

Ideation phase

Brainstorming / Idea Prioritization

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| 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