DATA FLOW DIAGRAM & USER STORIES

Date	23 Octobar 2025
Team ID	NM2025TMID01244
Project Name	Garage Management System
Maximum Marks	4 Marks

Data Flow:

The data flow of the Garage Management System begins with the Customer module, where customer details such as name, contact information, and vehicle details are recorded. Once a customer is registered, the information flows into the Appointment module, allowing users to book service appointments linked to the registered customer records. The appointment data is then connected to the Service Records module, where the details of services performed, parts replaced, and maintenance activities are stored. After service completion, this data flows into the Billing and Feedback module, which generates the corresponding billing information, records payment status, and collects customer feedback on service quality. This interconnected data flow ensures smooth tracking of customer interactions — from registration to service delivery and payment — providing a centralized, automated, and efficient management system within the Salesforce environment.

User Stories : User stories define the functional needs of the Garage Management Project from
both the Manager and Platform User perspectives. They outline specific goals, such as managing customers, tracking services, updating progress, and reviewing feedback. These stories guide development, ensure clarity in requirements, and enhance collaboration between technical and business teams.

S.No	User Role	User Story	Description / Acceptance Criteria
1	**Manager**	As a Manager, I want to manage customer and vehicle records to maintain accurate client data.	The system should allow adding, editing, and linking customers with their vehicles for easy tracking.
2	**Manager**	As a Manager, I want to monitor service requests and assign tasks to platform users.	The system should display all active requests and allow assigning jobs with status updates.
3	**Platform User**	As a Platform User, I want to update service progress and completion details.	The user should mark each task as “In Progress” or “Completed” and record service details.
4	**Manager**	As a Manager, I want to review billing and feedback to evaluate service performance.	The system should generate automated bills and display customer feedback for quality improvement.