Ideation Phase
Define the Problem Statements

Date	1 NOV 2025
Team ID	NM2025TMID02844
Project Name	Garage Management System
Maximum Marks	2 Marks

Customer Problem Statement :

Automotive service centers face challenges in managing customer data, service appointments, billing, and feedback using traditional manual methods. This often leads to misplaced records, delayed communication, billing inaccuracies, and reduced customer satisfaction. Managers struggle to monitor ongoing services and maintain data consistency across multiple departments.

They need a centralized, automated system that connects customer information, service records, and billing in one place. The solution must ensure data integrity, faster service delivery, and real-time tracking of operations. Integrating such a system using Salesforce CRM will improve efficiency, customer trust, and operational transparency.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Garage Owner	Manage all customer and service data efficiently	The system is manual and unorganized	Records are maintained on paper or spreadsheets	Frustrated and unable to track business performance
PS-2	A Service Manager	Schedule appointments and monitor ongoing service	there is no centralized digital platform	updates are not synced between staff members	confused and delayed in service delivery
PS-3	A Customer	Receive timely updates and accurate bills	communication is inconsistent	invoices and notifications are handled manually	dissatisfied and unsure about service progress

Problem Statement PS 1:

As a garage owner, I am trying to manage all customer details, appointments, and service records efficiently.

However, the current manual process is slow and prone to errors because data is maintained in physical registers or spreadsheets.

This makes me feel frustrated and unproductive, as I cannot easily track ongoing services or generate financial reports.

I need a cloud-based automated system that ensures accurate record-keeping and provides real-time insights into garage operations.

Problem Statement PS 2:

As a service manager, I want to schedule appointments and monitor work progress digitally.
However, without an integrated system, I face challenges in tracking service status, coordinating with technicians, and verifying billing details.
This often causes delays and confusion in workflow execution.
A Salesforce-based automation that connects all modules — from appointments to billing — would help maintain accountability and improve efficiency.

Problem Statement PS 3:

As a customer, I want to receive updates about my vehicle's service progress and payment confirmation.
But currently, there are no automated notifications or online records to check.
This makes me feel unsure and disconnected from the service process.
I need an automated communication system that sends service alerts, billing details, and feedback requests to enhance transparency and satisfaction.