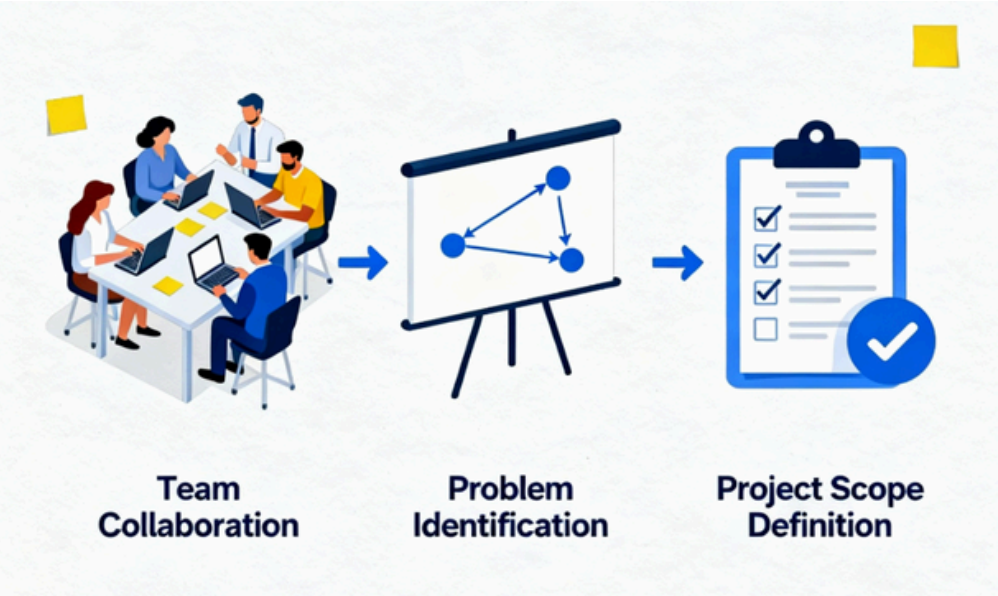
Ideation Phase
Brainstorm & Idea Prioritization

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

Step-1: Team Gathering, Collaboration and Select the Problem Statement

The Garage Management System was conceptualized to address the challenge of manual garage operations by digitizing the entire workflow on the Salesforce platform. The team collaborated to identify core pain points: inefficient tracking of customers, service appointments, billing errors, and lack of automated communications. The primary problem statement selected was to create a comprehensive, automated system that prevents operational errors and enhances data integrity and user accessibility.



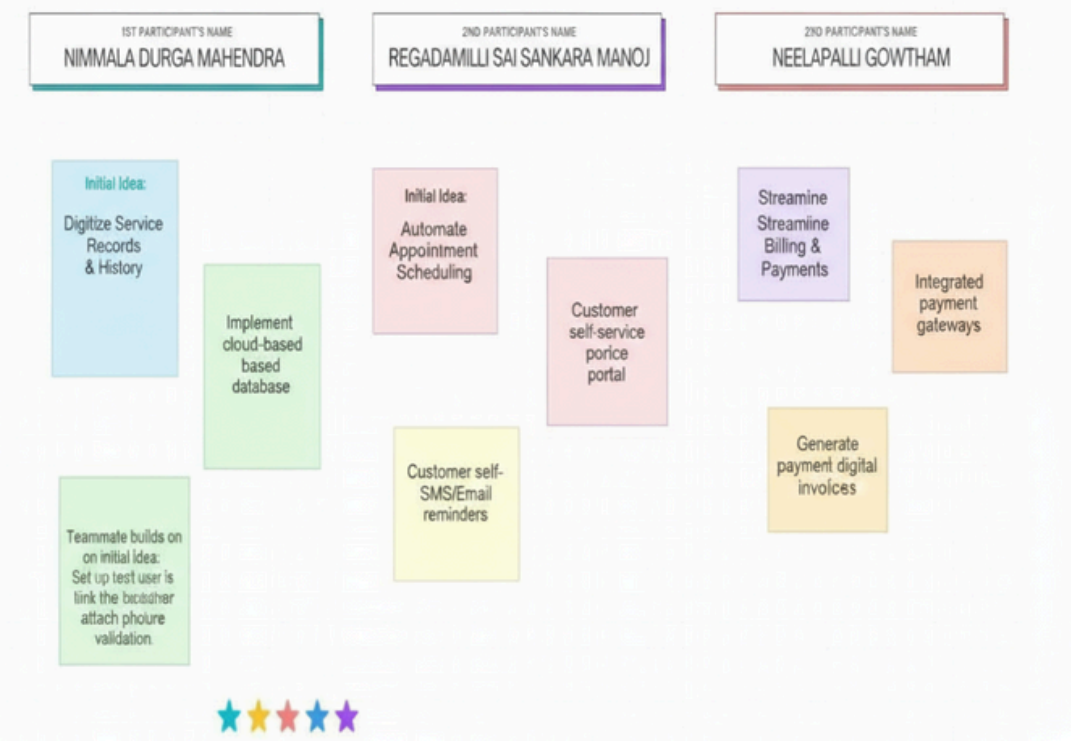
Step-2: Brainstorm, Idea Listing and Grouping

During brainstorming sessions, the team generated several ideas including custom objects, automation flows, and notification systems. These ideas were listed and grouped into functional modules:

- Customer management and appointment scheduling
- Service record tracking and quality checks
- Automated billing, payment status, and alerts
- Role-based access and sharing rules

Following the brainstorming, the collected ideas were carefully organized into logical groups to identify common themes and priorities. This categorization helped clarify which features and functionalities were essential, such as customer data management, appointment scheduling, service recording, billing automation, and role-based access controls.

This structured approach guaranteed focused development efforts, reducing redundancy and speeding up progress toward a functional Garage Management System. Clear documentation of these phases also ensured transparency and alignment within the team.



Step-3: Idea Prioritization

The idea prioritization step involved refining the broad set of brainstormed solutions into a coherent plan targeting critical system requirements. The technique of idea polarization was applied to split complex issues into manageable components, separating functionalities concerned with incident management from routine administration.

Emphasis was placed on enforcing data integrity through validation rules that prevent incorrect vehicle numbers or invalid service ratings. Automation using Apex triggers was prioritized to dynamically calculate service costs based on selected options, minimizing manual errors.

Flows were designed to automate the workflow for payment status updates and customer communication emails, ensuring timely and accurate alerts without manual intervention. Role-based sharing rules and public groups were explicitly defined to balance usability with security, controlling what information managers and salespersons can access.