Matching Rules? [Help for this Page](#) [\[Expand \]](#)

View: All Matching Rules [Create New View](#)

| Action | Rule Name | Object | Status | Description | Last Modified Date | Last Modified By |
|--|--|------------------|--------|--|--------------------|------------------|
| Del Deactivate | Matching customer details | Customer Details | Active | | 9/6/2025 | dba |
| Deactivate | Standard Account Matching Rule | Account | Active | Matching rule for account records. More info | 9/1/2025 | OEPIG |
| Deactivate | Standard Contact Matching Rule | Contact | Active | Matching rule for contact records. More info | 9/1/2025 | OEPIG |
| Deactivate | Standard Lead Matching Rule | Lead | Active | Matching rule for lead records. More info | 9/1/2025 | OEPIG |

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/MatchingRules/home

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Student x Verify your identity in Salesforce x Recently Viewed | Customer D... x Flows | Salesforce x +

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/Flows/home

Search Setup

Setup Home Object Manager

Quick Find

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Salesforce Go
Service Setup Assistant
Commerce Setup Assistant
Field Service Setup Home (Beta)
Hyperforce Assistant
Release Updates
Salesforce Mobile App
Lightning Usage
Optimizer
Sales Cloud Everywhere
ADMINISTRATION
Users
Data

SETUP
Flows

Flow Trigger Explorer New Flow

Flow Definitions
All Flows

50+ Items • Sorted by Flow Label • Filtered by All flow definitions • Updated a few seconds ago

| Flow Label | Process Type | Acti... | Te... | Package State | Pac... | Las... | Las... |
|---|---------------------------------|---------|-------|-------------------|--------|--------|--------------------------|
| Add or Modify Service Appointment Attendees | Salesforce Scheduler Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Approvals Workflow: Evaluate Approval Requests | Screen Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Approvals Workflow: Process Approval Submission | Screen Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Authentication Provider User Registration | Identity User Registration Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Basic Approval Request | Flow Orchestration for CMS | | | Managed-Installed | | | <input type="checkbox"/> |
| Book Appointment from Invitation | Salesforce Scheduler Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Cancel Item Flow | Screen Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Change Case Owner to Incident Owner | Screen Flow | | | Managed-Installed | | | <input type="checkbox"/> |
| Chats Routed to Agents and Queues | Omni-Channel Flow | | | Managed-Installed | | | <input type="checkbox"/> |

Search the web and Windows

1:37 PM
18-Sep-25

Students

Verify your identity in Salesforce: x Recently Viewed | Customer D: x Users | Salesforce x +

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/home

Search Setup

Setup Home Object Manager

Quick Find

Setup Home
Salesforce Go
Service Setup Assistant
Commerce Setup Assistant
Field Service Setup Home (Beta)
Hyperforce Assistant
Release Updates
Salesforce Mobile App
Lightning Usage
Optimizer
Sales Cloud Everywhere

ADMINISTRATION

Users
Data

SETUP
Users

All Users

On this page you can create, view, and manage users.
To get more licenses, use the Your Account app. [Let's Go](#)

View: All Users Edit Create New User

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

New User Reset Password(s) Add Multiple Users

| Action | Full Name | Alias | Username | Role | Active | Profile |
|----------------------|-------------------|---------|---|--------------|--------|----------------------------------|
| Edit | Chatter Expert | Chatter | chatter.00000000000000000000000000000000@chatter.salesforce.com | | ✓ | Chatter Free User |
| Edit | EPIC_OrgFarm | EPIC | epic.59a5714e8261@orgfarm.salesforce.com | | ✓ | System Administrator |
| Edit | James Nick | ham | nick999@gmail.com | sales person | ✓ | sales person |
| Edit | Mam Ana | amam | anumam156@gmail.com | sales person | ✓ | sales person |
| Edit | management_sarase | sha | sha.29005791@agentforce.com | | ✓ | System Administrator |
| Edit | Mikaelson_Niklaus | nmika | sha.29005@gmail.com | Manager | ✓ | Manager |
| Edit | User_Integration | inte | integration.00000000000000000000000000000000@chatter.salesforce.com | | ✓ | Analytics Cloud Integration User |
| Edit | User_Security | ses | integration.00000000000000000000000000000000@chatter.salesforce.com | | ✓ | Analytics Cloud Security User |

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1:39 PM 18-Sep-25

Students

Verify your identity in Salesforce: x Recently Viewed | Customer D: x Sharing Settings | Salesforce x +

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/home

Search Setup

Setup Home Object Manager

sharing

Security

Guest User [Sharing](#) Rule Access Report

[Sharing Settings](#)

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

SETUP
Sharing Settings

Sharing Settings

This page displays your organization's sharing settings. These settings specify the level of access your users have to each others' data. Go to [Background Jobs](#) to monitor the progress of a change to an organization-wide default or a parallel sharing recalculation.

Manage sharing settings for: All Objects

Disable External Sharing Model

Default Sharing Settings

Organization-Wide Defaults Edit

| Object | Default Internal Access | Default External Access | Grant Access Using Hierarchies |
|----------------------|----------------------------|-------------------------|--------------------------------|
| Lead | Public Read/Write/Transfer | Private | ✓ |
| Account and Contract | Public Read/Write | Private | ✓ |
| Contact | Controlled by Parent | Controlled by Parent | ✓ |
| Order | Controlled by Parent | Controlled by Parent | ✓ |
| Asset | Controlled by Parent | Controlled by Parent | ✓ |
| Opportunity | Public Read/Write | Private | ✓ |
| Case | Public Read/Write/Transfer | Private | ✓ |

Organization-Wide Defaults Help

Search the web and Windows

1:39 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer D | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/Roles/home

Search Setup

Setup Home Object Manager

role

Users

Roles

Feature Settings

Sales

Contact Roles on Contracts

Contact Roles on Opportunities

Service

Case Teams

Case Team Roles

Contact Roles on Cases

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

Understanding Roles

Set up your Role Hierarchy to control how your organization reports on and accesses data.

Sample Role Hierarchy

View other sample Role Hierarchies: Territory-based Sample

```

graph TD
    ES[Executive Staff  
CEO President CFO VP, Sales] --> WSD[Western Sales Director  
Director of W. Sales]
    ES --> ESD[Eastern Sales Director  
Director of E. Sales]
    ES --> ISD[International Sales Director  
Director of Int'l Sales]
    WSD --> WSR[Western Sales Rep  
CA Sales Rep OR Sales Rep]
    ESD --> ESR[Eastern Sales Rep  
NY Sales Rep WA Sales Rep]
    ISD --> ISR[International Sales Rep  
Asian Sales Rep European Sales Rep]
  
```

* View & edit data, roll up forecasts, & generate reports for all users below
* Can't access data of other Executive Staff

* View & edit data, roll up forecasts, & generate reports for all users directly below
* Can't access data of users above or at same level

* View & edit data, roll up forecasts, & generate reports only for own data
* Can't access data of users above or at same level

Set Up Roles

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/setup/Roles/home

Search the web and Windows

1:40 PM 18-Sep-25

Developer Console - Google Chrome

orgfarm-4b1755ed95-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage

File Edit Debug Test Workspace Help

AmountDistributionHandler.apxc

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

Search the web and Windows

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Developer Console - Google Chrome

orgfarm-4b1755ed95-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage

AmountDistributionHandler.apex AmountDistribution.apex

Code Coverage: None API Version: 64 Go To

```
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 }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

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

Filter Click here to filter the log list

Search the web and Windows

1:42 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer Details | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Customer_Details_c/list?filterName=__Recent

Search...

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

Customer Details Recently Viewed

1 item • Updated 26 minutes ago

New Import Change Owner Assign Label

Search this list...

Customer Name

| | |
|---|-----|
| 1 | Mac |
|---|-----|

javascript:void(0);

Search the web and Windows

1:42 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Customer Details | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Appointment_c/home

Search...

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

Customer Details Recently Viewed

1 item • Updated a few seconds ago

New Import Change Owner Assign Label

Search this list...

Customer Name

| | |
|---|-----|
| 1 | Mac |
|---|-----|

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Appointment_c/home

Search the web and Windows

1:42 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Appointments | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Service_records_c/home

Search...

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

Appointments Recently Viewed

Refresh this list to view the latest data

New Import Change Owner Assign Label

Search this list...

| | Appointment Name |
|---|------------------|
| 1 | app-001 |

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/.../home

Search the web and Windows

1:42 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recently Viewed | Billing details | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Billing_details_and_feedback_c/list?filterName=__Recent

Search...


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

Billing details and feedback Recently Viewed

0 items • Updated a few seconds ago

New Import Change Owner Assign Label

Search this list...



Nothing to see here

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Billing_details_and_feedback_c/home

Search the web and Windows

1:43 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recent | Reports | Salesforce | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mrn

Search...

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

Reports

Recent

0 items

Search recent reports... New Report New Folder

REPORTS

- Recent
- Created by Me
- Private Reports
- Public Reports
- All Reports

FOLDERS

- All Folders
- Created by Me
- Shared with Me

FAVORITES

- All Favorites

Recent reports appear here
Go to All Reports to see what's available.
[View All Reports](#)

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Report/home

Search the web and Windows

1:43 PM 18-Sep-25

Student | Verify your identity in Salesforce | Recent | Dashboards | Salesforce | Roles | Salesforce

orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home?queryScope=mrn

Search...

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

Dashboards

Recent

1 item

Search recent dashboards... New Dashboard New Folder

| DASHBOARDS | Dashboard Name | Description | Folder | Created By | Created On | Subscribed |
|------------|-----------------|--------------------------|-------------------|-------------------|------------|------------|
| Recent | Customer review | Service Rating dashboard | garage management | 9/8/2025, 1:05 AM | | |

Created by Me

Private Dashboards

All Dashboards

FOLDERS

- All Folders
- Created by Me
- Shared with Me

FAVORITES

- All Favorites

https://orgfarm-4b1755ed95-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home

Search the web and Windows

1:43 PM 18-Sep-25

Advantages and Disadvantages :

Advantages

1. Time-Saving

The system automates regular tasks such as billing, record-keeping, and service tracking, which reduces manual effort and saves valuable time for both staff and customers.

2. Accuracy

By minimizing human involvement in calculations and data entry, the system ensures accurate service records, billing details, and inventory management.

3. Easy Data Access

All customer, vehicle, and service information is stored digitally, allowing quick retrieval of records whenever required. This improves organization and efficiency.

4. Transparency

Customers are provided with clear information about service charges, spare part usage, and expected delivery times, which builds trust and satisfaction.

5. Inventory Tracking

The system helps monitor spare parts availability, prevents shortages, and ensures that the garage is always prepared for services.

6. Scalability

The system can be easily expanded to handle larger workloads, making it suitable for both small garages and larger service centers as the business grows.

Disadvantages :

1. Initial Cost

Developing and implementing the system requires an initial investment, which may be a challenge for small garages with limited budgets.

2. Training Requirement

Garage staff may need training to understand and use the system effectively, which could take time and effort during the transition.

3. Technical Issues

Like any digital system, it may face technical problems such as software errors, slow performance, or downtime, affecting daily operations.

4. Dependence on Technology

The garage becomes heavily dependent on the system, and any failure could temporarily disrupt services.

5. Data Security Risks

Since sensitive customer and financial data is stored digitally, it is vulnerable to hacking or unauthorized access if not properly protected.

6. Maintenance Needs

The system requires regular updates and technical support to ensure smooth functioning, which may involve additional costs.

Conclusion

The Garage Management System is an effective solution for modernizing the operations of automobile service centers by replacing traditional manual methods with automated processes. It improves efficiency, accuracy, and transparency, ensuring that both customers and garage owners benefit from faster and more reliable services. Although the system involves challenges such as initial setup costs, training, and maintenance, its long-term advantages—such as time-saving, better record-keeping, and improved customer satisfaction—make it highly valuable. Overall, this project highlights the importance of digital solutions in streamlining garage operations and demonstrates how technology can support the growth and professionalism of the automobile service industry.

Appendix

Developer Console - Google Chrome

orgfarm-4b1755ed95-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage

File • Edit • Debug • Test • Workspace • Help • < • >

AmountDistributionHandler.apex

Code Coverage: None • API Version: 54 • Go To

```
1 public class AmountDistributionHandler {
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5 public static void amountDist(list<Appointment__c> listApp){
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Logs Tests Checkpoints Query Editor View State Progress Problems

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

Filter Click here to filter the log list

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