**GARAGE MANAGEMENT SYSTEM**

1. **Project Overview**:
   * The GMS is a system built on Salesforce to help car repair shops manage their operations more easily.
   * It helps in managing customer details, scheduling appointments, tracking repairs, and managing parts inventory.
   * The goal is to improve service quality, efficiency, and business insights, leading to better profitability.
2. **Objectives**:
   * **Easy System**: To Build a simple and effective system that handles customer management, appointments, repairs, parts, billing, and reporting.
   * **Better Customer Experience**: Allow customers to book appointments online and receive service updates.
   * **Improve Efficiency**: Reduce manual work, minimize errors, and automate tasks.
   * **Increase Profit**: Optimize parts inventory and billing, track costs, and generate accurate invoices.
   * **Data Insights**: Create reports to help make better business decisions.
3. **Salesforce Features Used**:
   * **Custom Objects**: Create records for customers, appointments, vehicles, services, parts, and invoices.
   * **Workflows & Approvals**: Automate reminders, notifications, and approvals for orders and invoices.
   * **Lightning App Builder**: Build an easy-to-use interface for the staff to manage tasks.
   * **Reports & Dashboards**: Track business performance, like revenue and technician performance.
   * **Mobile Accessibility**: Allow staff to access the system on mobile devices.
   * **Apex Classes & Triggers**: Automate calculations for costs, inventory updates, and invoices.
4. **Steps to Design the System**:
   * **Data Model**: Define fields for customer details, vehicle info, appointments, services, parts, invoices, and service records.
   * **User Interface**: Create a simple interface to manage appointments, customers, inventory, and reports.
   * **Business Logic**: Use automated reminders, inventory updates, and approval processes to improve workflow.
5. **Testing**:
   * **Unit Testing**: Test individual parts of the system for correctness.
   * **Integration Testing**: Test how all parts work together.
   * **UI Testing**: Ensure the interface is easy to use.
   * **User Acceptance Testing**: Ask real users (garage staff) for feedback.
6. **Scenarios Solved**:
   * **Appointment Scheduling**: Simplify the booking process and reduce errors.
   * **Inventory Management**: Keep track of parts, avoid shortages, and save costs.
   * **Customer Management**: Build better relationships with customers by tracking their preferences.
   * **Financial Management**: Create accurate invoices and track profits.
7. **Conclusion**:
   * The GMS project successfully made garage operations more efficient by automating tasks and providing important data insights.
   * It helps in managing appointments, parts, invoices, and customer relationships, leading to increased customer satisfaction and improved profits.