

GARAGE MANAGEMENT SYSTEM

College Name : KPR College of Arts Science and Research

College Code : bruaz

TEAM ID : NM2025TMID21608

TEAM MEMBERS : 4

Team Leader : BOOBESHPRASATH R

Email : 23bit008@kprcas.ac.in

Team Member : SACHIN SARVESH M P

Email : 23bit051@kprcas.ac.in

Team Member : GUHAN G K

Email : 23bit016@kprcas.ac.in

Team Member : KAWIN KIRUTHICK M

Email : 23bit024@kprcas.ac.in

INTRODUCTION

Project Overview

The Garage Management System is a valuable tool for automotive repair facilities, helping them deliver top-notch service, increase operational efficiency, and build lasting customer relationships. With its user-friendly interface and powerful features, GMS empowers garages to thrive in a competitive market while ensuring a seamless and satisfying experience for both customers and staff.

By integrating essential functions—such as **Customer details, Appointment scheduling, Service records, and Billing details and feedback**—GMS enables garages to run more smoothly and effectively. Its user-friendly interface allows both staff and customers to interact with the system effortlessly, reducing errors and saving valuable time. Beyond day-to-day operations, GMS also helps garages foster stronger customer loyalty through timely updates, accurate service records, and personalized communication.



Purpose

The primary purpose of the Garage Management System is to provide an all-in-one platform that simplifies and optimizes the operations of automotive repair facilities. Specifically, it aims to:

1. **Enhance Operational Efficiency** – Automating routine tasks such as job assignment, invoicing, and inventory management to save time and reduce human errors.
2. **Improve Customer Experience** – Offering customers a seamless experience through features like online booking, service reminders, and transparent updates on repair progress.
3. **Strengthen Business Growth** – Equipping garage owners with data-driven insights to make informed decisions, improve profitability, and maintain a competitive edge.
4. **Foster Stronger Relationships** – Building long-term customer trust and loyalty by ensuring reliable service, clear communication, and accessible service history.

Core Features

Customer Details:

Stores comprehensive customer information, including contact details, vehicle history, and preferences, creating a central customer database.

Appointment Scheduling:

Facilitates appointment management by allowing staff to schedule services, manage technician availability, and send notifications to customers.

Service Records:

Maintains detailed records of all vehicle services performed, including parts used, labor costs, and service dates, providing a complete history for each vehicle.

Billing Details:

Manages the financial aspects of services, generating invoices, processing payments, and tracking financial transactions within the shop.

Feedback Capture:

Provides mechanisms for collecting customer feedback online or through integrated tools, which helps in monitoring service quality and making improvements.

DEVELOPMENT PHASE

Creating Developer Account:

The screenshot shows the Salesforce Developer Edition sign-up page. The page has a dark blue background with the Salesforce logo and the text "Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud." Below this, it says "Sign up for your Developer Edition." and lists several benefits: "Build apps fast with drag-and-drop tools", "Go further with Apex code", "Build AI agents with Agentforce", "Harmonize your data with Data Cloud", "Ground Agentforce with structured and unstructured data", and "Integrate with anything using APIs". On the right, there is a sign-up form with the following fields: "First name" (Akshaya), "Last name" (E), "Job title" (Student), "Work email" (23bit003@kprcas.ac), "Company" (KPR College of Arts S), and "Country/Region" (India). Below the form, there is a checkbox for "I agree to the Main Services Agreement" and a link to the "Privacy Statement".

salesforce

Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud.

Sign up for your Developer Edition.

- ✓ Build apps fast with drag-and-drop tools
- ✓ Go further with Apex code
- ✓ Build AI agents with Agentforce
- ✓ Harmonize your data with Data Cloud
- ✓ Ground Agentforce with structured and unstructured data
- ✓ Integrate with anything using APIs

Sign up for your Developer Edition

A free Salesforce Platform environment with Agentforce and Data Cloud

First name: Akshaya ✓ Last name: E ✓

Job title: Student ✓ Work email: 23bit003@kprcas.ac ✓

Company: KPR College of Arts S ✓ Country/Region: India ✓

Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☐ 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.

We value your privacy. To learn more, visit our Privacy Statement.

- Created objects : Customer Details, Appointment, Service Records, Billing Details and Feedback

The screenshot shows the Salesforce Setup page for the 'Customer Details' object. The page has a light blue header with the text "SETUP > OBJECT MANAGER" and "Customer Details". Below this, there is a sidebar with a list of setup options: "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", "List View Button Layout", and "Restriction Rules". The main content area shows the "Details" section for the 'Customer Details' object. It includes a "Description" field, an "API Name" field (Customer_Details_c), a "Custom" checkbox, a "Singular Label" field (Customer Details), a "Plural Label" field (Customer Details), and a "Track Activities" checkbox. There are also links for "Edit" and "Delete".

Garage Management Folder | Customer Details | Salesforce

org/iam-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gK000001xMAP/Details/view

Setup

Customer Details

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

List View Button Layout

Restriction Rules

Description

API Name: Customer_Details_c

Custom

Singular Label: Customer Details

Plural Label: Customer Details

Track Activities

Enable Reports

Track Field History

Deployment Status: Deployed

Help Settings: Standard salesforce.com Help Window

Garage Management Folder | Appointment | Salesforce

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gK000001xMVN/Details/view

Search Setup

Setup Home Object Manager

Appointment

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

List View Button Layout

Restriction Rules

Details

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

Edit Delete

29°C Light rain

Search

ENG IN

19:43 11-09-2025

Garage Management Folder | Service records | Salesforce

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gK000001xMWz/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

List View Button Layout

Restriction Rules

Details

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

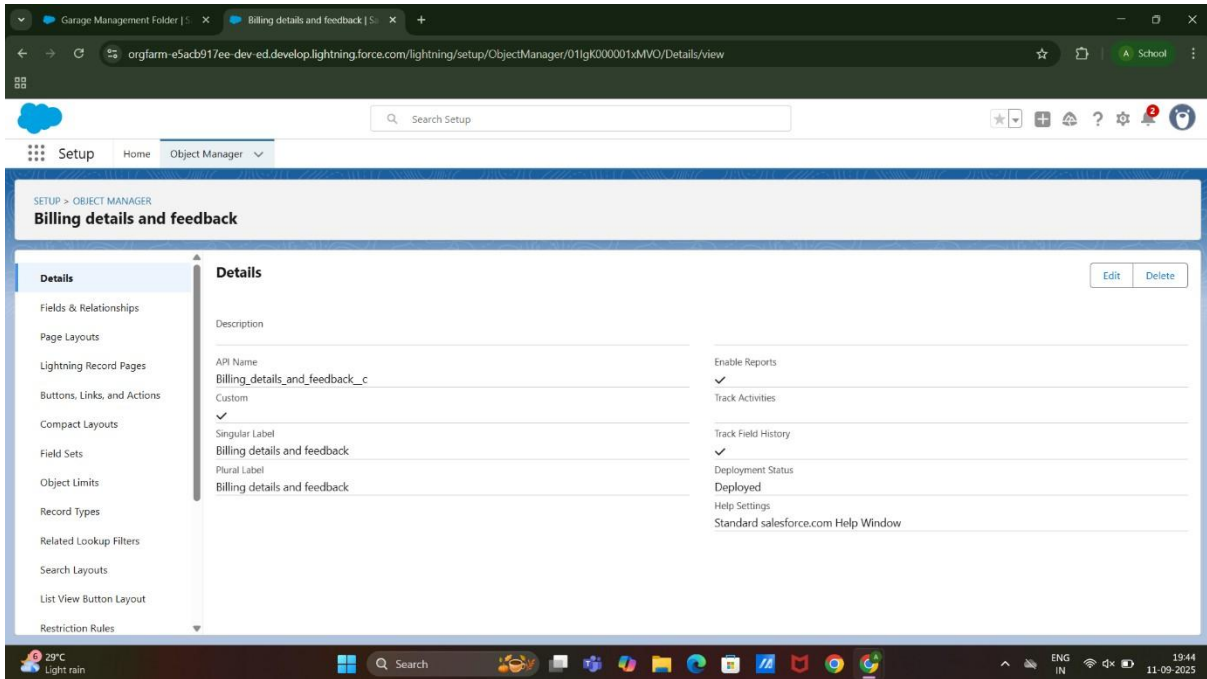
Edit Delete

29°C Light rain

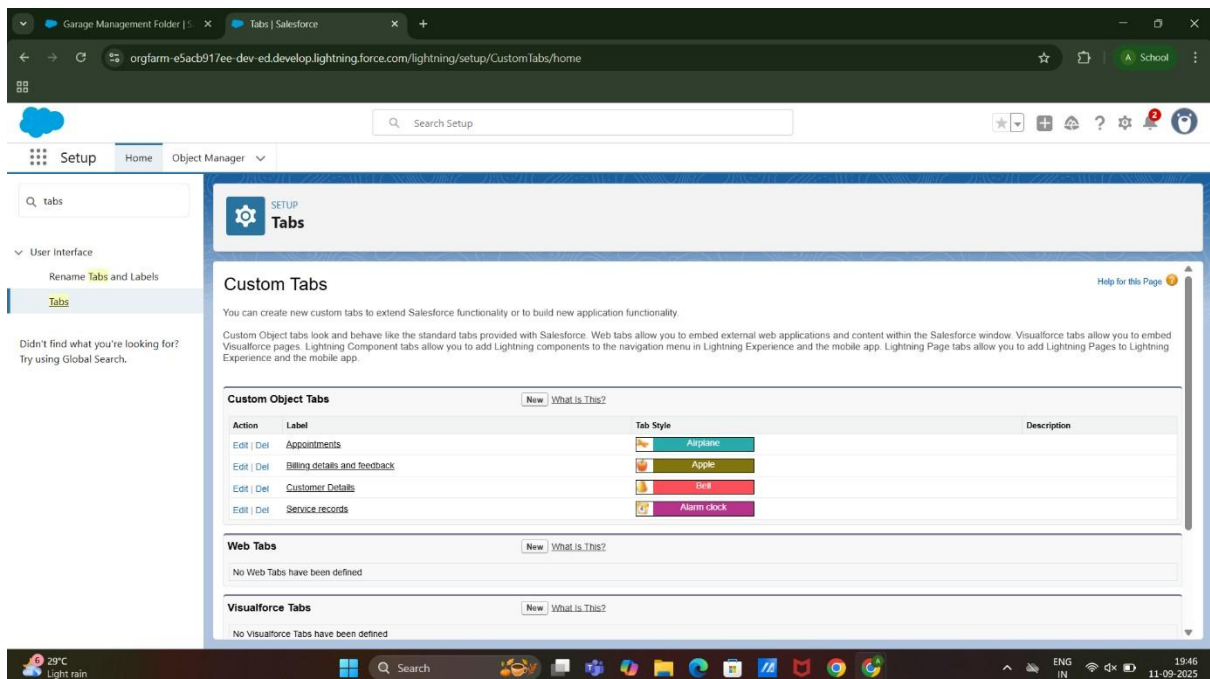
Search

ENG IN

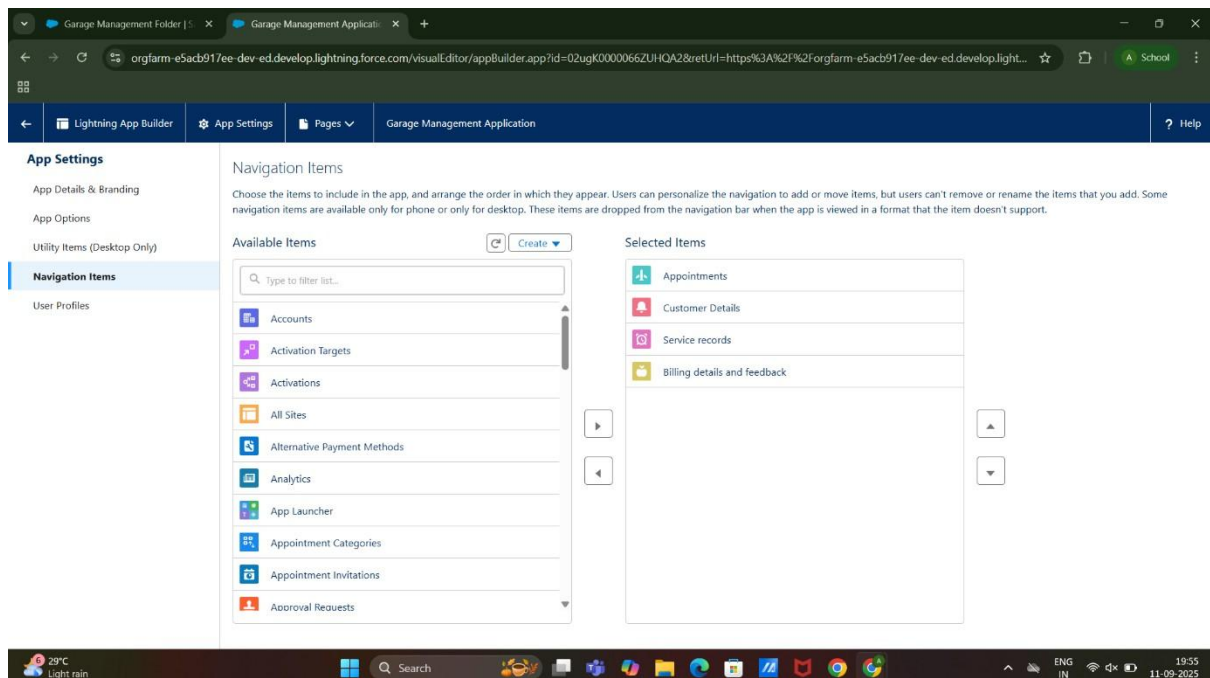
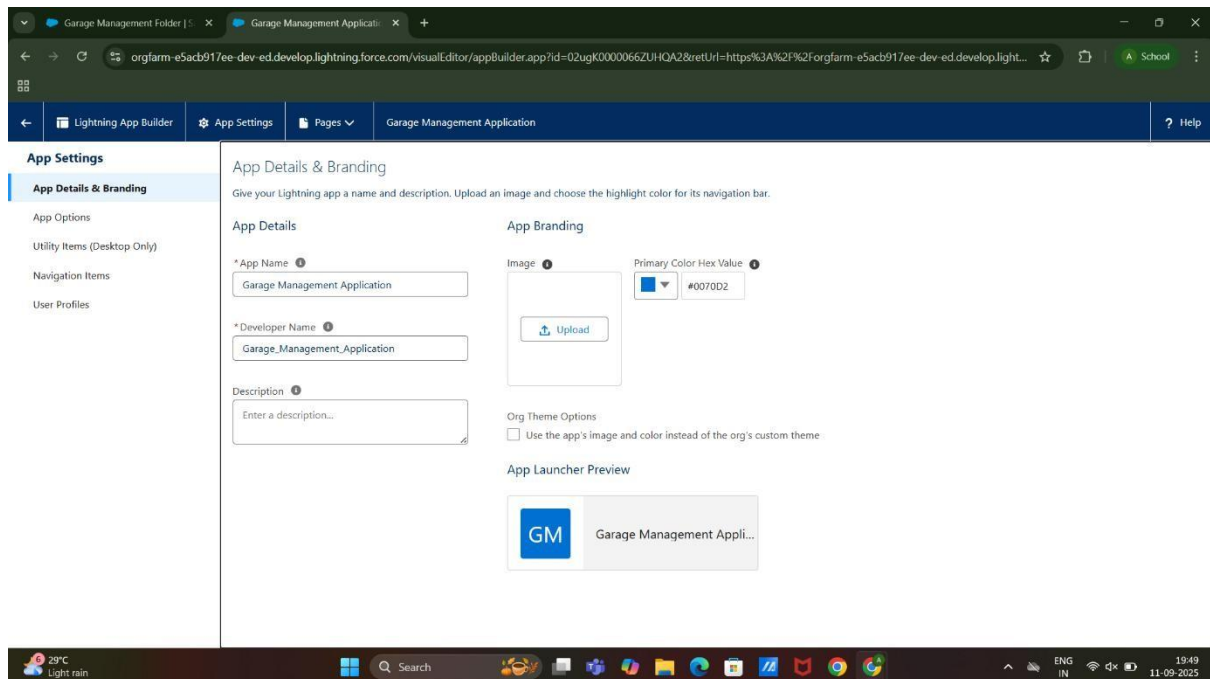
19:44 11-09-2025

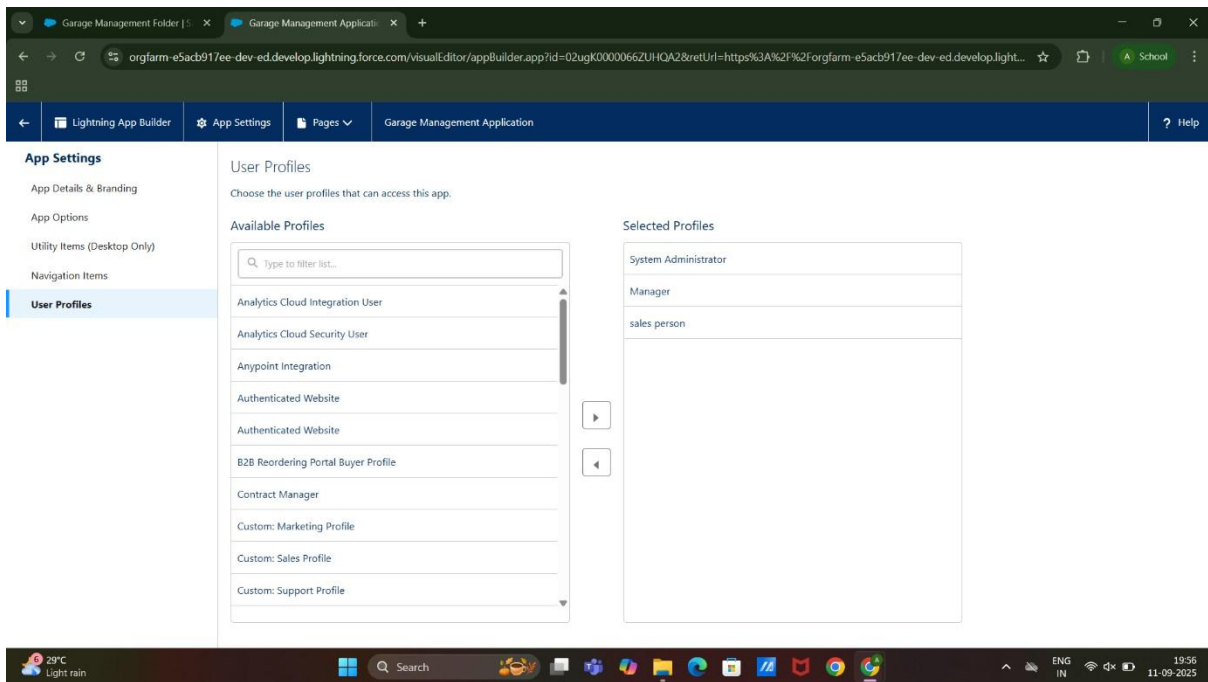


- Created Tabs : Custom Tab and Remaining Tabs(Appointments, Service records,Billing details and feedback)

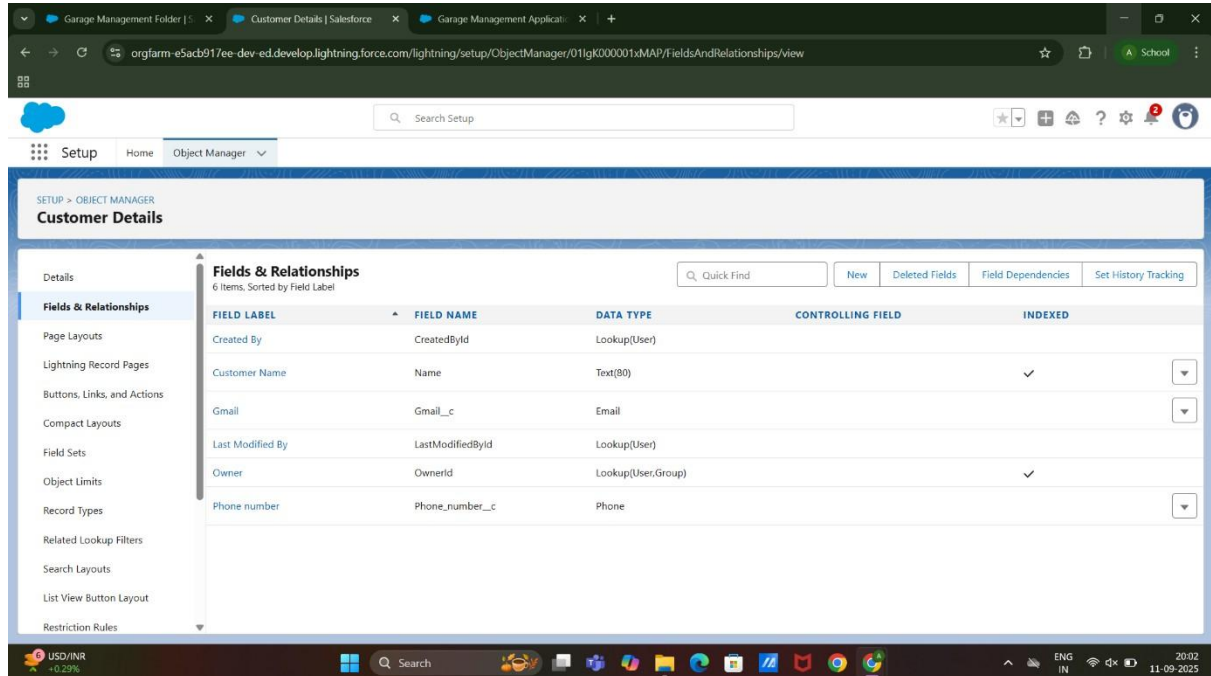


- Created a Lightning App:





- Created a Fileds : For Customer Details Object, Lookup, Checkbox, Date, Currency, Text, Picklist and Formula Field in Service records Object



Garage Management Folder | Appointment | Salesforce | Garage Management Applicati... | +

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgK000001xMVN/FieldsAndRelationships/view

Setup Home Object Manager

SETUP > OBJECT MANAGER

Appointment

Details

Fields & Relationships 12 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date		
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Maintenance service	Maintenance_service__c	Checkbox		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Repairs	Repairs__c	Checkbox		

Very humid Now

20:09 11-09-2025

Garage Management Folder | Service records | Salesforce | Garage Management Applicati... | +

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgK000001xMWz/FieldsAndRelationships/view

Setup Home Object Manager

SETUP > OBJECT MANAGER

Service records

Details

Fields & Relationships 8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quality Check Status	Quality_Check_Status__c	Checkbox		
service date	service_date__c	Formula (Date)		
Service records Name	Name	Auto Number		✓
Service Status	Service_Status__c	Picklist		

20°C Heavier rain soon

20:09 11-09-2025

Garage Management Folder | 5 | x Billing details and feedback | 5 | x Garage Management Applicati... | x | +

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gK000001xMVO/FieldsAndRelationships/view

Setup Home Object Manager

SETUP > OBJECT MANAGER

Billing details and feedback

Details

Fields & Relationships 8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text(1)		
Service records	Service_records__c	Lookup(Service records)		✓

Very humid Now

Search

ENG IN 20:09 11-09-2025

- Created Validation Rule : Appointment Object and Billing Details and Feedback Object

Garage Management Folder | 5 | x Appointment | Salesforce | x Garage Management Applicati... | x | +

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gK000001xMVN/ValidationRules/view

Setup Home Object Manager

SETUP > OBJECT MANAGER

Appointment

Details

Validation Rules 1 Items, Sorted by Rule Name

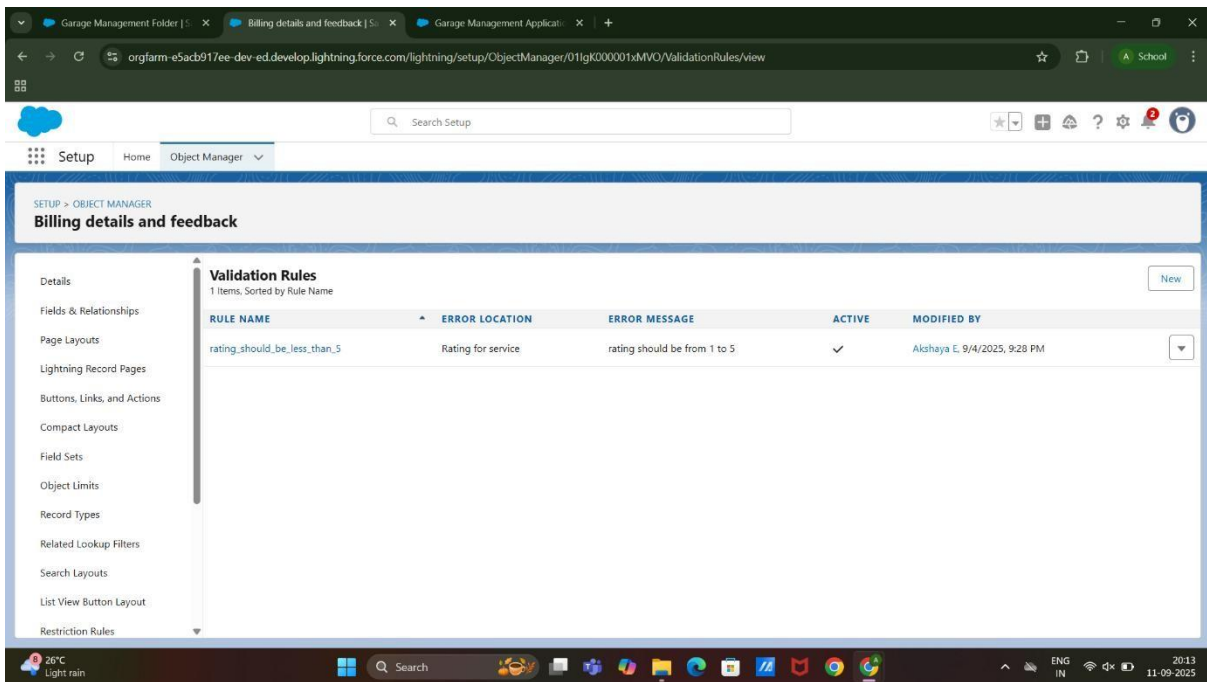
New

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Vehicle	Vehicle number plate	Please enter valid number	✓	Akshaya E, 9/7/2025, 10:16 PM

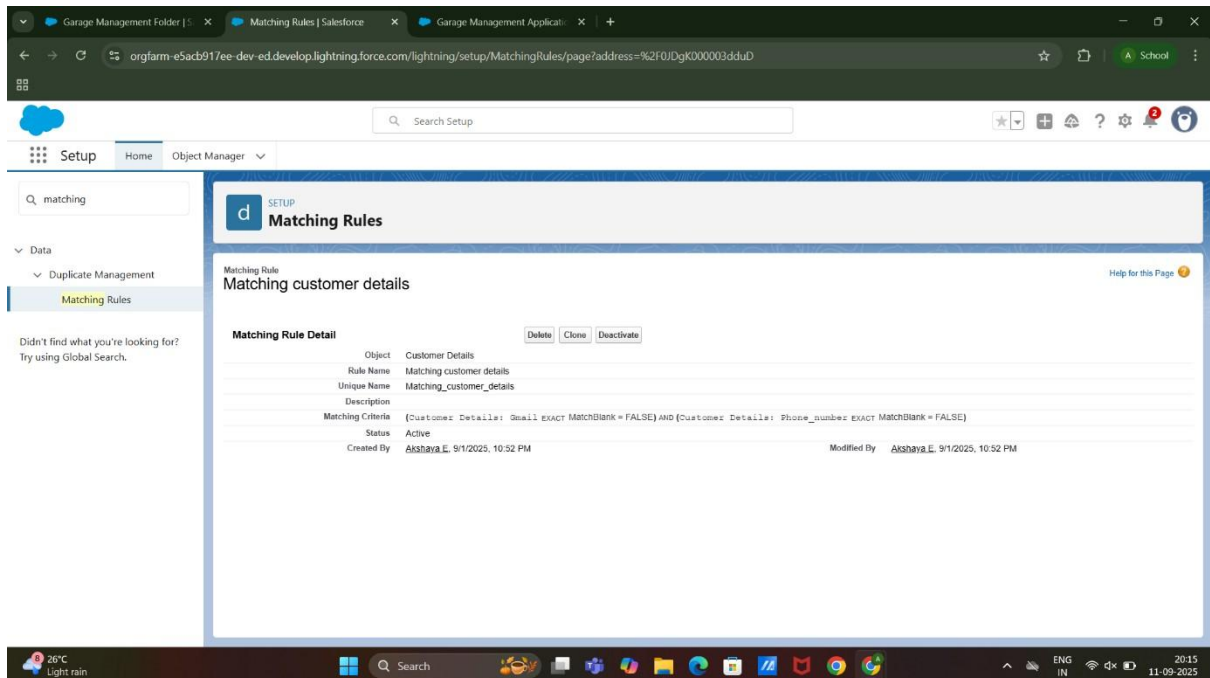
26°C Light rain

Search

ENG IN 20:12 11-09-2025



- Created Duplicate Rule : Matching rule to an Customer details Object And Duplicate rule to an Customer details Object



Garage Management Folder | Duplicate Rules | Salesforce | Garage Management Application |

orgfarm-e5ac917ee-dev-ed.develop.lightning.force.com/lightning/setup/DuplicateRules/page?address=%2F0BmgK000003ZMz%3FsetupId%3DDuplicateRules

Setup Home Object Manager

Search Setup

dupli

Data

Duplicate Management

Duplicate Error Logs

Duplicate Rules

Matching Rules

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

Duplicate Rules

Customer Details Duplicate Rule

Customer Detail duplicate

Help for this Page

Duplicate Rule Detail

Rule Name: Customer Detail duplicate

Description: Customer Details

Object: Customer Details

Record-Level Security: Enforce sharing rules

Action On Create: Allow

Action On Edit: Allow

Alert Text: Use one of these records?

Active: ☒

Matching Rule: ☒ Matching customer details ☒ Mapped

Conditions: Created By: Akshaya E. 9/1/2025, 10:54 PM

Matching Criteria: [Customer Details: Email EXACT Match(Blank = FALSE)] AND [Customer Details: Phone Number EXACT Match(Blank = FALSE)]

Operations On Create: ☒ Alert ☒ Report

Operations On Edit: ☐ Alert ☐ Report

Order: 1 of 1 [Reorder]

Modified By: Akshaya E. 9/1/2025, 10:54 PM

26°C Light rain

Search

ENG IN

20:18 11-09-2025

- Profiles : Manager Profile and Sales Person Profile

Inbox (503) | Welcome to Salesforce | Recently Viewed | Profiles | Salesforce | OpenAI | GMS introduction an | garage management |

orgfarm-e5ac917ee-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F0BmgK000004bCpV

Setup Home Object Manager

Search Setup

profil

Users

Profiles

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

Profiles

Profile: Manager

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

Login IP Ranges ☐ | Enabled Apex Class Access ☐ | Enabled Visualforce Page Access ☐ | Enabled External Data Source Access ☐ | Enabled Named Credential Access ☐ | Enabled External Credential Principal Access ☐ | Enabled Custom Metadata Type Access ☐ | Enabled Custom Setting Definitions Access ☐ | Enabled Flow Access ☐ | Enabled Service Presence Status Access ☐ | Enabled Custom Permissions ☐

Profile Detail

Name: Manager

User License: Salesforce

Description:

Created By: Akshaya E. 9/1/2025, 10:55 PM

Modified By: Akshaya E. 9/4/2025, 9:31 PM

Custom Profile: ☒

Page Layouts

Standard Object Layouts

Global: Global Layout [View Assignment]

Email Application: Not Assigned [View Assignment]

Home Page Layout: Home Page Default [View Assignment]

Account: Account Layout [View Assignment]

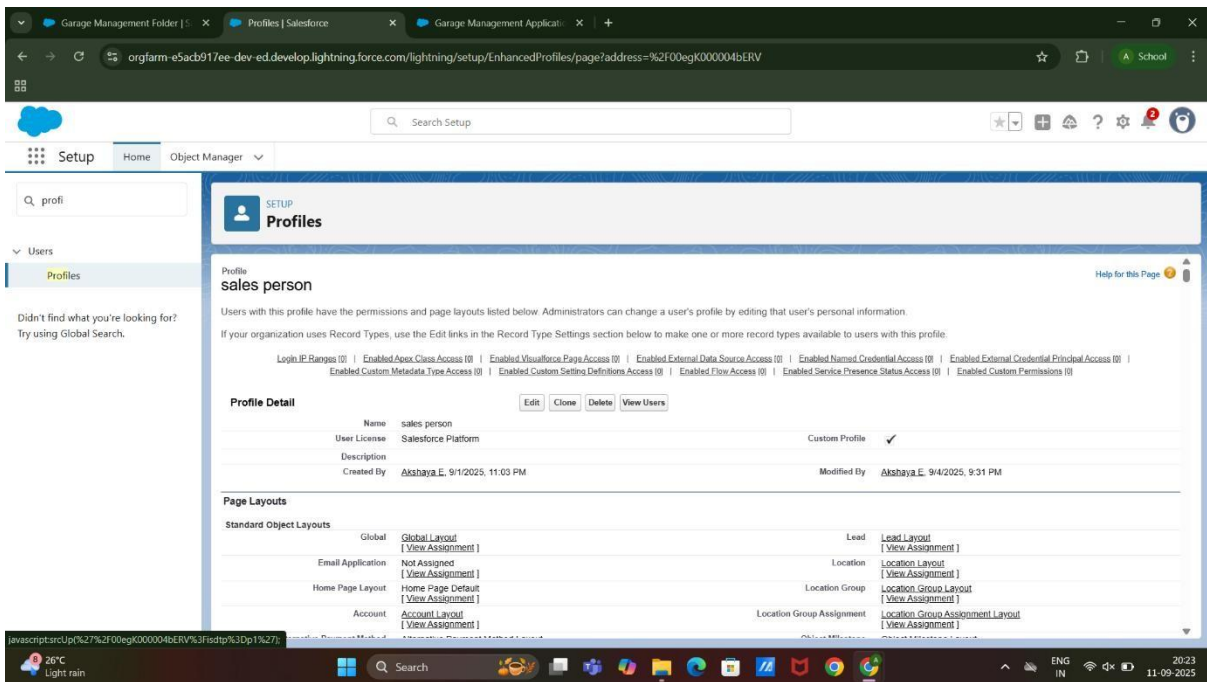
Location Group: Location Group Layout [View Assignment]

Location Group Assignment: Location Group Assignment Layout [View Assignment]

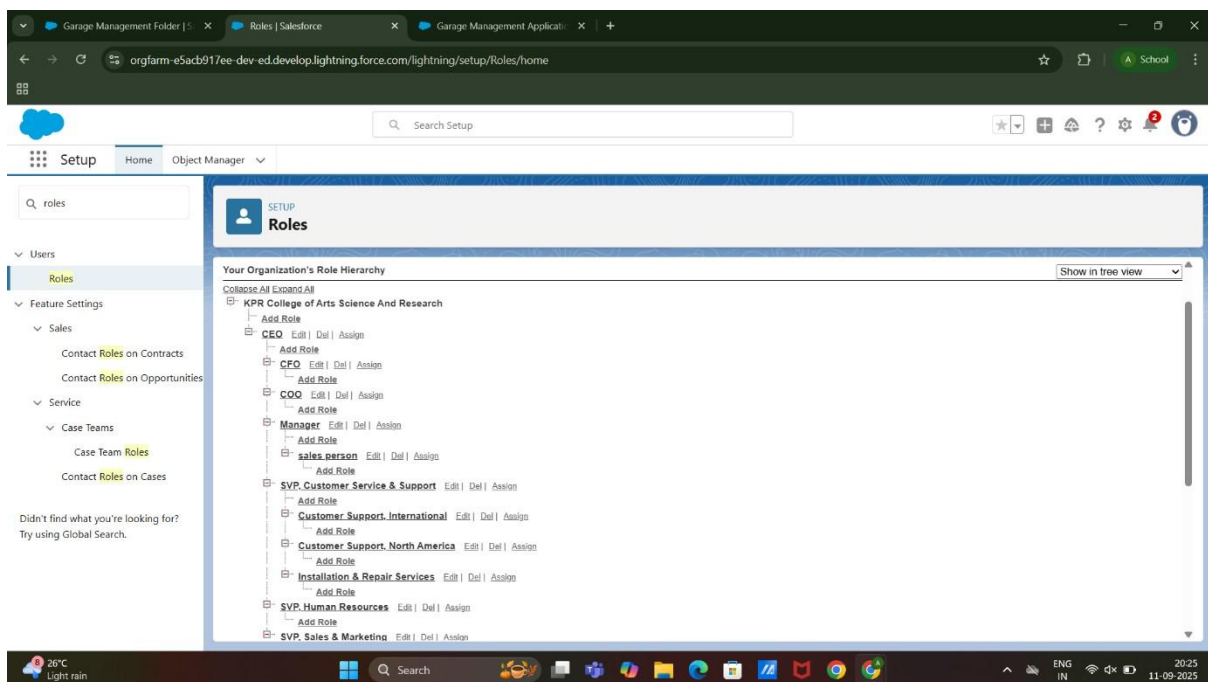
Macro: Macro Layout [View Assignment]

Object Milestone: Object Milestone Layout [View Assignment]

20:52 12-09-2025



- Created Roles and Role Hierarchy: Manager and Another Role



- Created User and Another User

The screenshot shows the Salesforce Setup interface for the 'Users' section. The user 'Akshaya E' is selected, and their details are displayed in a table. The table includes fields for Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Delegated Approver, Manager, Role, User License, Profile, Active status, and various user permissions like Marketing User, Offline User, Knowledge User, Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, WDC User, Mobile Push Registrations, Data.com User Type, and Accessibility Mode.

Field	Value	Field	Value
Name	Akshaya E	Role	Salesforce
Alias	23b	User License	System Administrator
Email	23b003@kprcas.ac.in [Verified]	Profile	System Administrator
Username	23b003654@agentforce.com	Active	<input checked="" type="checkbox"/>
Nickname	User17564388700925019884	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company	KPR College of Arts Science And Research	Knowledge User	<input checked="" type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (United States)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<input checked="" type="checkbox"/>
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>

The screenshot shows the 'All Users' page in Salesforce Setup. It displays a list of users with columns for Action, Full Name, Alias, Username, Role, Active status, and Profile. The list includes users like Chatter Expert, E. Akshaya, EPIC_OrgFarm, Mikaelson, Niklaus, User_Integration, and User_Security.

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter Expert	Chatter	chatty.009gk00009xeztuau.h3wrcvso1dwo@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/> Edit	E. Akshaya	23b	23b003654@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit	EPIC_OrgFarm	QEPIC	epic.daf5a26a0ed@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit	Mikaelson, Niklaus	nmika	akshaya@nm.com	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/> Edit	Mikaelson, Niklaus	nmika	keerthi@nm.com	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/> Edit	Mikaelson, Niklaus	nmika	kavyashree@nm.com	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/> Edit	User_Integration	integ	integration@009gk00009xeztuau.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User_Security	sec	insightsecurity@009gk00009xeztuau.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

- Created New Publiuc Group

Garage Management Folder | Public Groups | Salesforce | Garage Management Application |

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/PublicGroups/page?address=%2Fsetup%2Fown%2Fgroupdetail.jsp%3Fid%3D000GgK000004KSp3

Setup Home Object Manager

Public Groups

Group: sales team

Label: sales team
Group Name: sales_team
Grant Access Using Hierarchies: ☒
Description:
Created By: Akshaya E. 9/1/2025, 11:35 PM
Modified By: Akshaya E. 9/1/2025, 11:35 PM

View All Users

Name	Type
sales person	Role

26°C Light rain 20:28 11-09-2025

• Created Sharing Settings

Garage Management Folder | Sharing Settings | Salesforce | Garage Management Application |

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/page?address=%2Fp%2Fshare%2FOrgDefaultSharing%3Fid%3D000DgK000009xEz1%26retUR...

Setup Home Object Manager

Sharing Settings

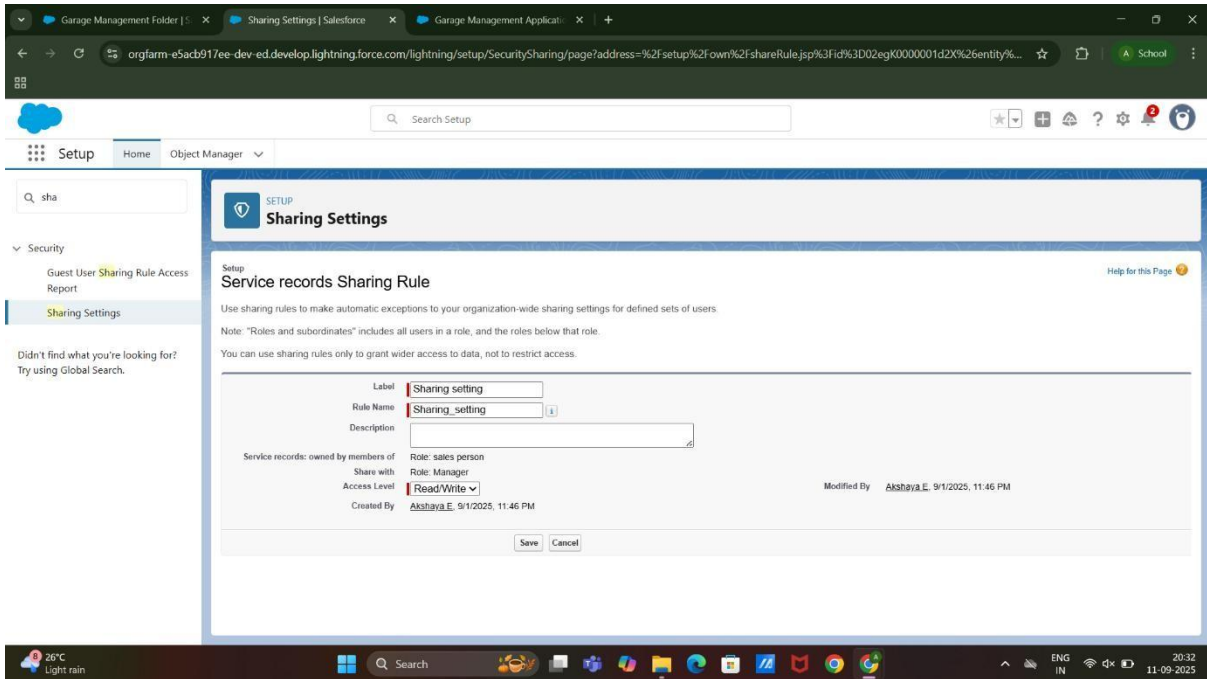
	Public Read/Write	Private	
Tableau Host Mapping	Public Read Only	Private	<input checked="" type="checkbox"/>
User Presence	Public Read Only	Private	<input checked="" type="checkbox"/>
Waitlist	Private	Private	<input checked="" type="checkbox"/>
Web Cart Document	Private	Private	<input checked="" type="checkbox"/>
Work Order	Private	Private	<input checked="" type="checkbox"/>
Work Plan	Private	Private	<input checked="" type="checkbox"/>
Work Plan Template	Private	Private	<input checked="" type="checkbox"/>
Work Step Template	Private	Private	<input checked="" type="checkbox"/>
Work Type	Private	Private	<input checked="" type="checkbox"/>
Work Type Group	Public Read/Write	Private	<input checked="" type="checkbox"/>
Appointment	Public Read/Write	Private	<input checked="" type="checkbox"/>
Billing details and feedback	Public Read/Write	Private	<input checked="" type="checkbox"/>
Customer Details	Public Read/Write	Private	<input checked="" type="checkbox"/>
Service records	Private	Private	<input checked="" type="checkbox"/>

Other Settings

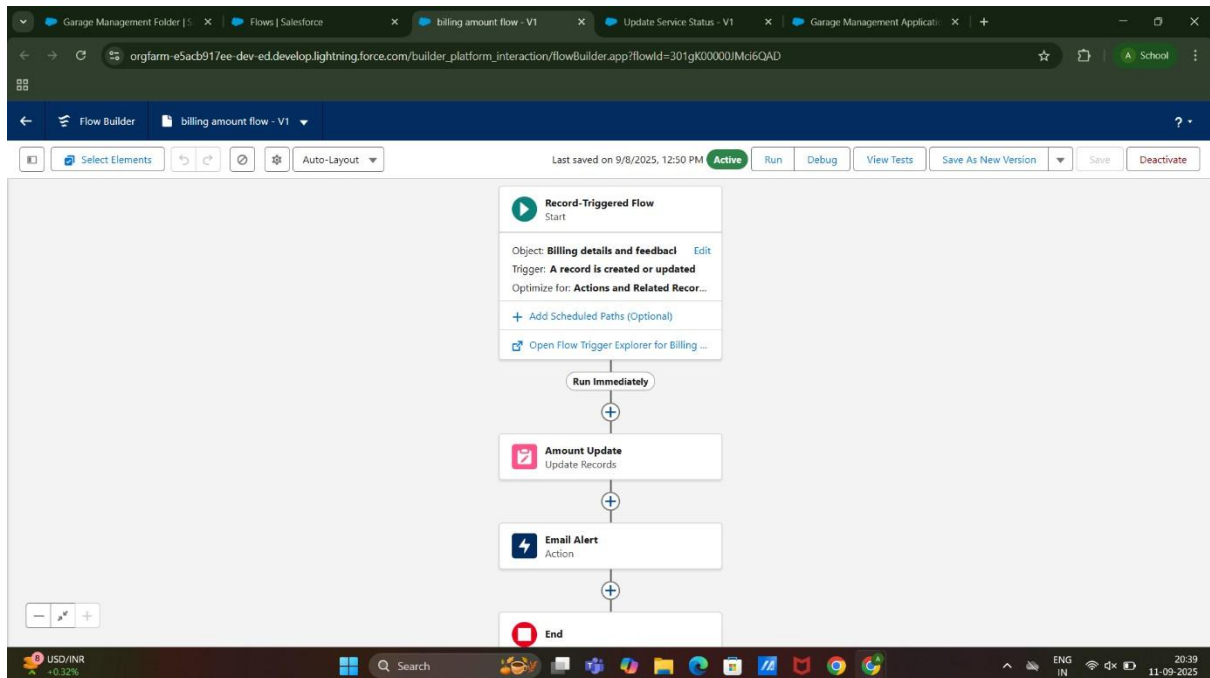
Standard Report Visibility ☒ Manual User Record Sharing ☐ Manager Groups ☐ Secure guest user record access ☐ Require permission to view record names in lookup fields ☐

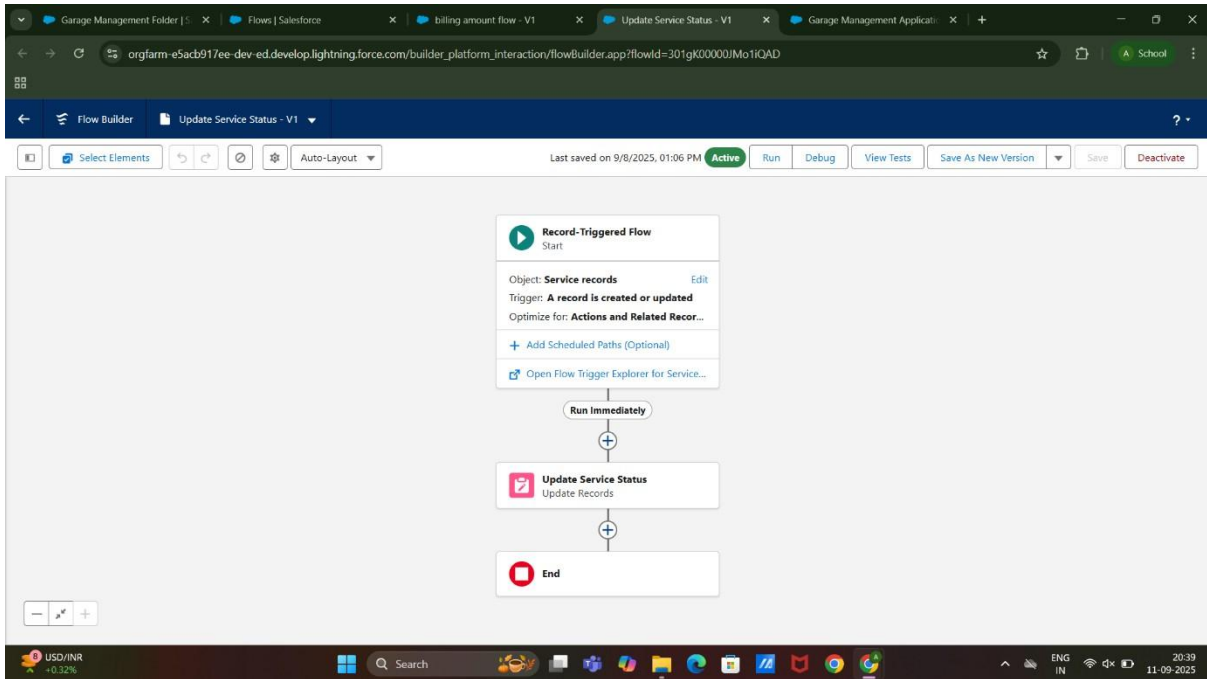
Save Cancel

26°C Light rain 20:31 11-09-2025



- Created A Flow and Another Flow





- Apex Trigger : Apex Handler

```
Developer Console - Google Chrome
orgfarm-e5acb917ee-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage

File Edit Debug Test Workspace Help
AmountDistributionHandler.apex AmountDistribution.apex
Code Coverage: None API Version: 64 Go To

1 public class AmountDistributionHandler {
2     public static void amountDist(list<Appointment__c> listApp){
3         list<Service_records__c> serlist = new list<Service_records__c>();
4         for(Appointment__c app : listApp){
5             if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
6                 app.Service_Amount__c = 10000;
7             }
8             else if(app.Maintenance_service__c == true && app.Repairs__c == true){
9                 app.Service_Amount__c = 5000;
10            }
11            else if(app.Maintenance_service__c == true && app.Replacement_Parts__c == true){
12                app.Service_Amount__c = 8000;
13            }
14            else if(app.Repairs__c == true && app.Replacement_Parts__c == true){
15                app.Service_Amount__c = 7000;
16            }
17            else if(app.Maintenance_service__c == true){
18                app.Service_Amount__c = 2000;
19            }
20            else if(app.Repairs__c == true){
21                app.Service_Amount__c = 3000;
22            }
23            else if(app.Replacement_Parts__c == true){
24                app.Service_Amount__c = 5000;
25            }
26        }
27    }
28 }
```

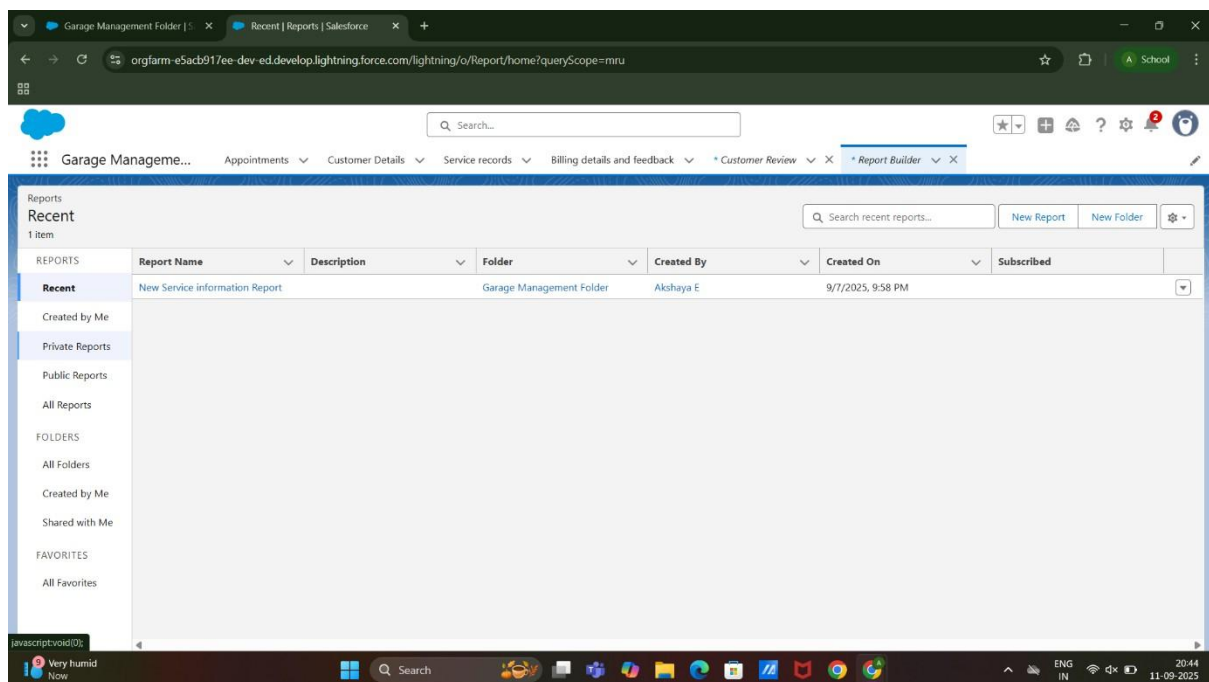
Logs, Tests, and Problems
BAN - HK
Live

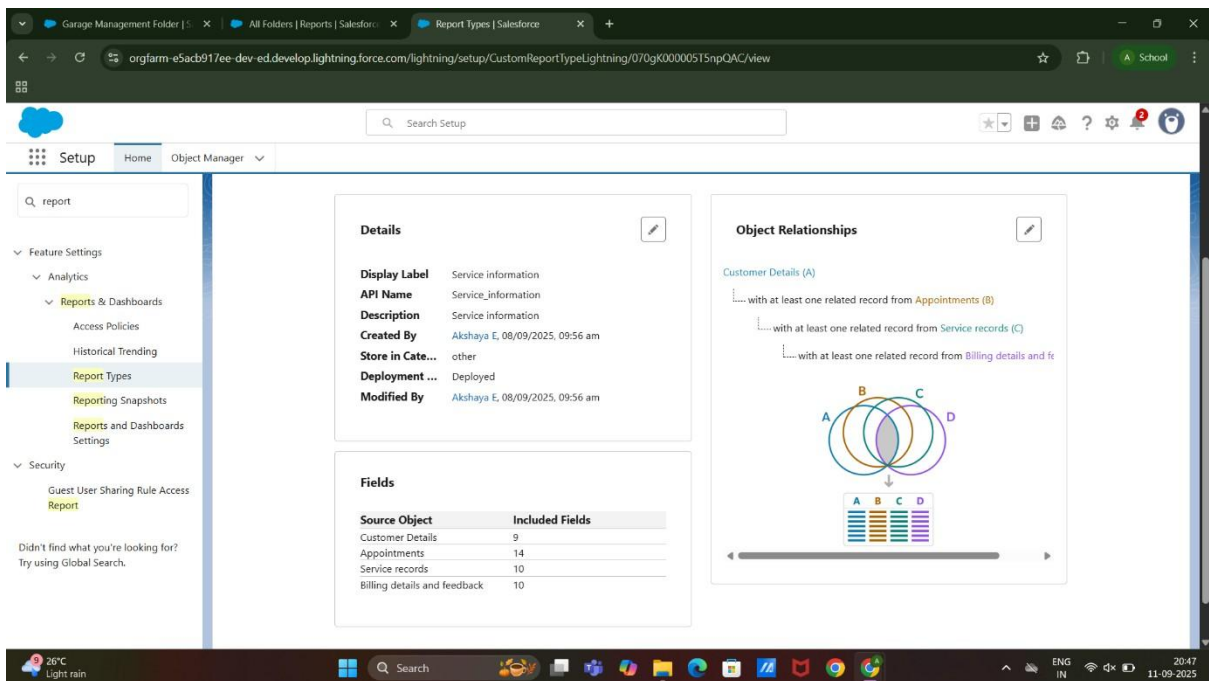
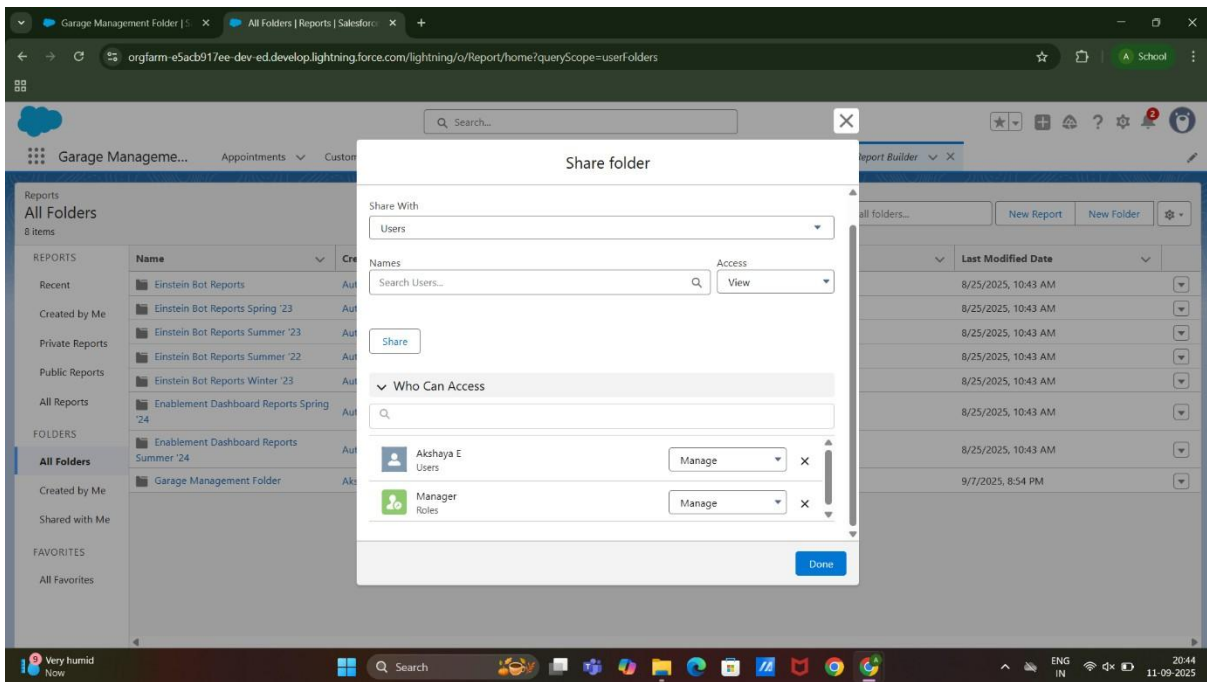
The screenshot shows the Salesforce Developer Console in Google Chrome. The browser address bar displays the URL: `orgfarm-e5acb917ee-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage`. The console window shows the file `AmountDistributionHandler.apex` with the following code:

```
1 trigger AmountDistribution on Appointment__c (before insert, before update) {
2
3     if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
4
5         AmountDistributionHandler.amountDist(trigger.new);
6     }
7 }
```

The bottom status bar of the console shows "Logs, Tests, and Problems" with a "Very humid Now" notification. The Windows taskbar at the bottom shows the time as 20:43 on 11-09-2025.

- Created Reports : Create a report, Share a report and Create report type





Report Builder | Salesforce x Recently Viewed | Service reco... x Recent | Dashboards | Salesforce x Recent | Reports | Salesforce x +

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home?queryScope=mrui

Search...

Garage Manageme... Appointments Customer Details Service records Billing details and feedback Customer Review Report Builder

Dashboards

Recent

2 items

Search recent dashboards... New Dashboard New Folder

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Customer Review		Service Rating dashboard	Akshaya E	9/11/2025, 7:00 AM	
Created by Me	Service Rating dashboard		Service Rating dashboard	Akshaya E	9/11/2025, 6:57 AM	

Private Dashboards

All Dashboards

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

All Favorites

Very humid Now

Search

ENG IN 21:21 11-09-2025

Report Builder | Salesforce x Customer Review | Salesforce x Recent | Dashboards | Salesforce x +

orgfarm-e5acb917ee-dev-ed.develop.lightning.force.com/lightning/r/Dashboard/01ZgK000003gVdZUUAU/view?queryScope=userFolders

Search...

Garage Manageme... Appointments Customer Details Service records Billing details and feedback Customer Review Report Builder

Customer Review

+ Widget + Filter Save Done

New Service information Report

Payment Status Completed

Sum of Payment Paid

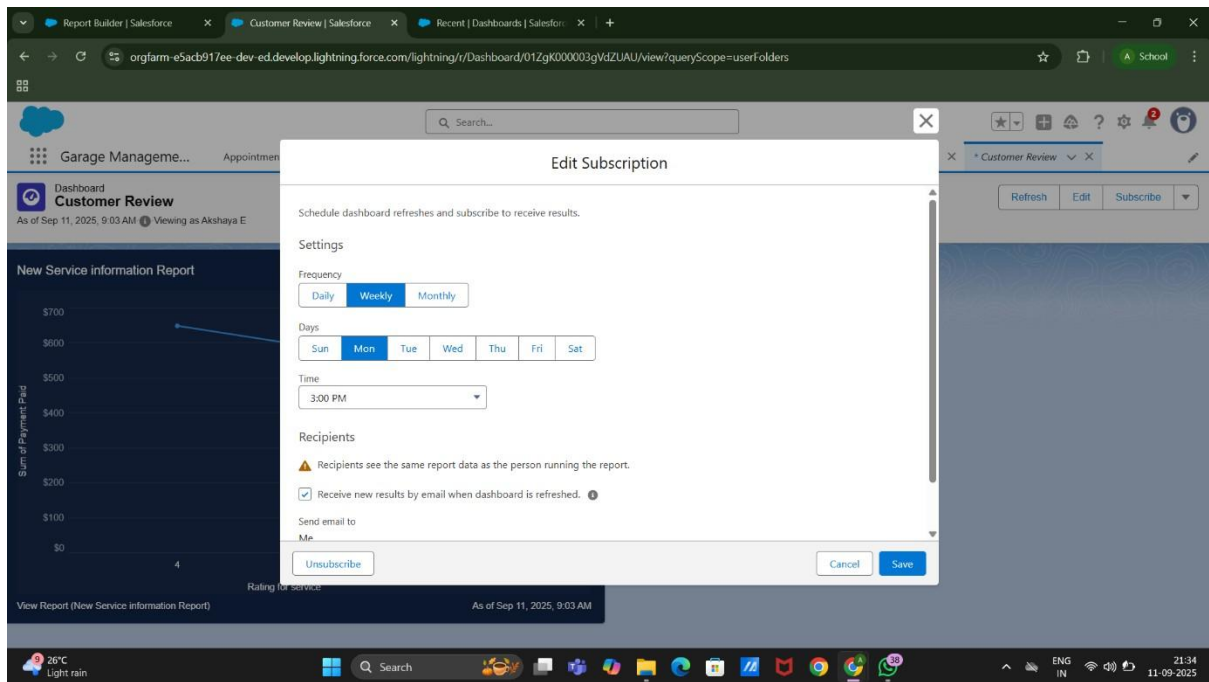
Rating for service

View Report (New Service information Report)

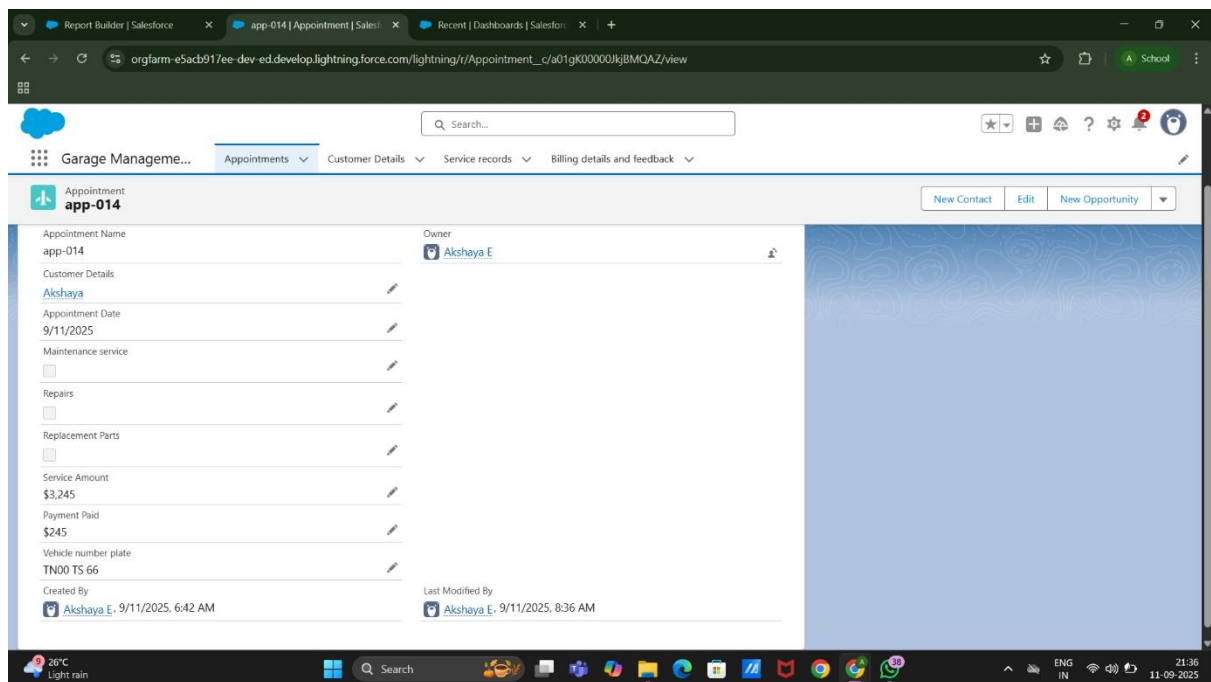
26°C Light rain

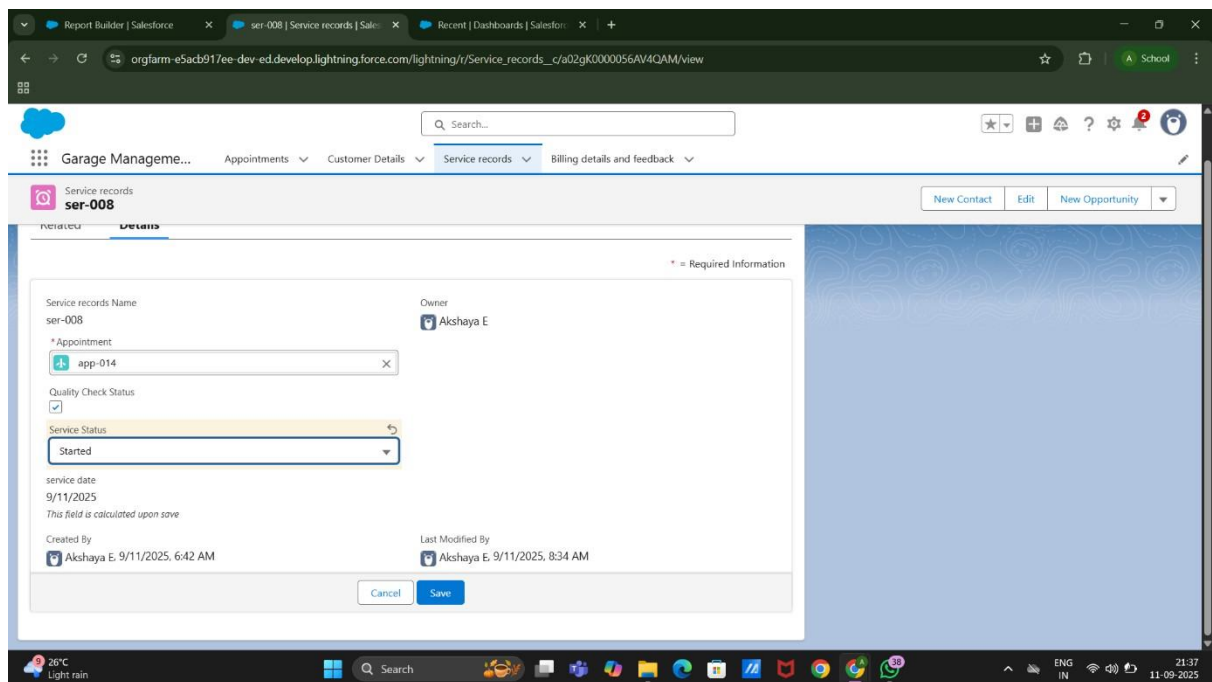
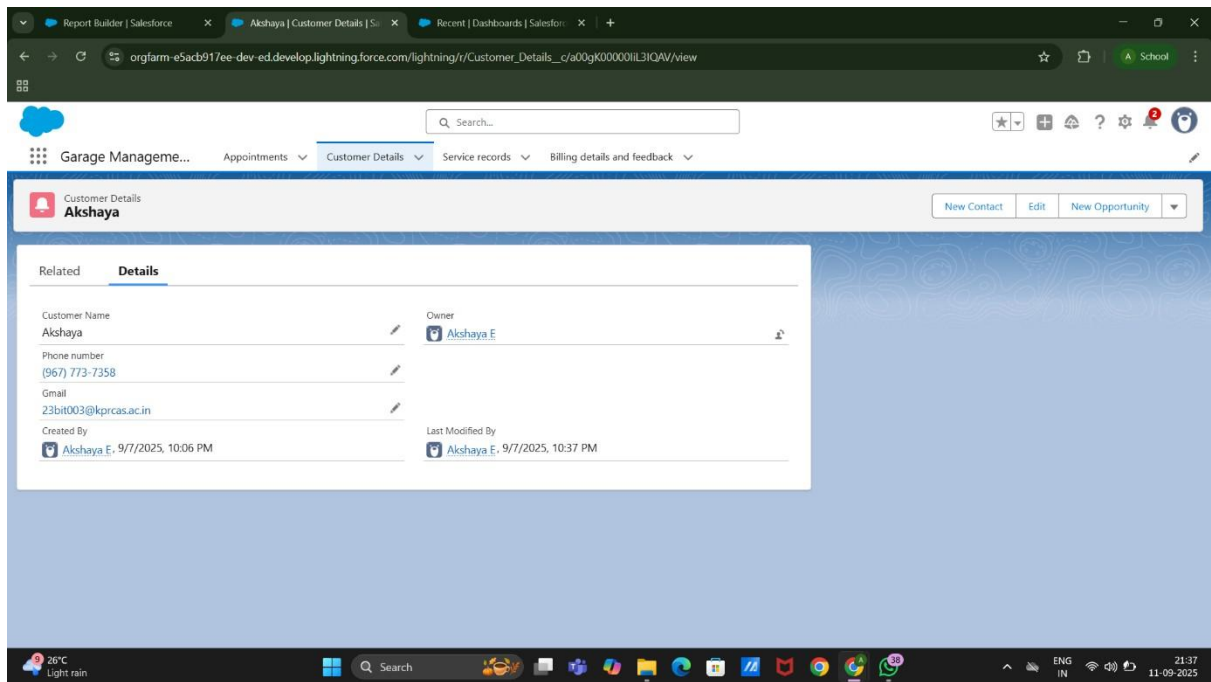
Search

ENG IN 21:32 11-09-2025



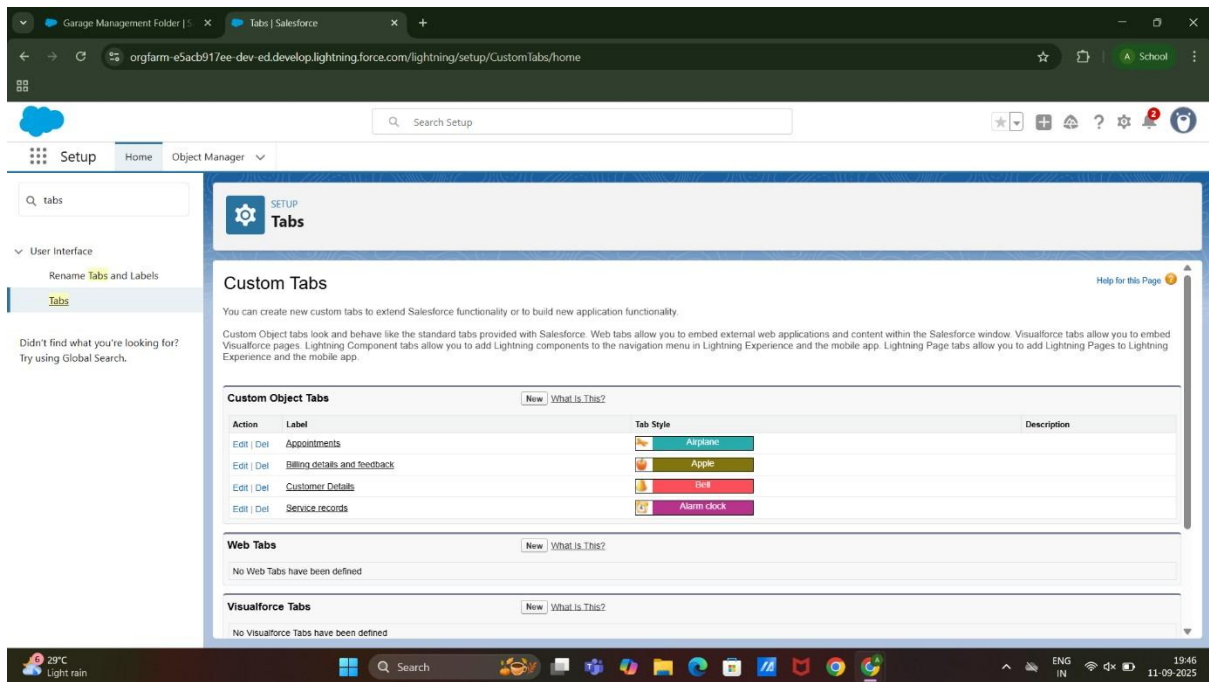
- Created User Adoption Records



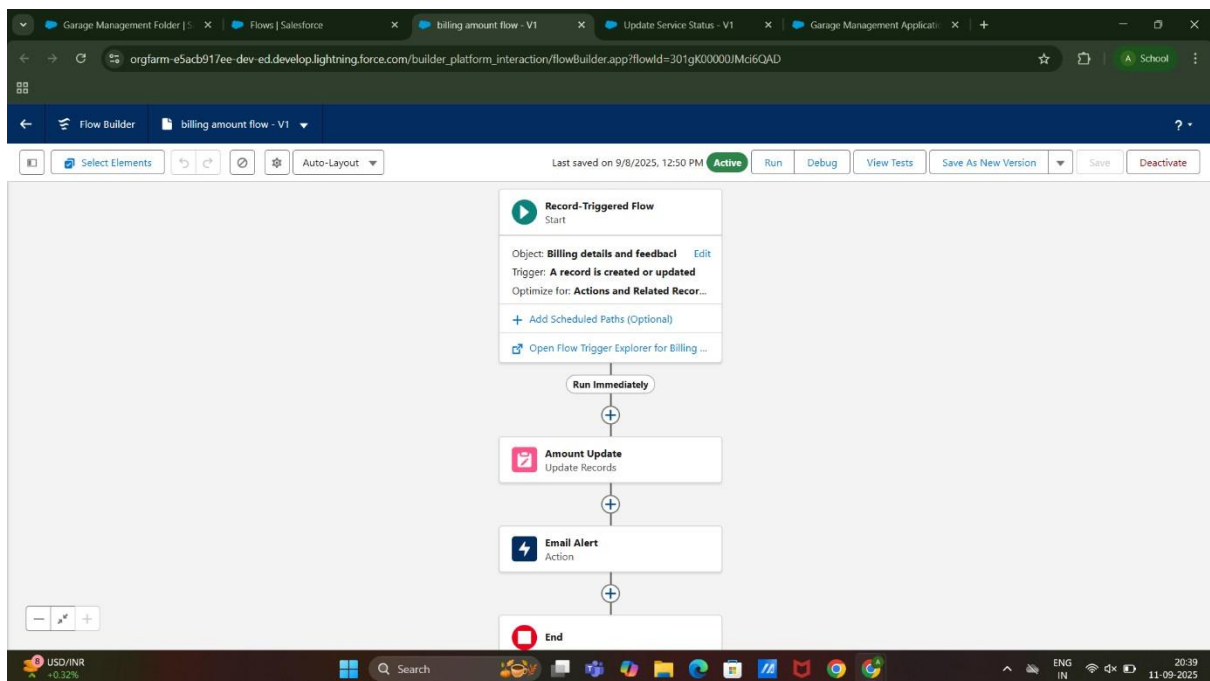


OUTPUT:

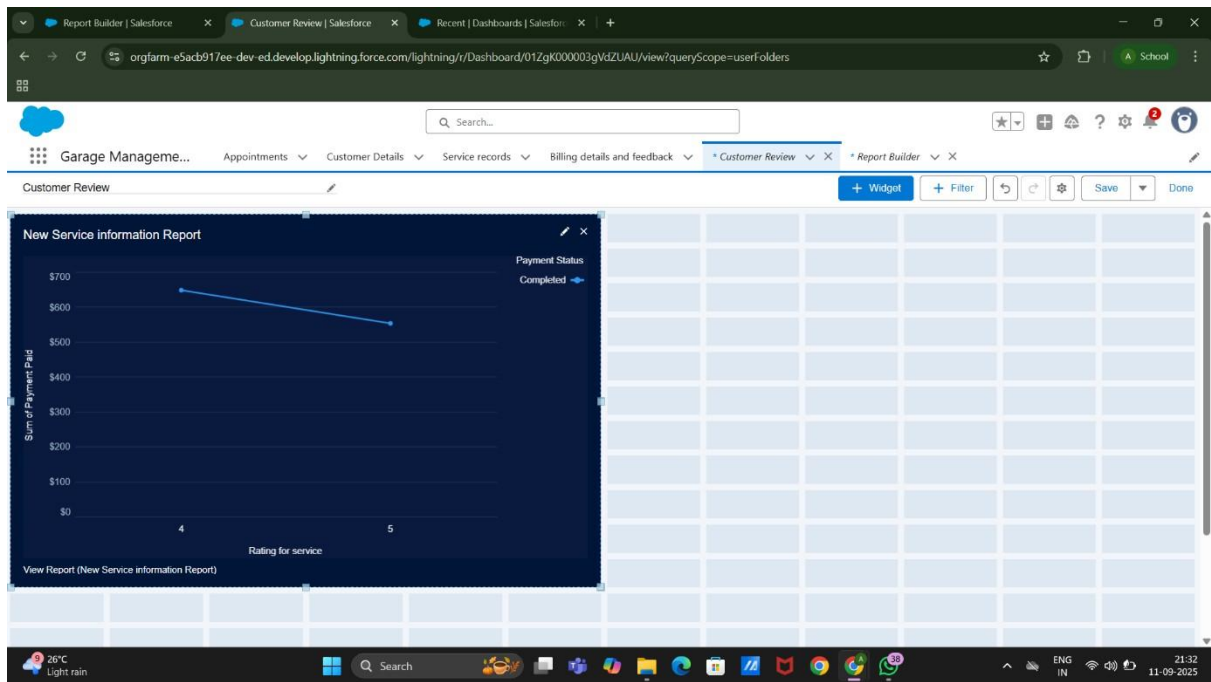
- Tabs for Customer Details, Appointment, Service Records and Billing Details and Feedback



- Flows



- New Service Information Reports



The screenshot shows the "Edit Subscription" dialog box in Salesforce. The dialog has a title bar "Edit Subscription" and a close button. The main content area is titled "Schedule dashboard refreshes and subscribe to receive results." and contains the following settings:

- Frequency:** Radio buttons for "Daily", "Weekly" (selected), and "Monthly".
- Days:** A row of buttons for "Sun", "Mon" (selected), "Tue", "Wed", "Thu", "Fri", and "Sat".
- Time:** A dropdown menu showing "3:00 PM".
- Recipients:** A warning icon and text: "Recipients see the same report data as the person running the report." Below this is a checked checkbox: "Receive new results by email when dashboard is refreshed."
- Send email to:** A text field containing "Me".

At the bottom of the dialog are three buttons: "Unsubscribe", "Cancel", and "Save". The background shows the same Salesforce dashboard as the first image, but the "Edit Subscription" dialog is in the foreground.

Advantage and Disadvantage

Advantages of Garage Management System

1. **Improved Efficiency** – Automates daily operations such as job scheduling, invoicing, and inventory tracking, reducing manual workload.
2. **Better Customer Experience** – Provides online booking, service reminders, and realtime updates on vehicle status.
3. **Accurate Record Keeping** – Maintains complete service history, bills, and reports, helping with both customer reference and compliance.
4. **Time & Cost Savings** – Minimizes delays, reduces paperwork, and optimizes resource allocation.
5. **Inventory Management** – Tracks spare parts, stock levels, and orders to prevent shortages or overstock.
6. **Data-Driven Insights** – Generates reports on revenue, expenses, and performance, enabling better decision-making.
7. **Transparency & Trust** – Customers can see service progress, cost estimates, and final bills clearly, reducing disputes.
8. **Scalability** – Can be adapted for small garages or larger service centers as the business grows.
9. **Reduced Errors** – Automated calculations in billing and inventory help minimize human mistakes.
10. **Enhanced Communication** – Improves coordination between staff, technicians, and customers.

Disadvantages of Garage Management System

1. **Initial Cost** – Purchasing and implementing GMS software can be expensive for small garages.
2. **Training Requirement** – Staff may need time and training to get used to the system.
3. **Dependence on Technology** – If the system crashes or faces downtime, it can disrupt operations.
4. **Data Security Risks** – Customer and financial data may be vulnerable to cyber threats if security is weak.
5. **Internet Dependency** – Cloud-based GMS requires stable internet; poor connectivity can cause delays.
6. **Customization Limits** – Some off-the-shelf GMS solutions may not meet the unique needs of every garage.

7. **Maintenance Costs** – Regular updates, technical support, or subscription fees may add to expenses.
8. **Resistance to Change** – Older staff or traditional garages may hesitate to shift from manual processes.
9. **Integration Challenges** – May not easily integrate with existing accounting, CRM, or ERP systems.
10. **Over-Reliance on System** – If staff become too dependent, basic manual processes may be forgotten.

Conclusion

The Garage Management System is a powerful tool that bridges the gap between operational efficiency and customer satisfaction in the automotive repair industry. By streamlining processes such as scheduling, billing, inventory control, and customer communication, it enables garages to operate more productively and deliver a superior service experience.

While GMS offers numerous advantages—including efficiency, transparency, and data-driven decision-making—it also comes with challenges like cost, training, and dependence on technology. However, when implemented effectively, the benefits far outweigh the drawbacks, making it a valuable investment for garages of all sizes.

In today's competitive market, adopting a Garage Management System is not just a technological upgrade—it is a strategic step toward long-term growth, customer loyalty, and business success.

Apex Handler

AmountDistributionHandler:

Source Code:

```
public class AmountDistributionHandler
{
    public static void amountDist(list<Appointment__c> listApp){
list<Service_records__c> serList = new list <Service_records__c>();
for(Appointment__c app : listApp){
```

```
        if(app.Maintenance_service__c == true && app.Repairs__c == true &&
app.Replacement_Parts__c == true){            app.Service_Amount__c =
10000;
        }

        else if(app.Maintenance_service__c == true && app.Repairs__c == true){
app.Service_Amount__c = 5000;
        }

        else if(app.Maintenance_service__c == true && app.Replacement_Parts__c == true){
app.Service_Amount__c = 8000;
        }

        else if(app.Repairs__c == true && app.Replacement_Parts__c == true){
app.Service_Amount__c = 7000;
        }

        else if(app.Maintenance_service__c == true){
app.Service_Amount__c = 2000;
        }

        else if(app.Repairs__c == true){
app.Service_Amount__c = 3000;
        }

        else if(app.Replacement_Parts__c == true){
app.Service_Amount__c = 5000;
        }
    }
}
```

Trigger: Source

Code:

trigger AmountDistribution on Appointment__c (before insert, before update)

```
{  
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate)  
    {  
        AmountDistributionHandler.amountDist(trigger.new);  
    }  
}
```

