

SOLUTION REQUIREMENTS

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

Functional Requirements :

The functional requirements define the system's core operations, including customer and vehicle management, service booking, billing, and feedback. These features ensure efficient workflow automation and accurate record handling within the Garage Management Project using Salesforce tools.

S.No.	Requirement	Description
1	Customer Management	The system must allow the creation, modification, and deletion of customer records.
2	Vehicle Management	Each vehicle must be linked to its owner and include details like model, registration, and service history. Customers or managers can create and manage service
3	Service Booking	appointments within the system. Platform users should update job status such as "Pending," "In Progress," or "Completed."
4	Service Tracking	The system should generate accurate invoices automatically after service completion.
5	Billing Management	Customers must be able to provide feedback after each service. The manager should access reports and dashboards
6	Feedback Collection	summarizing performance, revenue, and customer satisfaction.
7	Reporting and Analytics	

Non - Functional Requirements : The non-functional requirements focus on performance, security, usability, and scalability. They ensure the Garage Management Project runs reliably, protects data, and remains adaptable to future business growth while maintaining a smooth user experience.

S.No.	Requirement	Description
1	Performance	The system should handle multiple concurrent users without performance degradation.
2	Usability	The interface must be intuitive, user-friendly, and accessible to non-technical users. Data accuracy and system uptime should be maintained above 99%.
3	Reliability	All customer and billing data must be securely stored and protected through role-based access.
4	Security	The system should support additional users, vehicles, and service types as the business grows.
5	Scalability	The application should allow easy updates and configuration changes within Salesforce.
6	Maintainability	
7	Data Integrity	Information must remain consistent across modules, with proper validation and automation.

Conclusion : The functional and non-functional requirements together form the foundation of the Garage Management Project. While functional requirements define what the system must do, non-functional requirements ensure it performs efficiently, securely, and reliably. Together, they guarantee a robust, user-friendly, and scalable Salesforce-based solution for effective garage operations.