

## Ideation Phase

### Brainstorm & Idea Prioritization

#### **Template**

Date	1 NOV 2025
Team ID	NM2025TMID02844
Project Name	Garage Management System
Maximum Marks	4 Marks

#### **Garage Management System**

The ideation phase forms the foundation of the Garage Management System (GMS) project. It focuses on generating, analyzing, and refining ideas that address real-time challenges faced by automotive service centers. Through brainstorming and prioritization sessions, the project team conceptualized an innovative Salesforce-based solution that automates garage operations, enhances customer service, and ensures efficient data management.

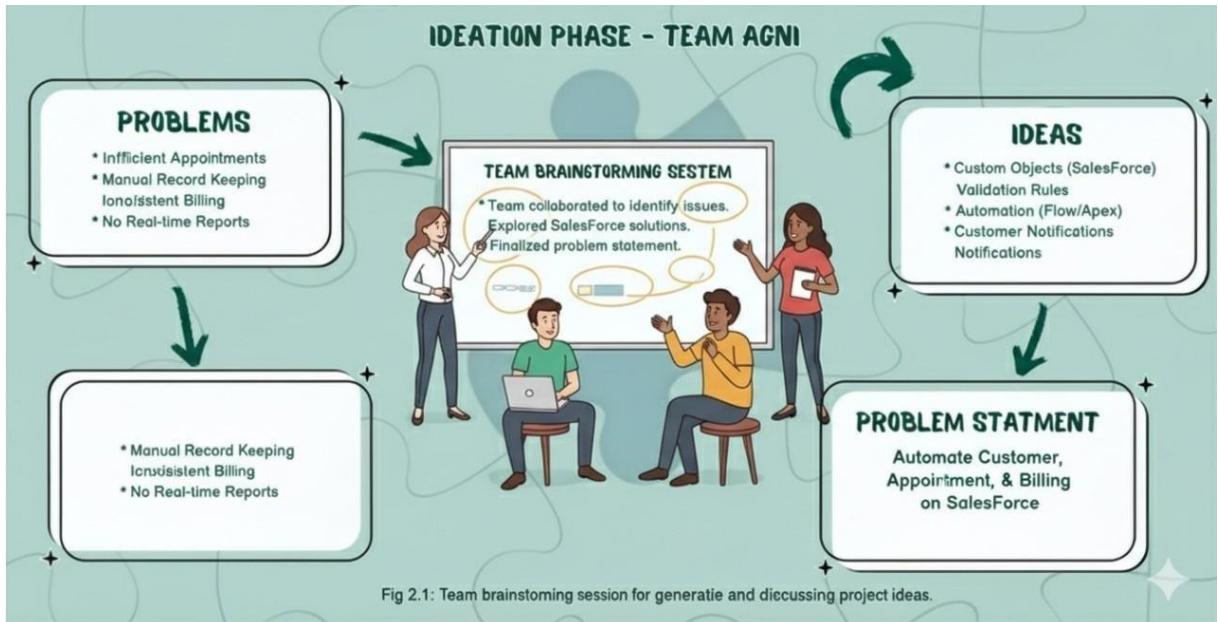
#### **Step-1: Team Gathering, Collaboration and Select the Problem Statement:**

The project team — U. Gopika (912422104014), J. Ilakhy (912422104015), S. Dharihasree (912422104011), and G. Kaviyasri (912422104017) — collaborated to identify issues in the manual garage management process. The discussion highlighted several problems such as inefficient appointment handling, manual record keeping, inconsistent billing, and lack of real-time reporting.

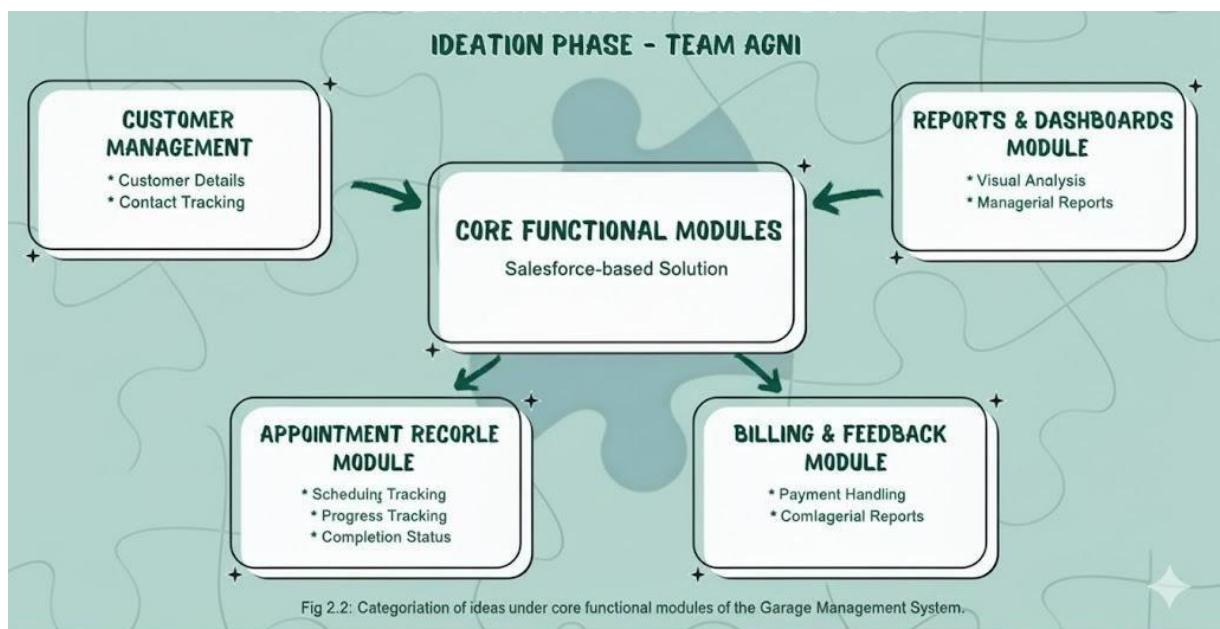
After evaluating multiple ideas, the team finalized the problem statement:

“To develop a Salesforce-based Garage Management System that automates customer, service, appointment, and billing operations for automotive service centers.”

This idea was selected as it integrates real-world business needs with Salesforce development skills, aligning with the objectives of the Naan Mudhalvan Salesforce Developer program.



### Step-2: Brainstorm, Idea Listing and Grouping:



#### Idea Listing:

The key ideas that emerged during the brainstorming session were:

- Use of Salesforce Custom Objects to manage Customer Details, Appointments, Service Records, and Billing.
- Implementation of Validation Rules to ensure data accuracy.
- Automation using Salesforce Flow Builder and Apex Triggers.
- Creation of Reports and Dashboards for performance tracking.
- Sending automated notifications to customers for payments and service updates.

#### Grouping:

The listed ideas were organized into logical categories for better understanding and workflow mapping:

- Customer Management Module – Customer details and contact tracking.
- Appointment Module – Scheduling and managing service bookings.
- Service Records Module – Tracking service progress and completion.
- Billing & Feedback Module – Handling payments and collecting customer feedback.
- Reports & Dashboards Module – Visual analysis and managerial reports.

Fig 2.2: Categorization of ideas under core functional modules of the Garage Management System.

#### Action Planning:

After grouping the ideas, an action plan was formulated. Team members were assigned specific responsibilities for creating custom objects, configuring relationships, developing automation flows, and testing system functionalities in Salesforce.

#### Step-3: Idea Prioritization:

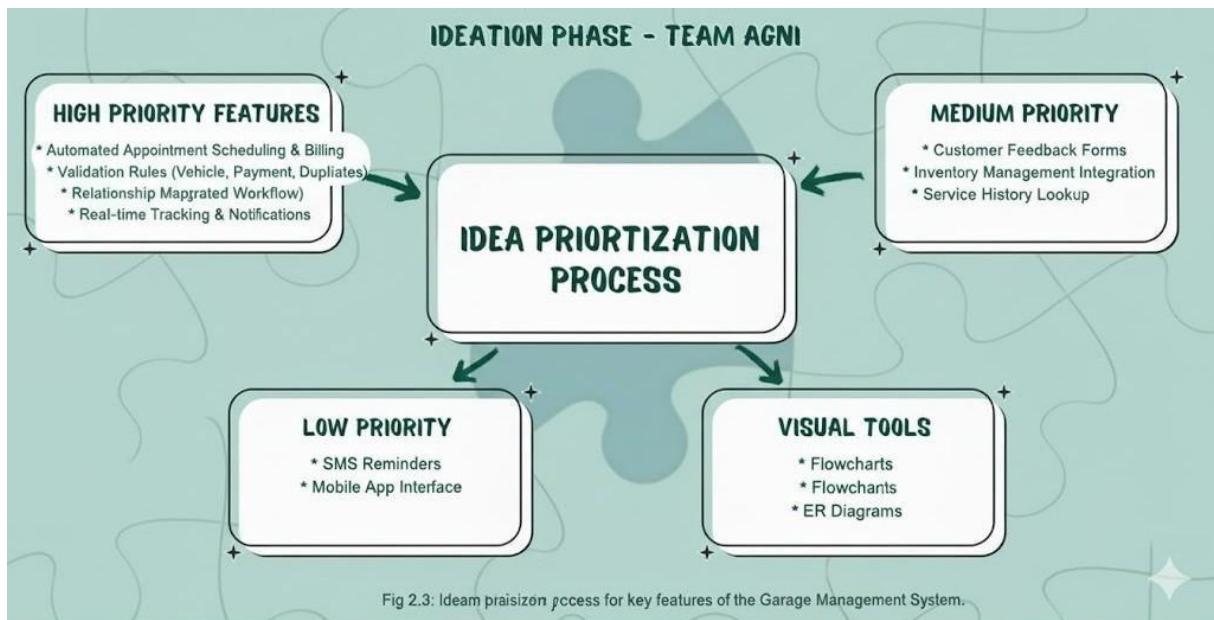


Fig 2.3: Idea prioritization process for key features of the Garage Management System.

Idea Prioritization enables the team to focus on features that have the highest impact on efficiency and user experience.

In the Garage Management System, the following components were given top priority:

- Automation of appointment scheduling and billing.
- Validation rules for vehicle number, payment rating, and duplicate customer entries.
- Relationship mapping between objects for integrated workflow.
- Real-time service tracking and customer notifications.
- Analytical dashboards for managerial insights.

Fig 2.3: Idea prioritization process for key features of the Garage Management System.

This prioritization helped break down the project into manageable stages and ensured a systematic approach from design to implementation. Visual tools like flowcharts and ER diagrams were also created to represent relationships between system entities and to guide the development workflow.

## Outcome of the Ideation Phase

- The ideation phase successfully resulted in:
- A clear and actionable project roadmap.
- Well-defined modules and automation objectives.
- Identification of key Salesforce features to be implemented.
- A collaborative plan for development and testing.

This phase provided the direction for building a scalable, cloud-based Garage Management System that improves operational efficiency, data transparency, and customer satisfaction in automotive service centers.