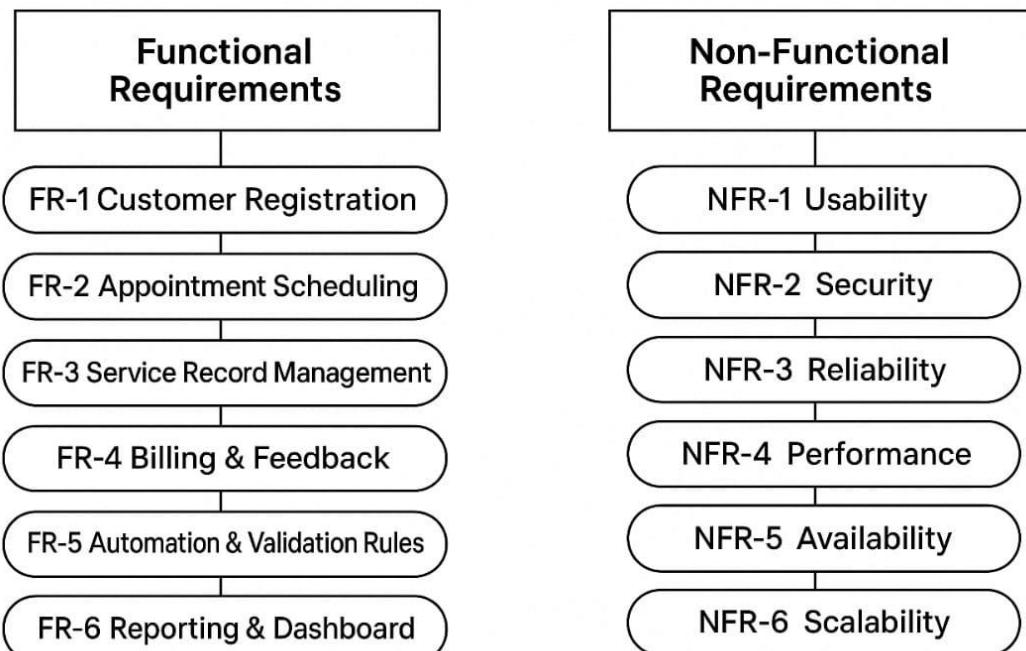


**Project Design Phase-II**  
**Solution Requirements (Functional & Non-functional)**

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

### **Functional Requirements :**

The Garage Management System (GMS) developed using Salesforce is designed to automate and streamline the workflow of customer management, service scheduling, billing, and performance reporting. The functional requirements define what the system must perform to meet the business objectives effectively.



FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Registration	Customers can be registered using a form with name, phone number, and email. Duplicate and validation rules ensure no duplicate records exist.
FR-2	Appointment Scheduling	Staff can create appointments linked to customers with validation for date and vehicle

		number format.
FR-3	Service Record Management	Technicians can create and update service records linked to appointments; service status updates automatically upon quality check completion.
FR-4	Billing & Feedback	The cashier can record payments and feedback. Flows automatically update payment amount and trigger confirmation emails.
FR-5	Automation & Validation Rules	Salesforce Flows, Validation Rules, and Apex Triggers ensure all automated tasks such as calculations, updates, and notifications occur accurately.
FR-6	Reporting & Dashboard	Managers can generate reports and view dashboards to analyze service performance, payments, and ratings.

### **Non-Functional Requirements :**

Non-functional requirements define how the Garage Management System performs and ensures reliability, scalability, and security on the Salesforce platform.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The Salesforce interface provides a simple and user-friendly experience for all users, ensuring quick navigation and data entry.
NFR-2	Security	Only authorized users (e.g., Manager, Salesperson) can access or modify specific records based on profiles and roles.

NFR-3	Reliability	The system automatically performs validation and duplicate checks to maintain consistent data accuracy.
NFR-4	Performance	Automated processes such as flows and triggers execute instantly to provide real-time updates without noticeable delay.
NFR-5	Availability	The application is hosted on Salesforce's cloud infrastructure, ensuring 99.9% uptime and continuous access from any device.
NFR-6	Scalability	As the business expands, new users, vehicles, or services can be added seamlessly without affecting performance.

### **Summary :**

The Garage Management System meets all functional and non-functional requirements to ensure smooth operation, security, and scalability. Salesforce's cloud-based architecture, combined with low-code automation tools, provides a robust and efficient platform for managing automotive service operations end-to-end.