Project Design Phase
Proposed Solution

Date	**1 Nov 2025**
Team ID	**NM2025TMID02085**
Project Name	**Garage Management system**

Proposed Solution Template:

S.No	Parameter	Description
1	Customer Record Management	Centralized storage with validation rules to prevent duplicates and ensure clean data including vehicle info.
2	Appointment Scheduling Automation	User-friendly interface with conflict detection, scheduling, updating, cancelling appointments, and automated reminders.
3	Service Progress Tracking	Real-time updates on service status and quality checks allowing efficient monitoring by technicians and managers.
4	Automated Billing & Payment Tracking	Auto-calculation of service charges with validation rules, invoice generation, and payment due notifications.
5	Feedback & Reporting	Integrated customer feedback collection and dynamic dashboards for service improvement and performance tracking.
6	Role-Based Access Control	Secure profiles and permissions limit access for managers, sales teams, and technicians as per business requirements.

7	Operational Benefits	Increases efficiency, improves customer experience, ensures data accuracy, and maintains security and compliance.
8	Implementation Outline	Custom objects and fields, automation with flows and Apex triggers, validation enforcement, security model configuration, dashboards.

Solution Description

The Garage Management System integrates multiple core modules to digitize and automate traditional garage workflows effectively:

- Customer Management: Centralizes customer profiles with full vehicle details, improves data accuracy, and eliminates duplication.
- Appointment Scheduling: Offers a streamlined interface for booking, updating, and cancelling appointments with built-in conflict detection and automated reminders.
- Service Tracking: Provides real-time updates on service progress and mandatory quality checks ensuring accountability and transparency.
- Billing Automation: Automatically calculates charges, blocks manual errors, generates invoices, and tracks payment status with notifications.
- Feedback Collection: Captures customer feedback linked to service records, enabling performance analysis and continuous improvement.
- Role-Based Security: Strict access control via profiles and permissions ensures data privacy and appropriate visibility across staff roles.