

VEHICLE MANAGEMENT SYSTEM USING SALESFORCE

1 INTRODUCTION

1.1 Overview

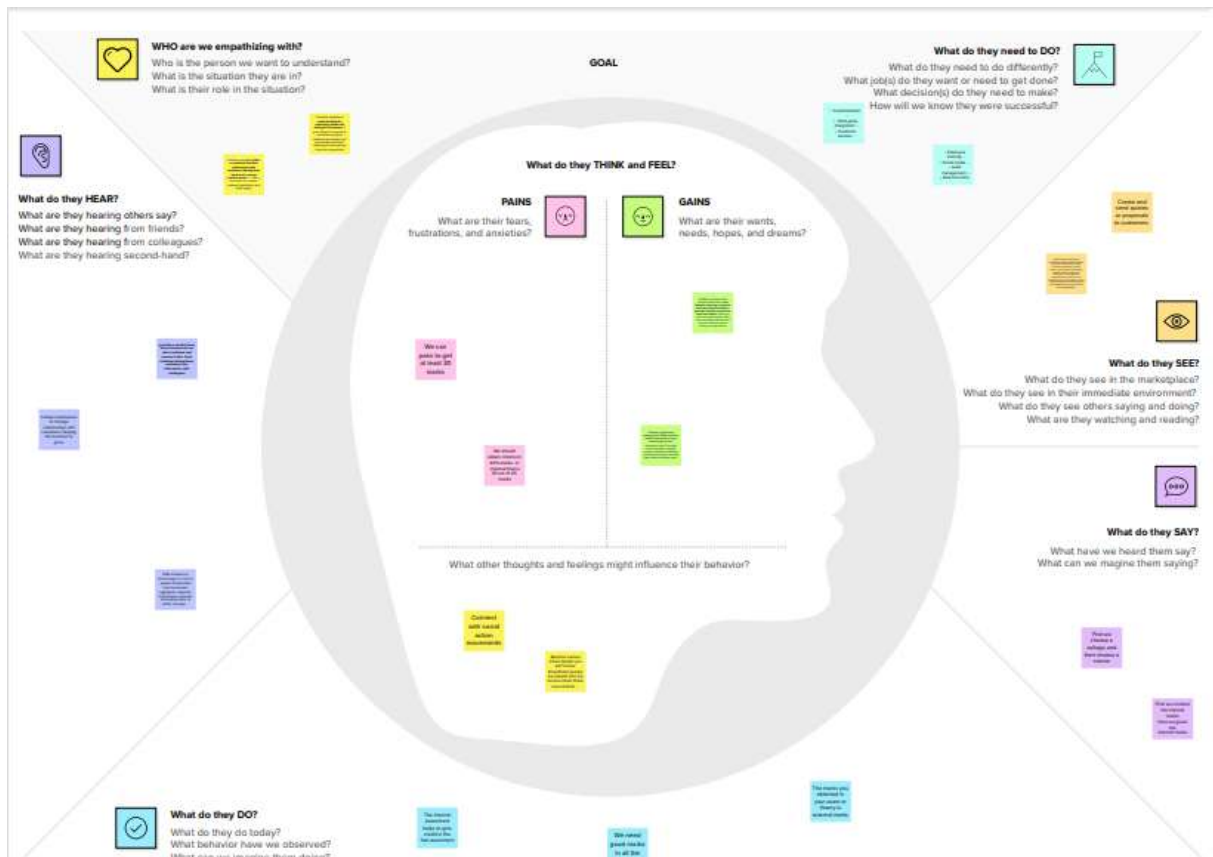
Vehicle management system is a software that automates the management of vehicles for the transportation industry or a company that owns a large number of vehicles.

1.2 Purpose

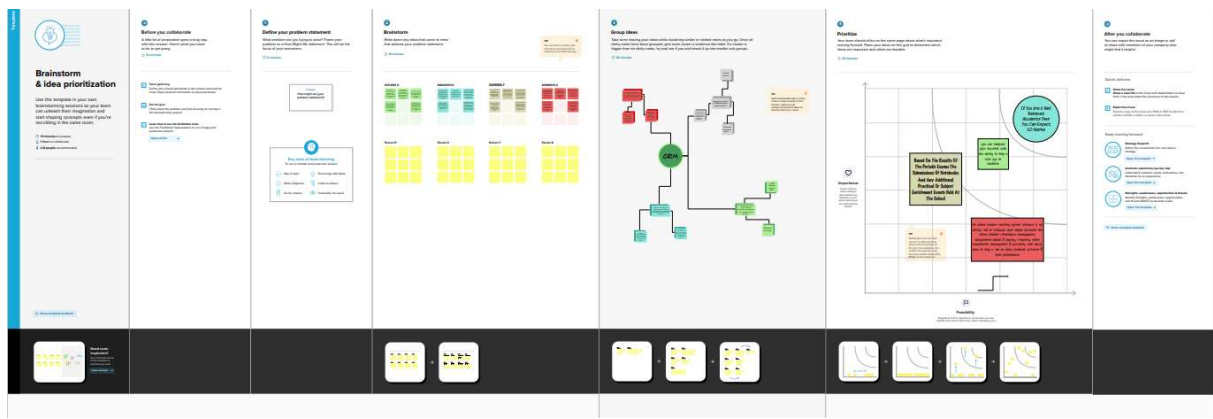
They can provide services such as vehicle tracking, fuel management, vehicle guidance, stability, and control, system health management, system operations management, and vehicle re-marketing.

2 problem Definition & Design Thinking

2.1 Empathy Map Canvas



2.2 Brainstorming & Idea Prioritization Template



3 RESULT

3.1 Data Model:

i) Vehicle Object

S NO.	Field Names	Data Types
1.	Customer Name	Text
2.	Customer Mobile No	Number
3.	Vehicle Type i)2 wheeler ii)4 wheeler	Picklist
4.	2WHEELERS i) HERO ii)HONDA iii)BAJAJ iv)ROYAL ENFIELD v)TVS vi)KINETIC vii)OLA viii)JAWA ix)SD x)BATTERY	Picklist
5.	4WHEELERS i) RENAULT ii)SKODA iii) HONDA iv)HYUNDAI v)SUZUKI vi)MAHINDRA vii)VOLKSWAGEN viii)BENZ ix)AUDI	Picklist

6.	Vehicle Name	Text
7.	Vehicle No	Text
8.	Chassic No	Text
9.	Colour	Text
10.	Body Type	Text
11.	Vehicle Includes i)Fire Extenuation ii)First Aid Kit iii)Multi Charger kit iv)Stepney v)Stereo vi)Tool Kit vii)Tracking Device viii)Tyre Jack	Multi Picklist
12.	Condition i)Good ii)Medium iii)Least	Picklist
13.	Mileage	Text
14.	Seats	Number
15.	Start Date	Date/Time
16.	End Date	Date/Time
17.	Opportunity	Lookup(opportunities)

ii) Driver objects

S No	Field	Data Type
1.	Driver Name	Text

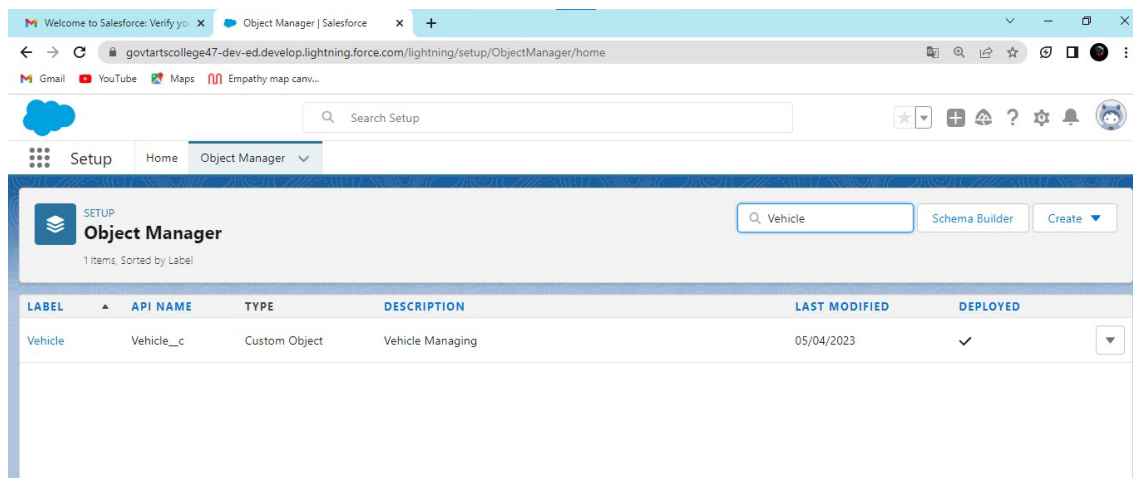
2.	Licence No	Text
3.	Mobile No	Number
4.	Fair Per Hour	Text
5.	Vehicle	Lookup(Vehicle)

3.2 Activity & Screenshot

(Milestone-2:OBJECT)

Activity-1 : Creaton of Vehicle Objects

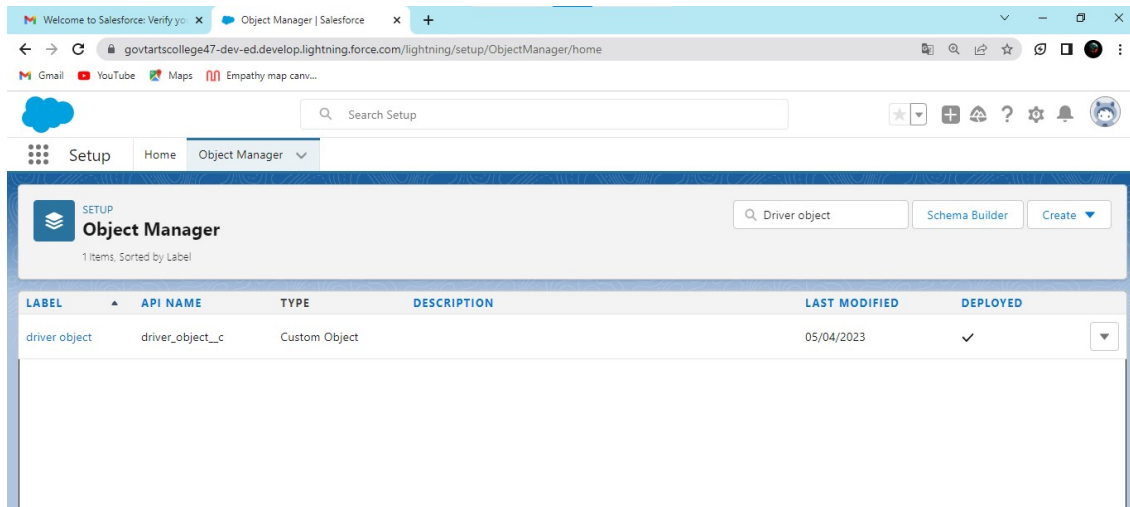
Creaton of Object for Vehicle Management



(Milestone-2:OBJECT)

Activity-2 : Create Driver Object

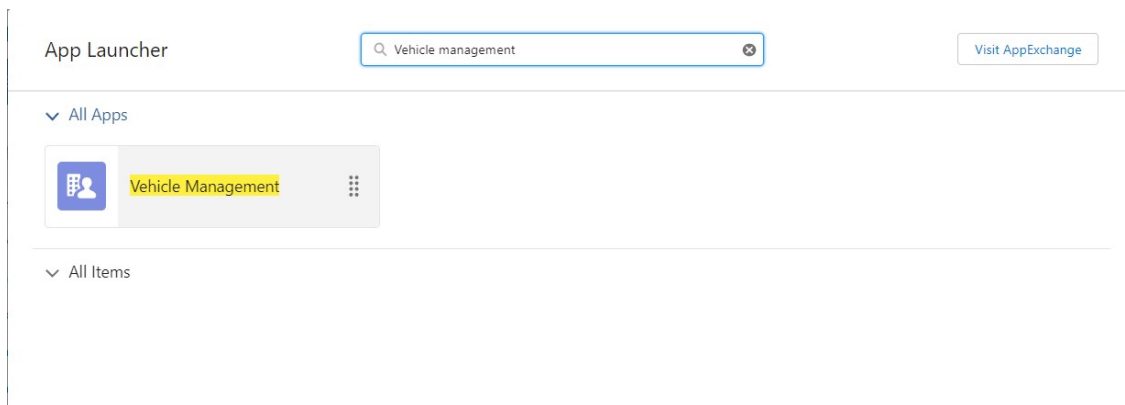
Creaton of Driver Object



(Milestone-3: LIGHTNING APP)

Activity-1 : Create the Vehicle Management App

Creaton Vehicle Management App



(Milestone-4: FIELDS & RELATIONSHIP)

Activity-1 : Creaton of felds for the Vehicle Objects

Creaton of felds for the Vehicle Objects

The screenshot shows the Salesforce Setup interface for the 'Vehicle' object. The 'Fields & Relationships' section is active, displaying a list of 21 fields. The table below shows the first five fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
2WHEELERS	X2WHEELERS__c	Picklist	Vehicle Type	
4WHEELERS	X4WHEELERS__c	Picklist	Vehicle Type	
Body Type	Body_Type__c	Text(9)		
Chassic No	Chassic_No__c	Text(10)		
Colour	Colour__c	Text(6)		

(Milestone-4: FIELDS & RELATIONSHIP)

Activity-2 : Creaton of felds for the Driver Objects

Creaton of felds for the Driver Object

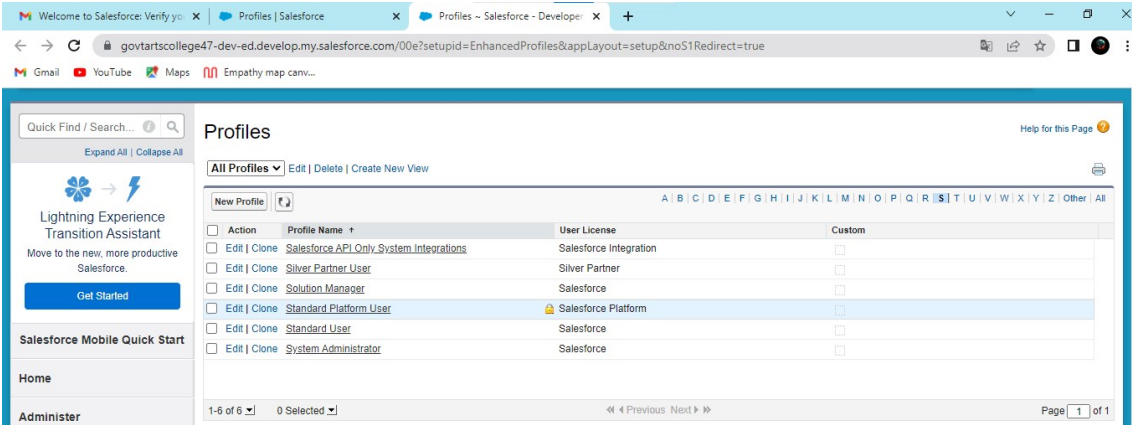
The screenshot shows the Salesforce Setup interface for the 'driver object'. The 'Fields & Relationships' section is active, displaying a list of 9 fields. The table below shows the first seven fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Driver Name	Driver_Name__c	Text(11)		
driver object Name	Name	Text(80)		✓
Fair Per Hour	Fair_Per_Hour__c	Text(13)		
Last Modified By	LastModifiedById	Lookup(User)		
Licence No	Licence_No__c	Text(10)		

(Milestone-5: PROFILE)

Activity-1 : Creaton on Profile

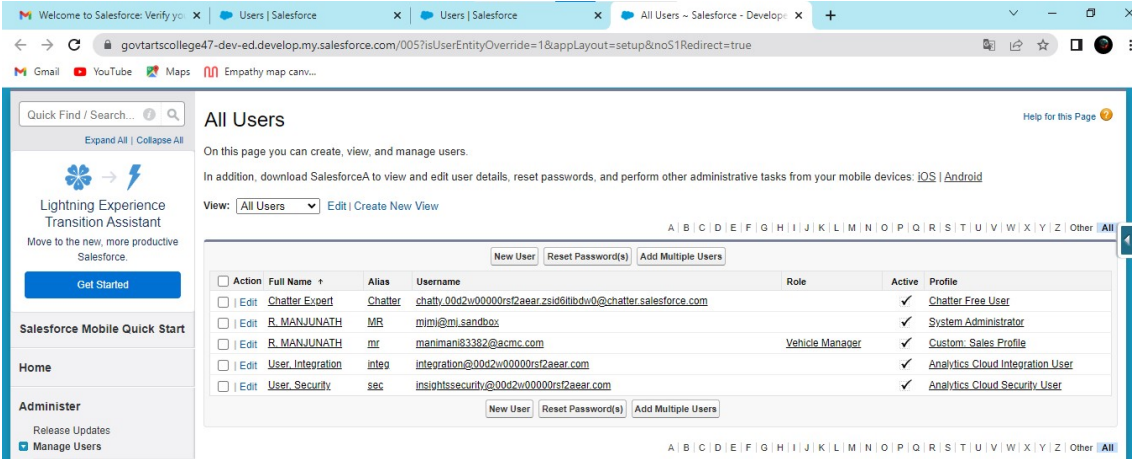
Creaton on Profiles



(Milestone-6: USERS)

Activity-1 : Creatng a Users

Creatng a Users



(Milestone-7: PERMISSION SETS)

Activity-1 : Permission sets 1:

To Set Permissions

Permission Sets

On this page you can create, view, and manage permission sets.

In addition, you can use the SalesforceA mobile app to assign permission sets to a user. Download SalesforceA from the App Store or Google Play: [iOS](#) | [Android](#)

All Permission Sets | Edit | Delete | Create New View

Action	Permission Set Label	Description	License
<input type="checkbox"/>	Buyer	Allows access to the store. Lets users see products and c...	B2B Buyer Permission Set One Seat
<input type="checkbox"/>	Buyer Manager	Includes all Buyer capabilities, and allows access to man...	B2B Buyer Manager Permission Set One Seat
<input type="checkbox"/>	CRM User	Denotes that the user is a Sales Cloud or Service Clou...	CRM User
<input type="checkbox"/>	Commerce Admin	Allow access to commerce admin features.	Commerce Admin Permission Set License Seats
<input type="checkbox"/>	Contact Center Admin	Manage Service Cloud Voice contact centers that use Am...	Service Cloud Voice User

1-25 of 25 | 0 Selected | Page 1 of 1

(Milestone-8: REPORTS)

Activity-1 : Reports

Reports

Reports

Recent

1 item

REPORTS

Report Name	Description	F. v.	Created By	Created On	Subscribed
New Contacts & Accounts Report		Private Reports	MANJUNATH R	5/4/2023, 11:24 am	

Recent

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

To Do List

4 TRAILHEAD PROFILE PUBLIC URL:

TEAM LEAD - <https://trailblazer.me/id/mmani406>

Team Member 1 - <https://trailblazer.me/id/achennakrishnan>

Team Member 2 - <https://trailblazer.me/id/raghu36>

Team Member 3 - _____

5 ADVANTAGES & DISADVANTAGES

[ADVANTAGES]

1. The entire fleet on a single screen, in real time

- Location and status of vehicles and drivers
- Trip logs and events, routes followed, delays caused
- Productivity, efficiency and performance levels of vehicles and staff
- Timely notifications regarding malfunctions and delays

2. Vehicle status, readily available

Even the slightest problem in a vehicle's engine may eventually lead to severe damage and breakdowns. To a fleet manager, there is nothing like being notified about any issue, any indication of malfunction and any sign that a driver forgot to check oil and fuel levels, lights and indicators and tire pressure before they left the lot. Even more so when there is a malfunction that just happened, brewing into some serious breakdown. In brief, all this information will be readily available to the fleet manager, per vehicle.

3. Driver and vehicle safety and reliability

Fleet managers need to know how to educate drivers on safe driving practices. And having a driving behavior report, or a driver scorecard helps identify the behaviors that need to be addressed.

Additionally, a fleet of well-maintained vehicles has proven to play a very important role in safe driving, improving overall fleet safety and reliability. And, it's only logical that poorly maintained vehicles can endanger drivers, passengers and bystanders on the road.

4. Improved fuel efficiency, minimized fuel fraud

To that end, a vehicle management system provides trip information such as fast acceleration, hard turning, harsh braking, speeding and idling. Therefore, this type of information helps identify what needs to be addressed and how, on two different levels; driving behavior and vehicle maintenance.

5. Improved lifespan for vehicles and equipment

Mileage tracking in a trip log, fuel consumption tracking, diagnostic trouble code (DTC) alerts and notifications about bad driving behavior are bits of functionality that can help a fleet operator identify what needs to be dealt with and opt for repairs that are, in fact, required. Such functionality eliminates guesswork and allows fleet managers and operators to optimize their maintenance budget. Especially if they cannot afford an in-house repair shop.

6. Better reporting on driver behavior, work hours and vehicle performance

- Vehicle status reports (per vehicle)
- Trip log / Mileage reports / Historical data (per vehicle or piece of equipment)
- Driver scorecards (per driver)
- Shifts & Work hours reports (per shift or per driver)
- Safe driving reports (per driver)

- Driving behavior recommendations report (per driver or per vehicle)
- Fuel consumption reports (per vehicle)
- Diagnostic trouble codes reports (per vehicle)
- Routine inspections / maintenance timeliness reports
- Maintenance log reports (per vehicle)

[DISADVANTAGES]

- **Learning Curve:** As with all software systems, fleet management software also comes with a certain learning curve. Some systems can be so complicated that without aid from the software provider, you might not unlock the true potential of the tool at hand.
- **Extra Cost:** Sure, you are bound to gain a lot from using a fleet management software system. The profits you'll make due to the software aid will eventually make up for the initial subscription cost. However, if you are a small business owner, the initial cost might seem like too much.
- **Infrastructure Needs:** You'll face issues using fleet management software systems if you don't have proper network infrastructure. Without a stable Internet connection at all times, you will be missing out on the 'real-time' aspect of these systems. However, you can hardly do anything effectively without proper network infrastructure anyway.
- **Resistance From Staff:** At least initially, your staff might resist adopting fleet management software systems because they will be under complete surveillance. However, once you explain the [benefits they get from automation](#), the integration process should become smoother.

6

APPLICATIONS

(Applications of a CRM – Examples and Strategies)

- * Application 1: Tracking Customers
- * Application 2: Collecting Data for Marketing
- * Application 3: Improving Interactions and Communications
- * Application 4: Streamlining Internal Sales Processes
- * Application 5: Planning Your Operations.

Business is an ongoing process that has to update itself with time (adopt new technologies) to remain in the competition. Before technology, customer data or CRM was based on papers, but slowly, companies started tracking customer-related data with spreadsheets, emails, address books, and other ways.

But due to a lack of automation and integration, it becomes difficult for them to find and share up-to-date information when required quickly. It also hampers their ability to create marketing strategies, provide customers flawless service, and pursue new sales leads.

CRM is a powerful tool that automatically collects information about existing and prospective customers (their personal or professional information, including social media posts, phone numbers, email addresses, phone numbers, service, purchase history, and support tickets). Further, the whole information is integrated by the system and generates consolidated profiles that can be shared with appropriate teams. One of the best features of CRM is that it can connect with other business tools, such as document-sharing apps and online chat.

Artificial intelligence and business intelligence capabilities are built in CRM that accelerate administrative tasks and provide actionable insights. Customer relationship management's advantages and disadvantages will help you understand it in detail.

(Image result for CRM future scope)

“[The future of CRM is about which companies will be able to pivot to meet the changing needs and trends — driven by customer expectations. Customers expect organizations to know a lot about them and expect to have conversations.]”

