



## 4.3.2 Page Layouts and Record Types

Object	Page Layout Features	Visible To
Customer Details	Basic info (Phone, Email, Name)	All Users
Appointment	Vehicle number, date, linked customer	Sales Person
Service Records	Quality check status, Service status	Sales Person / Manager
Billing Details	Payment status, service rating	Manager only

Lightning App Builder

App Settings

Pages

Garage Management Application

Help

App Settings

App Details & Branding

App Options

Utility Items (Desktop Only)

Navigation Items

User Profiles

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items

Accounts

Action Hub

Activation Targets

Activations

All Sites

Alternative Payment Methods

Analytics

App Launcher

Appointment Categories

Appointment Invitations

Selected Items

Customer Details

Billing details and feedback

Reports

Dashboards

Service records

Service Contracts

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User Profiles

User Profiles

Choose the user profiles that can access this app.

Available Profiles

Analytics Cloud Integration User

Analytics Cloud Security User

Anypoint Integration

Authenticated Website

Authenticated Website

B2B Reordering Portal Buyer Profile

Contract Manager

Cross Org Data Proxy User

Custom: Marketing Profile

Custom: Sales Profile

Selected Profiles

System Administrator

sales person

Manager

## 4.3.3 User Experience Enhancements

- Dynamic Forms: Used for conditional visibility (e.g., show “Service Amount” only when status = Completed).
- Quick Actions: “Create Appointment” and “Add Billing” for faster navigation.
- Compact Layouts: Optimized for mobile and tablet Salesforce views.

#### **4.4 Conclusion**

The Project Design Phase establishes the detailed Salesforce configuration blueprint for the Garage Management System (GMS). Through an efficient data model, robust automation, and a secure UI design, the system ensures seamless service tracking, reliable billing, and data integrity. This design serves as the foundation for the upcoming **Development and Testing Phase**.