

# DEFINE PROBLEM STATEMENT

Date	23 October 2025
Team ID	NM2025TMID02904
Project Name	Garage Management System
Maximum Marks	2 marks

## Customer Problem Statement :

In a typical garage service environment, customers often encounter difficulties due to the lack of organized and transparent communication regarding their vehicle servicing. Many customers are not informed about the exact status of their vehicle, expected completion time, or the detailed breakdown of repair charges until the service has already been completed. This creates uncertainty and reduces confidence in the service process. Additionally, customers frequently struggle to maintain records of previous services, spare parts replaced, and warranty coverage because this information is usually stored manually or shared verbally. When recurring maintenance or repairs are needed, customers have no convenient way to track service history or receive timely reminders, which can lead to missed service schedules and reduced vehicle performance. Thus, there is a need for a centralized, user-friendly digital system that allows customers to access service details, track progress, receive alerts, and stay informed throughout the entire service process, leading to improved transparency, convenience, and trust.



## Problem Statement :

Many garages still manage their operations manually, using notebooks, registers, or basic spreadsheets. This approach makes it difficult to organize customer records, track vehicle service history, manage spare parts inventory, schedule appointments, and generate accurate billing. Such manual systems are vulnerable to human errors, data loss, and miscommunication among garage staff and with customers. To solve these issues, a Garage Management System built on Salesforce is required. Salesforce provides a centralized cloud platform where customer profiles, vehicle records, service requests, spare parts stock, and payment details can all be stored, updated, and accessed efficiently. This system will ensure better organization, improved workflow, faster service delivery, accurate data handling, increased customer satisfaction, and stronger business management.