

# **GARAGE MANAGEMENT SYSTEM**

**College Name: KAAMADHENU ARTS AND SCIENCE COLLEGE,SATHY**

**College Code:bru4p**

**TEAM ID:NM2025TMID21150**

## **TEAM MEMBERS:**

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# 1.INTRODUCTION

## 1.1 Project Overview

The Garage Management System is a valuable tool for automotive repair facilities, helping them deliver top-notch service, increase operational efficiency, and build lasting customer relationships. With its user-friendly interface and powerful features, GMS empowers garages to thrive in a competitive market while ensuring a seamless and satisfying experience for both customers and staff.

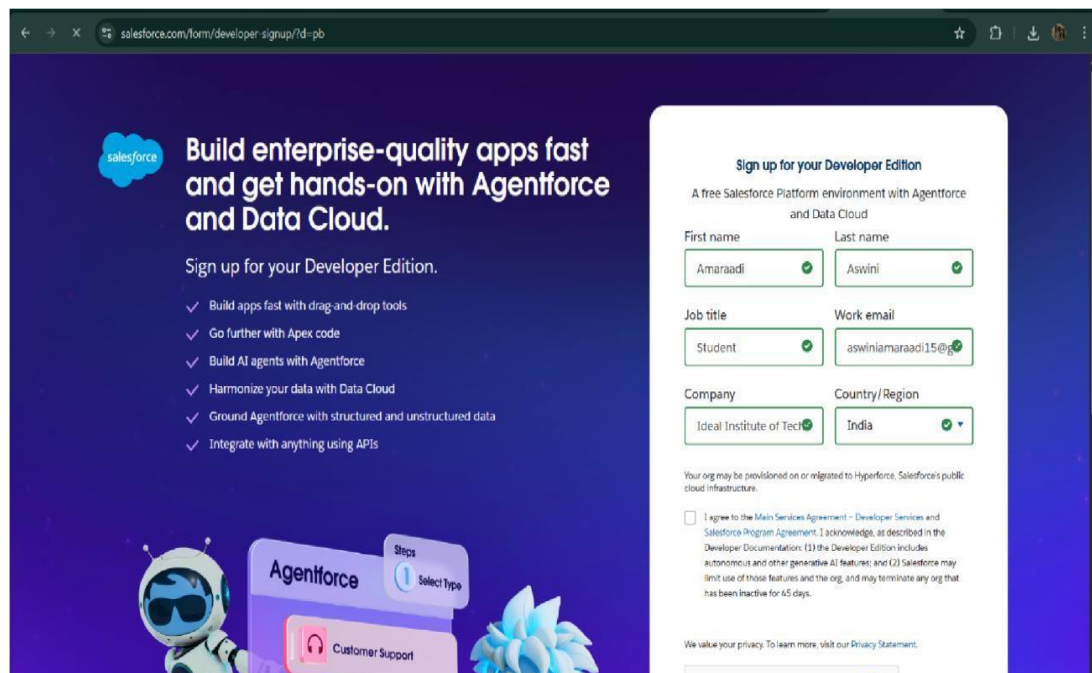
## 1.2 Purpose

The main objective of the project is to enable organizations to efficiently manage properties, tenants, and lease-related activities. It reduces manual intervention, improves accuracy, and ensures better compliance and communication.

# DEVELOPMENT PHASE

### Creating Developer Account:

By using this URL-<https://www.salesforce.com/form/developer/signup/?d=pb>



The screenshot shows the Salesforce Developer Edition signup page. The left side features the Salesforce logo and the text "Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud." Below this, it says "Sign up for your Developer Edition." and lists several benefits: "Build apps fast with drag-and-drop tools", "Go further with Apex code", "Build AI agents with Agentforce", "Harmonize your data with Data Cloud", "Ground Agentforce with structured and unstructured data", and "Integrate with anything using APIs". The right side contains the "Sign up for your Developer Edition" form, which includes fields for First name, Last name, Job title, Work email, Company, and Country/Region. The form is pre-filled with "Amaraadi", "Aswini", "Student", "aswiniamaraadi15@gmail.com", "Ideal Institute of Tech", and "India". There is a checkbox for "I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement" and a link to the "Privacy Statement".

salesforce

Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud.

Sign up for your Developer Edition.

- ✓ Build apps fast with drag-and-drop tools
- ✓ Go further with Apex code
- ✓ Build AI agents with Agentforce
- ✓ Harmonize your data with Data Cloud
- ✓ Ground Agentforce with structured and unstructured data
- ✓ Integrate with anything using APIs

Agentforce

Steps

Select Type

Customer Support

Sign up for your Developer Edition

A free Salesforce Platform environment with Agentforce and Data Cloud

First name Last name

Amaraadi Aswini

Job title Work email

Student aswiniamaraadi15@gmail.com

Company Country/Region

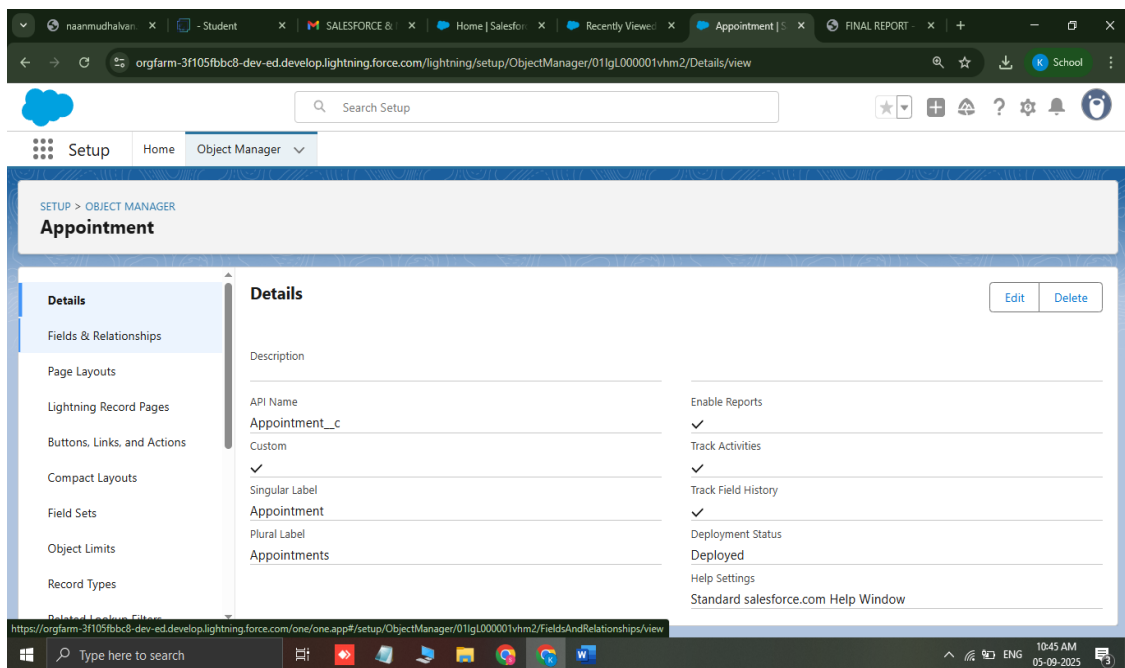
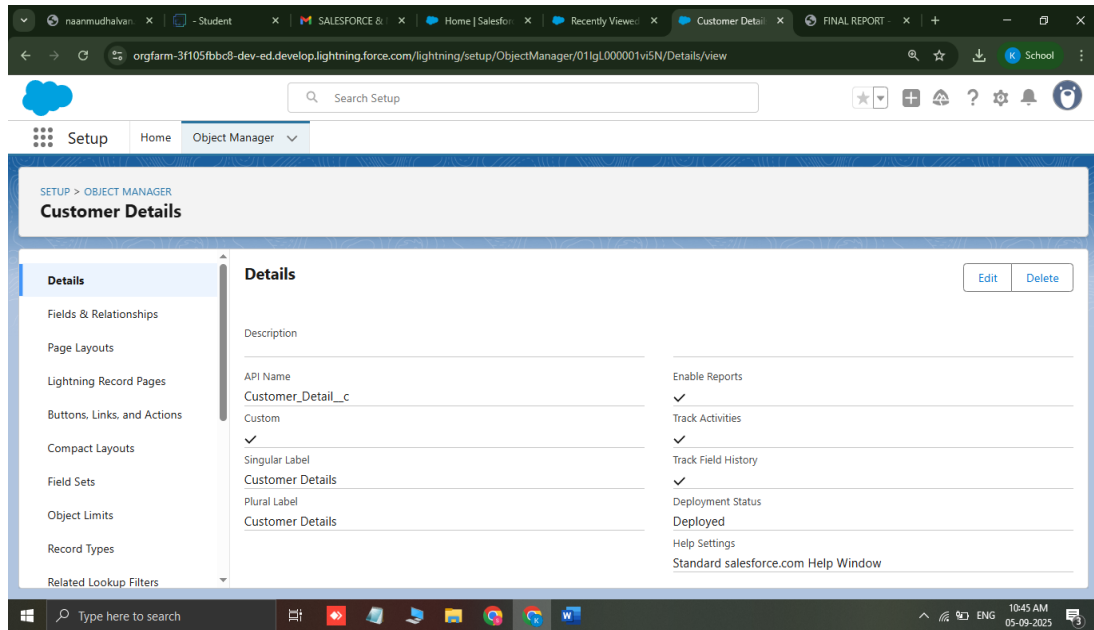
Ideal Institute of Tech India

Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☐ I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement. I acknowledge, as described in the Developer Documentation: (1) the Developer Edition includes autonomous and other generative AI features and (2) Salesforce may limit use of those features and the org, and may terminate any org that has been inactive for 65 days.

We value your privacy. To learn more, visit our Privacy Statement.

- Created objects: customer details, appointment, servicerecords, billing details and feedback.



naamudhalvan x - Student x SALESFORCE & x Home | Salesforce x Recently Viewed x Service records x FINAL REPORT x

orgfarm-3f105fbbc8-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgL000001vepm/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

### Service records

**Details**

- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions
- Compact Layouts
- Field Sets
- Object Limits
- Record Types

**Details**

Description

API Name  
Service\_records\_\_c

Custom  
✓

Singular Label  
Service records

Plural Label  
Service records

Enable Reports  
✓

Track Activities  
✓

Track Field History  
✓

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Edit Delete

https://orgfarm-3f105fbbc8-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/01lgL000001vepm/view

Type here to search

10:46 AM 05-09-2025

naamudhalvan x - Student x SALESFORCE & x Home | Salesforce x Recently Viewed x Billing details and x FINAL REPORT x

orgfarm-3f105fbbc8-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgL000001viLV/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

### Billing details and feedback

**Details**

- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions
- Compact Layouts
- Field Sets
- Object Limits
- Record Types
- Related Lookup Filters

**Details**

Description

API Name  
Billing\_details\_and\_feedback\_\_c

Custom  
✓

Singular Label  
Billing details and feedback

Plural Label  
Billing details and feedback

Enable Reports  
✓

Track Activities  
✓

Track Field History  
✓

Deployment Status  
Deployed

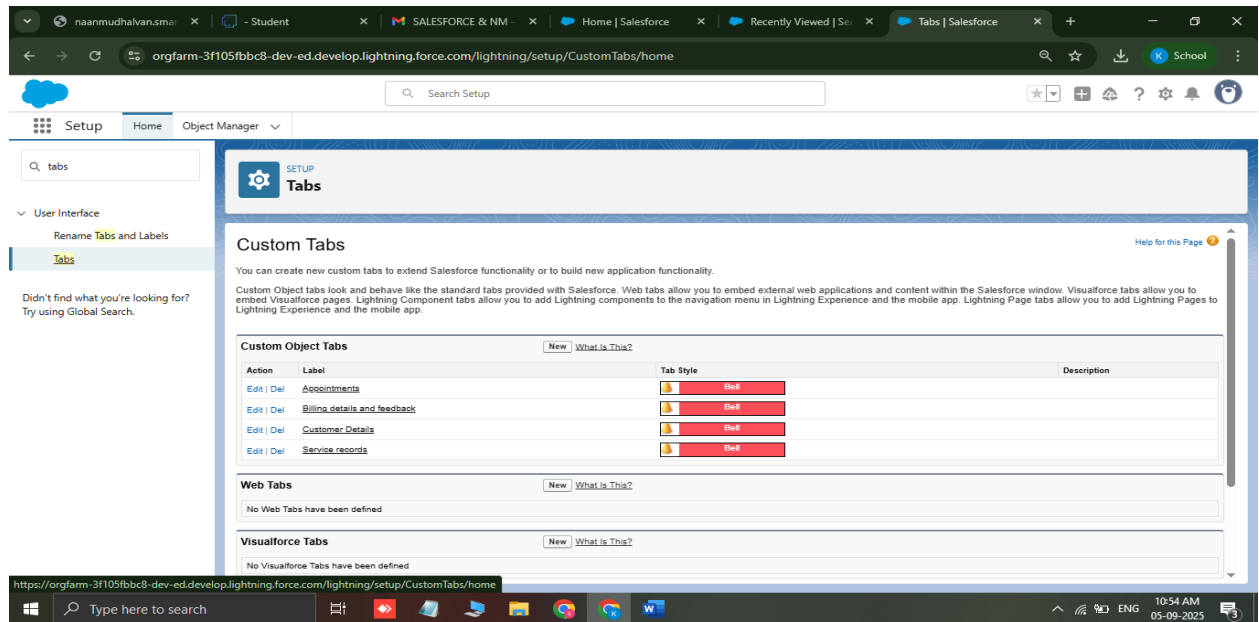
Help Settings  
Standard salesforce.com Help Window

Edit Delete

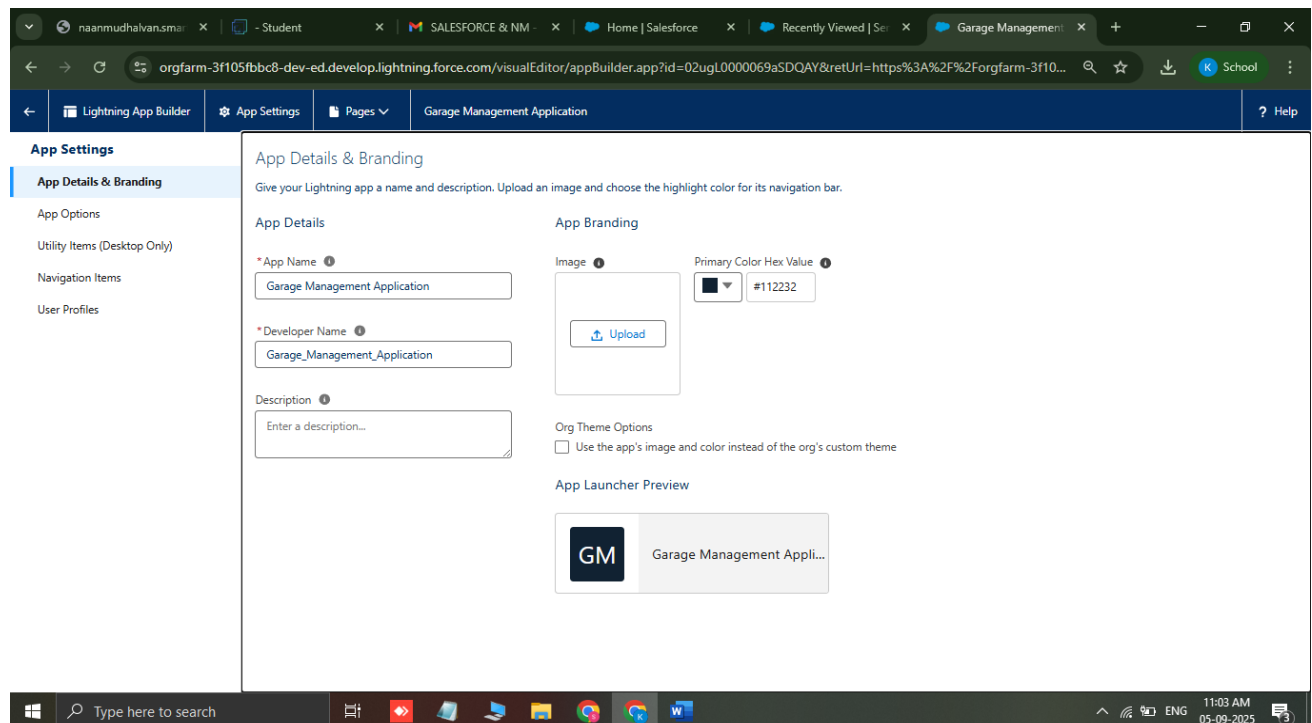
Type here to search

10:46 AM 05-09-2025

- Create a tabs : customer details,appointment,service records,billing details and feedback.



- Create a Lightning App: Garage management system



- **Creation of fields for the Customer Details object**

The screenshot shows the Salesforce Setup page for the 'Customer Details' object. The left sidebar contains a navigation menu with options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, and Restriction Rules. The main content area is titled 'Customer Details' and shows a table of fields and relationships. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are Created By, Customer Details Name, Gmail, Last Modified By, Owner, and Phone number.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Details Name	Name	Text(80)		✓
Gmail	Gmail__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone number	Phone_number__c	Phone		

- **Creation of fields for the Appointment object**

The screenshot shows the Salesforce Setup page for the 'Appointment' object. The left sidebar contains a navigation menu with options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, and Restriction Rules. The main content area is titled 'Appointment' and shows a table of fields and relationships. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are Appointment Date, Appointment Name, Created By, Customer Details, Last Modified By, Maintenance service, Owner, Repairs, and Replacement Parts.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date		
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Maintenance service	Maintenance_service__c	Checkbox		
Owner	OwnerId	Lookup(User,Group)		✓
Repairs	Repairs__c	Checkbox		
Replacement Parts	Replacement_Parts__c	Checkbox		

- Creation of fields for the Service records object

The screenshot displays the Salesforce Object Manager interface for the 'Service records' object. The left sidebar shows the navigation menu with 'Fields & Relationships' selected. The main area shows a table of fields with columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The table lists 8 items, sorted by Field Label.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment_c	Lookup(Appointment)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quality Check Status	Quality_Check_Status__c	Checkbox		
service date	service_date__c	Formula (Date)		
Service records Name	Name	Auto Number		✓
Service Status	Service_Status__c	Picklist		

- Creation of fields for the billing details and feedback object

The screenshot displays the Salesforce Object Manager interface for the 'Billing details and feedback' object. The left sidebar shows the navigation menu with 'Fields & Relationships' selected. The main area shows a table of fields with columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The table lists 8 items, sorted by Field Label.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text(1) (Unique Case Insensitive)		✓
Service records	Service_records__c	Lookup(Service records)		✓

- create a validation rule to an Appointment Object

The screenshot shows the Salesforce Setup interface for the Appointment object. The left sidebar lists various setup options, with 'Validation Rules' selected. The main content area displays a table of validation rules for the Appointment object. One rule is listed: 'Vehicle', which is active and was modified by KOWSHIKAA M. on 9/2/2025 at 7:19 AM. The rule's error location is 'Vehicle number plate' and the error message is 'Please enter valid number'.

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Vehicle	Vehicle number plate	Please enter valid number	✓	KOWSHIKAA M, 9/2/2025, 7:19 AM

- create a validation rule to an Billing details and feedback Object

The screenshot shows the Salesforce Setup interface for the Billing details and feedback object. The left sidebar lists various setup options, with 'Validation Rules' selected. The main content area displays a table of validation rules for the Billing details and feedback object. One rule is listed: 'Rating\_should\_be\_less\_than\_5', which is active and was modified by KOWSHIKAA M. on 9/2/2025 at 7:23 AM. The rule's error location is 'Rating for service' and the error message is 'rating should be from 1 to 5'.

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Rating_should_be_less_than_5	Rating for service	rating should be from 1 to 5	✓	KOWSHIKAA M, 9/2/2025, 7:23 AM



- create a matching rule to an Customer details Object

The screenshot shows the Salesforce Setup interface for Matching Rules. The left sidebar has a search bar with "matching" and a navigation menu with "Data" > "Duplicate Management" > "Matching Rules". The main content area is titled "Matching Rules" and includes a "What Are Matching Rules?" section with an "Expand" link. Below this is a table of existing matching rules.

Action	Rule Name	Object	Status	Description	Last Modified Date	Last Modified By
<a href="#">Deactivate</a>	Matching customer details	Customer Details	Active		9/2/2025	kow
<a href="#">Deactivate</a>	Standard Account Matching Rule	Account	Active	Matching rule for account records. <a href="#">More info</a>	8/28/2025	QEPIG
<a href="#">Deactivate</a>	Standard Contact Matching Rule	Contact	Active	Matching rule for contact records. <a href="#">More info</a>	8/28/2025	QEPIG
<a href="#">Deactivate</a>	Standard Lead Matching Rule	Lead	Active	Matching rule for lead records. <a href="#">More info</a>	8/28/2025	QEPIG

- create a Duplicate rule to an Customer details Object

The screenshot shows the Salesforce Setup interface for Duplicate Rules. The left sidebar has a search bar with "duplicate" and a navigation menu with "Data" > "Duplicate Management" > "Duplicate Rules". The main content area is titled "Duplicate Rules" and includes a "What Are Duplicate Rules?" section with an "Expand" link. Below this is a table of existing duplicate rules.

Rule Name	Description	Object	Matching Rule	Active	Last Modified By	Last Modified Date
Customer Detail duplicate		Customer Details	<a href="#">Matching customer details</a>	✓	kow	9/2/2025
Standard Account Duplicate Rule	Identify accounts that duplicate other accounts.	Account	<a href="#">Standard Account Matching Rule</a>	✓	QEPIG	8/28/2025
Standard Contact Duplicate Rule	Identify contacts that duplicate other contacts and leads.	Contact	<a href="#">Standard Contact Matching Rule</a>	✓	QEPIG	8/28/2025
Standard Lead Duplicate Rule	Identify leads that duplicate other leads and contacts.	Lead	<a href="#">Standard Lead Matching Rule</a>	✓	QEPIG	8/28/2025

- The screenshot shows the Salesforce Setup interface. The left sidebar contains navigation options like 'Setup', 'Home', and 'Object Manager'. The main content area is titled 'Profiles'. Below the title, there are tabs for 'All Profiles', 'Edit', 'Delete', and 'Create New View'. A table lists several profiles:

Action	Clone	Profile Name	User License	Custom
<input type="checkbox"/>	<input type="checkbox"/>	Silver Partner User	Silver Partner	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Solution Manager	Salesforce	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Standard Platform User	Salesforce Platform	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Standard User	Salesforce	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	System Administrator	Salesforce	<input type="checkbox"/>

The table is paginated, showing '1 of 1' pages. The bottom of the page shows a taskbar with various application icons and the system clock.

- 
- The screenshot displays the Salesforce Setup interface for Enhanced Profiles. The top navigation bar includes links for Home, Salesforce, Recently Viewed, Profiles, and Salesforce. The left sidebar shows the Setup menu with options for Home, Object Manager, and Profiles. The main content area is titled 'Profiles' and contains several sections:
- Contact Point Emails:** A row of checkboxes for different email types, with the first four checked.
  - User External Credentials:** A row of checkboxes for external authentication, with the first four checked.
  - Custom Object Permissions:** A table with two main sections: 'Basic Access' and 'Data Administration'. Each section has columns for Read, Create, Edit, Delete, View All Records, Modify All Records, and View All Fields. The 'Appointments' and 'Billing details and feedback' objects have 'Read' checked under Basic Access. 'Customer Details' and 'Service records' have 'Read' checked under Basic Access.
  - Session Settings:** A section for session management, including 'Session Times Out After' (2 hours of inactivity) and 'Session Security Level Required at Login'.
  - Password Policies:** A section for password requirements, including 'User passwords expire in' (90 days), 'Enforce password history' (3 passwords remembered), 'Minimum password length' (8), 'Password complexity requirement' (Must include alpha and numeric characters), 'Password question requirement' (Cannot contain password), and 'Maximum invalid login attempts' (10).

- **Creating Manager Role**

The screenshot shows the Salesforce Setup interface with the 'Roles' page selected. The left sidebar contains a search bar with 'roles' and a navigation menu with 'Users', 'Roles', 'Feature Settings', 'Sales', 'Service', and 'Case Teams'. The main content area is titled 'Understanding Roles' and includes a 'Sample Role Hierarchy' section. A dropdown menu shows 'Territory-based Sample'. Below it is a hierarchical diagram: 'Executive Staff' (CEO, President, CFO, VP, Sales) at the top, with three directors below: 'Western Sales Director', 'Eastern Sales Director', and 'International Sales Director'. Each director has two sales reps below them. To the right of the diagram are three text boxes explaining permissions for each level. At the bottom right is a 'Set Up Roles' button.

```
graph TD
    ES[Executive Staff  
CEO, President, CFO, VP, Sales] --> WSD[Western Sales Director  
Director of W. Sales]
    ES --> ESD[Eastern Sales Director  
Director of E. Sales]
    ES --> ISD[International Sales Director  
Director of Int'l Sales]
    WSD --> WSR[Western Sales Rep  
CA Sales Rep, OR Sales Rep]
    WSD --> WSR2[Western Sales Rep  
NY Sales Rep]
    ESD --> ESR[Eastern Sales Rep  
MA Sales Rep]
    ESD --> ESR2[Eastern Sales Rep  
TX Sales Rep]
    ISD --> ISR[International Sales Rep  
European Sales Rep]
    ISD --> ISR2[International Sales Rep  
Asian Sales Rep]
```

The screenshot shows the Salesforce Setup interface with the 'Roles' page selected. The left sidebar is the same as the previous screenshot. The main content area is titled 'Role Edit' and 'New Role'. It contains a 'Role Edit' form with the following fields: 'Label' (Manager), 'Role Name' (Manager), 'This role reports to' (CEO), and 'Role Name as displayed on reports' (empty). At the bottom of the form are three buttons: 'Save', 'Save & New', and 'Cancel'.

Windows taskbar and browser tabs are visible at the top. The browser address bar shows the Salesforce URL: `orgfarm-3f105fbbc8-dev-ed.develop.lightning.force.com/lightning/setup/Roles/page?address=%2F00E%2Fe%3Fparent%3D00EgL0000041gv%26setupid%3DRoles%...`

The Salesforce Setup page is displayed with the "Roles" tab selected. The left sidebar shows the navigation menu with "Roles" highlighted under the "Users" section.

The main content area shows the "New Role" form. The form fields are as follows:

- Label: `sales person`
- Role Name: `sales_person`
- This role reports to: `Manager`
- Role Name as displayed on reports: (empty)

Buttons at the bottom of the form: Save, Save & New, Cancel.

- **Create User**

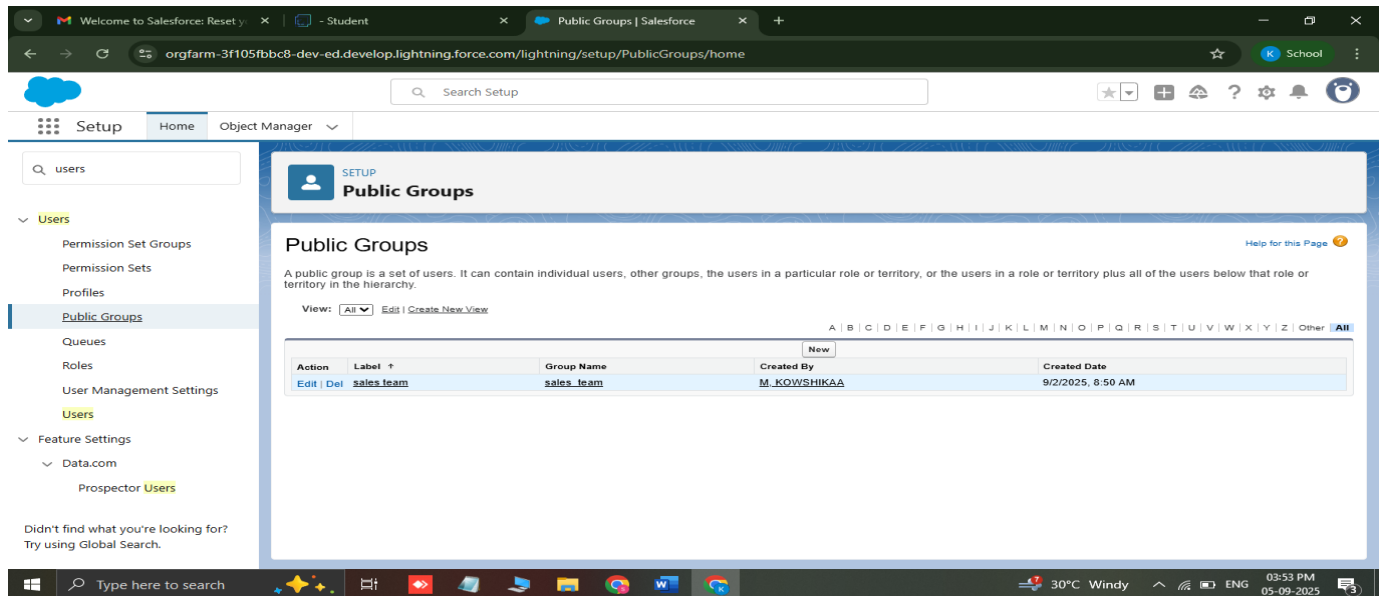
Windows taskbar and browser tabs are visible at the top. The browser address bar shows the Salesforce URL: `orgfarm-3f105fbbc8-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/home`

The Salesforce Setup page is displayed with the "Users" tab selected. The left sidebar shows the navigation menu with "Users" highlighted under the "Users" section.

The main content area shows the "Manage Users" page. The page includes a table of users with the following columns: Action, Full Name, Alias, Username, Role, Active, and Profile.

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter Expert	Chatter	chatty00dg00000aiam9uad.kugkh2l4gmim@chatter.salesforce.com		✓	Chatter Free User
<input type="checkbox"/> Edit	EPIC_OrgFarm	OEPIC	epic.cc0a87842927@orgfarm.salesforce.com		✓	System Administrator
<input type="checkbox"/> Edit	Kent_Clark	ckent	kowsi@kowsi.kowsi	sales_person	✓	sales_person
<input type="checkbox"/> Edit	M_KOWSHIKAA	kow	kowshikaa.cs23961@agentforce.com		✓	System Administrator
<input type="checkbox"/> Edit	Mikaelson_Niklaus	mika	kowshi@kowshi.kowshi	Manager	✓	Manager
<input type="checkbox"/> Edit	User_Integration	integ	integration@00dg00000aiam9uad.com		✓	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User_Security	sec	insightssecurity@00dg00000aiam9uad.com		✓	Analytics Cloud Security User
<input type="checkbox"/> Edit	Wayne_Bruce	bwayn	skr@skr.skr	sales_person	✓	sales_person

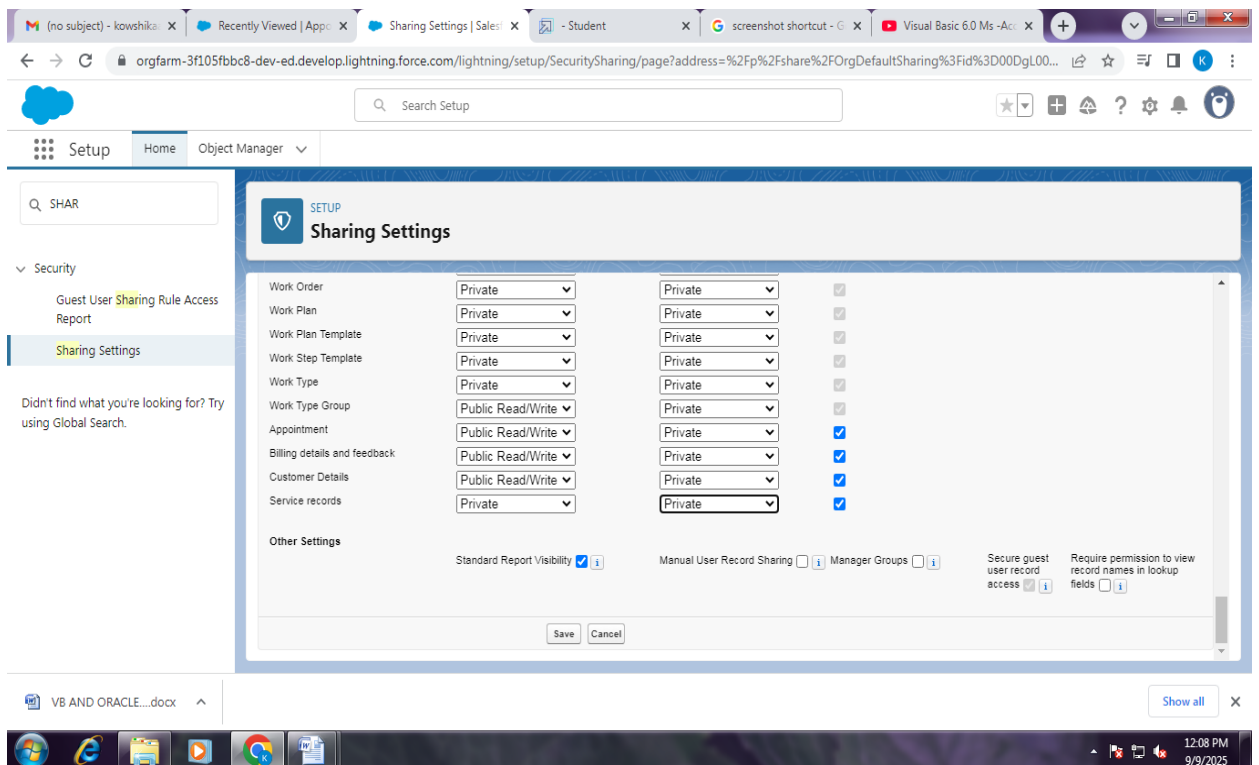
- **Creating New Public Group**



The screenshot shows the Salesforce Setup interface for Public Groups. The left sidebar contains a search bar and a navigation menu with categories like Users, Permission Set Groups, Profiles, and Public Groups. The main content area is titled 'Public Groups' and includes a description: 'A public group is a set of users. It can contain individual users, other groups, the users in a particular role or territory, or the users in a role or territory plus all of the users below that role or territory in the hierarchy.' Below this is a table with columns for Action, Label, Group Name, Created By, and Created Date. A single group named 'sales\_team' is listed, created by 'M. KOWSHIKAA' on '9/2/2025, 8:50 AM'.

Action	Label	Group Name	Created By	Created Date
<a href="#">Edit</a>   <a href="#">Del</a>	sales_team	sales_team	M. KOWSHIKAA	9/2/2025, 8:50 AM

- **Sharing setting**



The screenshot shows the Salesforce Setup interface for Sharing Settings. The left sidebar contains a search bar and a navigation menu with categories like Security, Guest User, and Sharing Settings. The main content area is titled 'Sharing Settings' and contains a table of sharing settings for various objects. The table has columns for the object name, a dropdown menu for the sharing setting, and a checkbox for the setting. The settings are as follows:

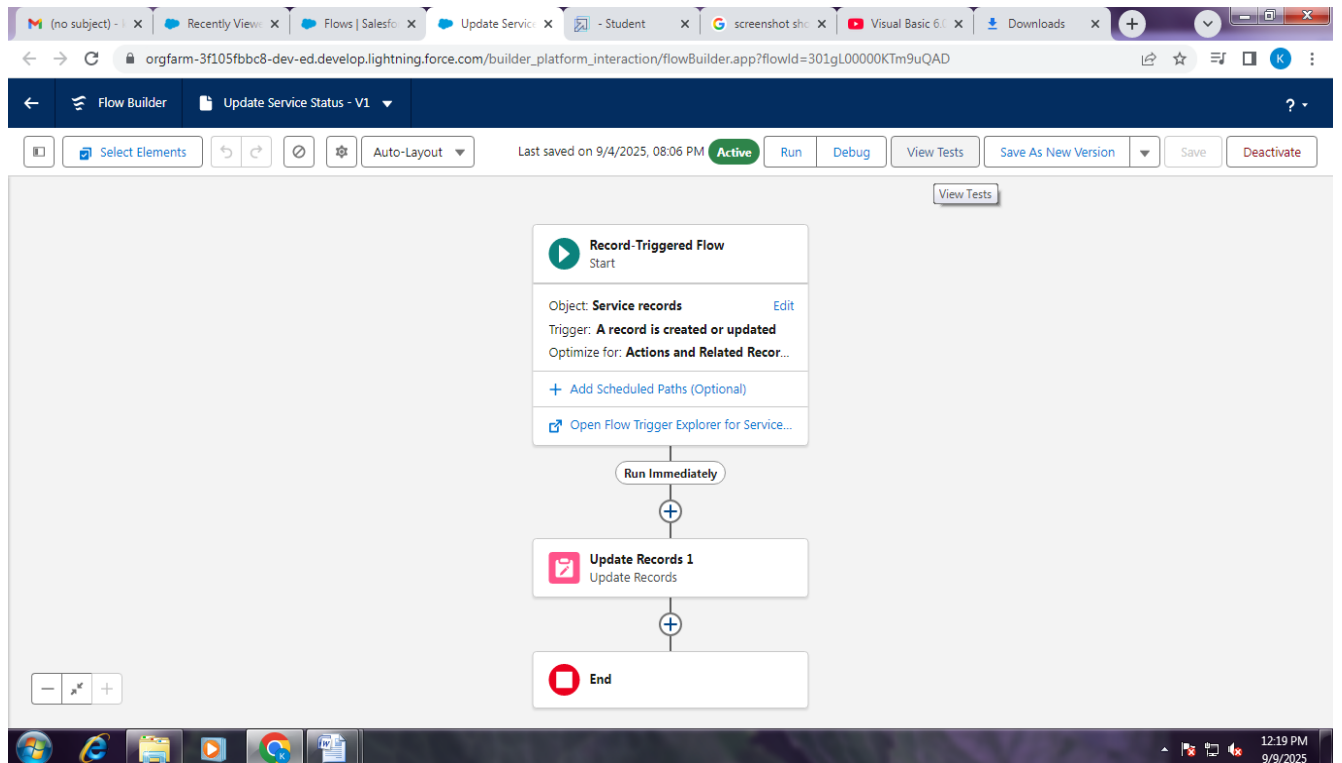
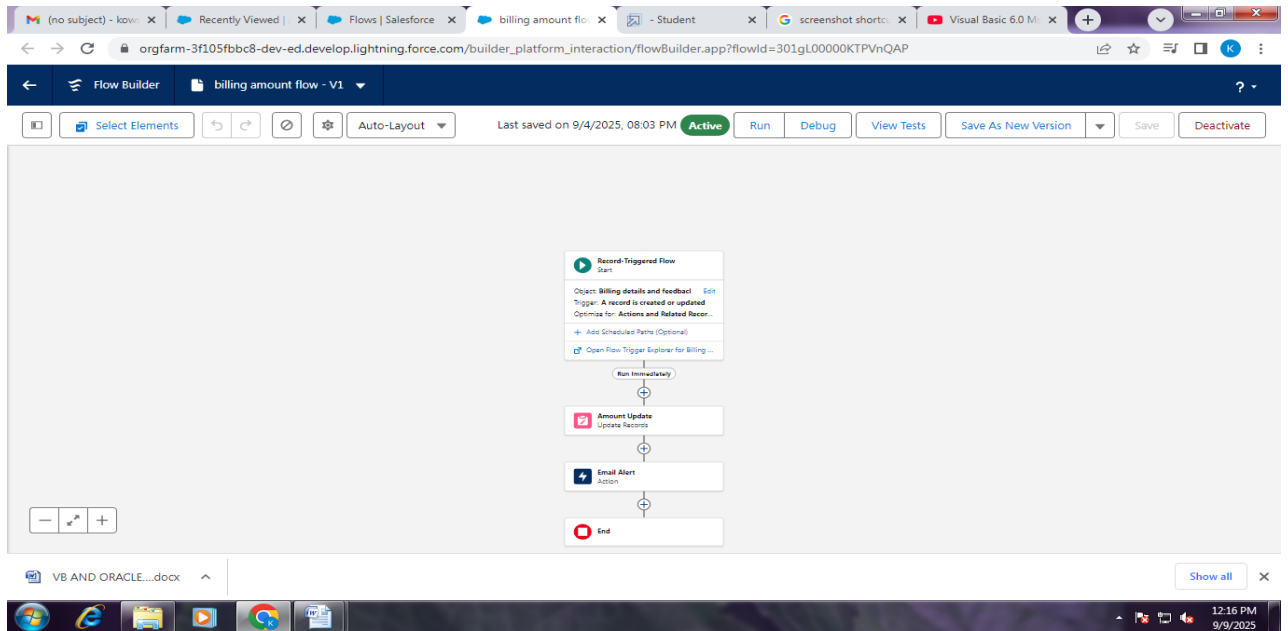
Object	Sharing Setting	Checkbox
Work Order	Private	<input checked="" type="checkbox"/>
Work Plan	Private	<input checked="" type="checkbox"/>
Work Plan Template	Private	<input checked="" type="checkbox"/>
Work Step Template	Private	<input checked="" type="checkbox"/>
Work Type	Private	<input checked="" type="checkbox"/>
Work Type Group	Public Read/Write	<input checked="" type="checkbox"/>
Appointment	Private	<input checked="" type="checkbox"/>
Billing details and feedback	Public Read/Write	<input checked="" type="checkbox"/>
Customer Details	Public Read/Write	<input checked="" type="checkbox"/>
Service records	Private	<input checked="" type="checkbox"/>

Other Settings:

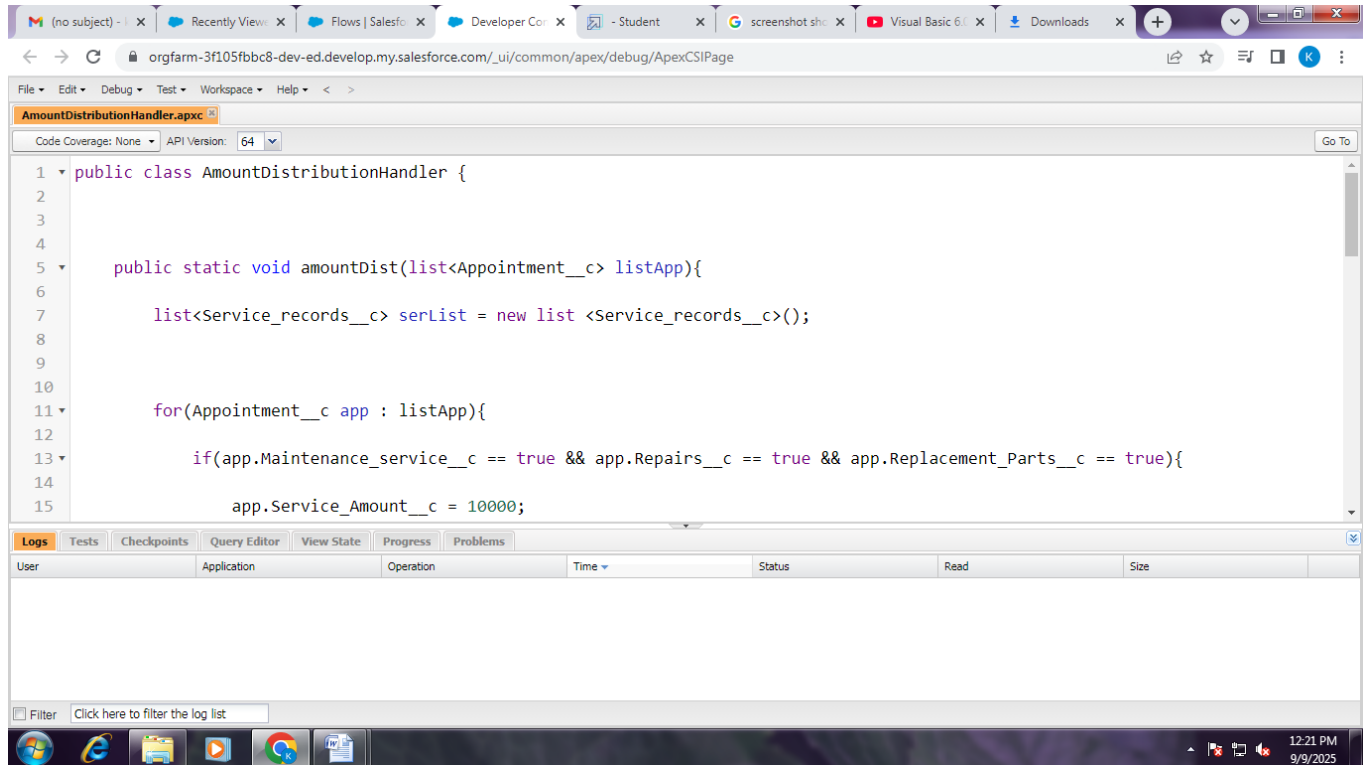
- Standard Report Visibility: ☒
- Manual User Record Sharing: ☐
- Manager Groups: ☐
- Secure guest user record access: ☐
- Require permission to view record names in lookup fields: ☐

Buttons: Save, Cancel

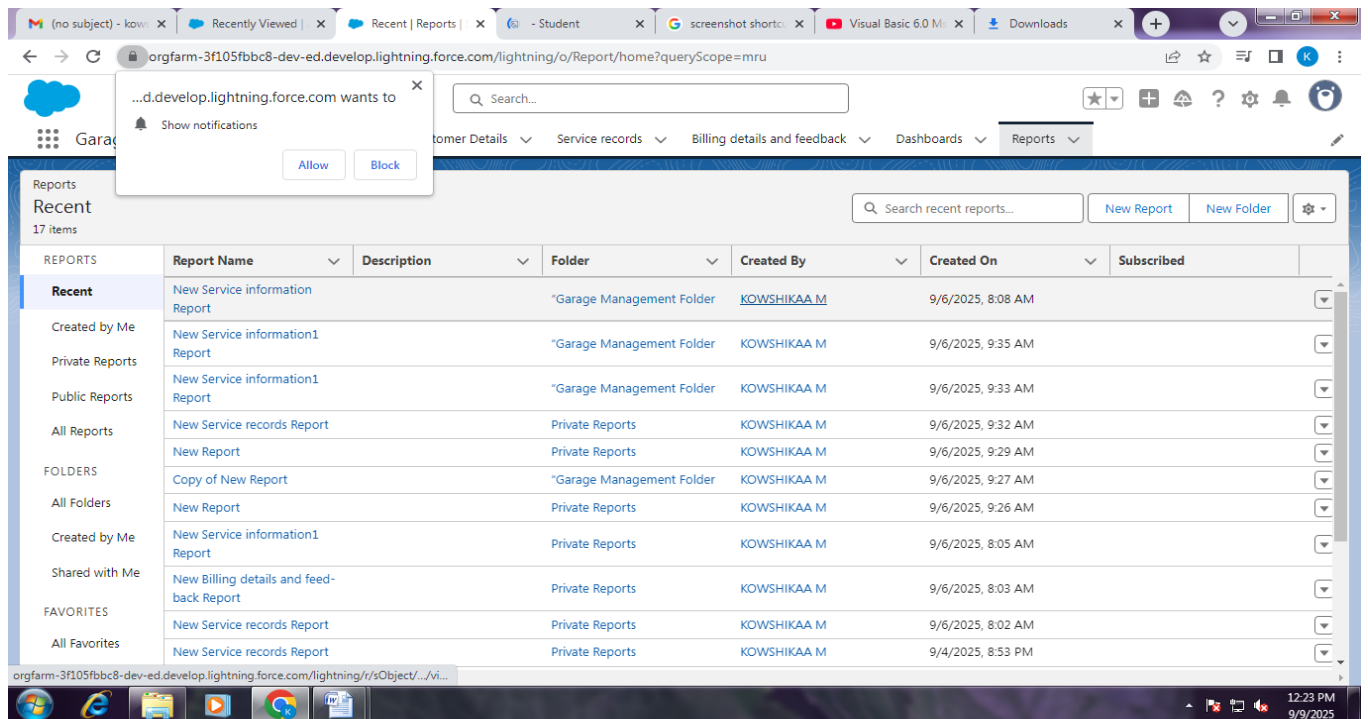
- **Flow**



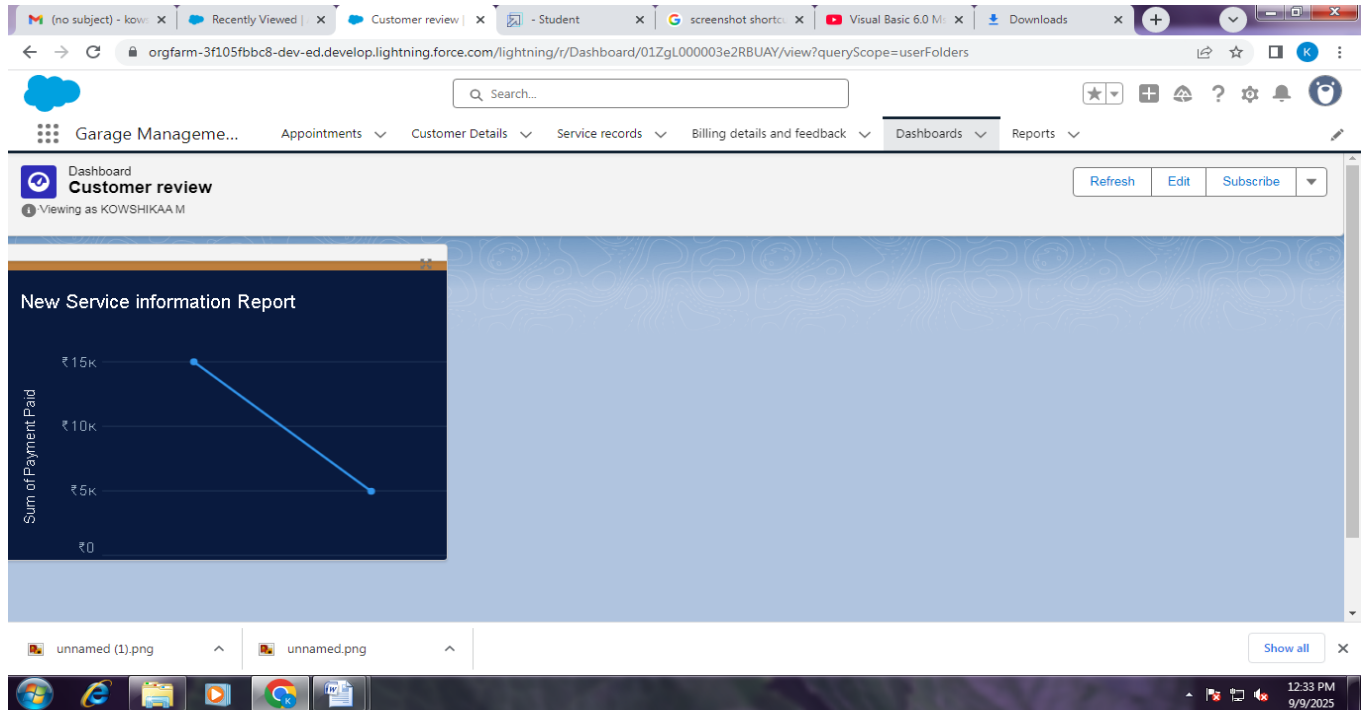
- **Apex trigger**



- Reports



- Dashboard creation



- User Adoption

The screenshot shows a Salesforce service record page for "ser-008". The page is divided into two main sections: "Details" and "Activity". The "Details" section contains fields for "Service records Name" (ser-008), "Appointment" (app-015), "Quality Check Status" (checked), "Service Status" (Completed), "service date" (9/6/2025), "Created By" (KOWSHIKAA M), and "Last Modified By" (KOWSHIKAA M). The "Activity" section shows a list of activities with filters for "All time", "All activities", and "All types". The activity list is currently empty, with a message stating "No activities to show. Get started by sending an email, scheduling a task, and more." The page includes a navigation bar with tabs for "Garage Manage...", "Appointments", "Customer Details", "Service records", "Billing details and feedback", "Dashboards", and "Reports". A search bar and a "Search..." button are at the top. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 12:35 PM on 9/9/2025.



