

Ideation phase

Brainstorming / Idea Prioritization

Date	25/10/2025
Team ID	NM2025TMID02695
Project Name	Garage Management system
Maximum Mark	4 Marks

1.1 Purpose

Brainstorming allowed the team to identify key pain points faced by garages, explore diverse ideas, and evaluate potential Salesforce-based solutions that could improve efficiency, transparency, and customer satisfaction.



1.2 Discussion Topics

1. Current Industry Challenges

- Poor coordination between garage staff and customers.
- Missing service records or incomplete job histories.
- Manual billing and lack of proper tracking.
- Difficulty in reminding customers about upcoming maintenance.
- No analytics or insights for garage owners.

2. Areas of Improvement

- Automation of routine workflows.

- Creation of centralized customer & vehicle data.
- Simplified user interfaces for non-technical staff.
- Timely alerts, reports, and dashboards.
- Integration of customer feedback for quality improvement.

1.3 Ideas Generated

Idea	Description	Feasibility	Expected Impact
Customer & Vehicle Management	Create custom objects to store customer details, vehicle info, and service history.	High	High accuracy in data management
Appointment Scheduling	Allow receptionists to schedule, reschedule, or cancel appointments using a simple form.	High	Improved service organization
Service Tracking	Track each service through various stages (Received → In Progress → Completed).	High	Transparency and accountability
Automated Notifications	Use Flows to send email alerts for service updates or due maintenance.	Medium	Enhanced communication
Billing and Invoicing	Generate invoices automatically after service completion.	High	Reduced billing delays
Reports & Dashboards	Create custom reports for service history, performance, and revenue tracking.	High	Data-driven decisions
Feedback Collection	Allow customers to submit feedback post-service.	Medium	Continuous improvement

1.4 Outcome

After evaluating feasibility, time constraints, and project requirements, the team finalized the **core modules**:

1. Customer Management
2. Vehicle and Service Management
3. Appointment & Billing Automation
4. Reporting and Feedback