DATA FLOW DIAGRAM & USER STORIES
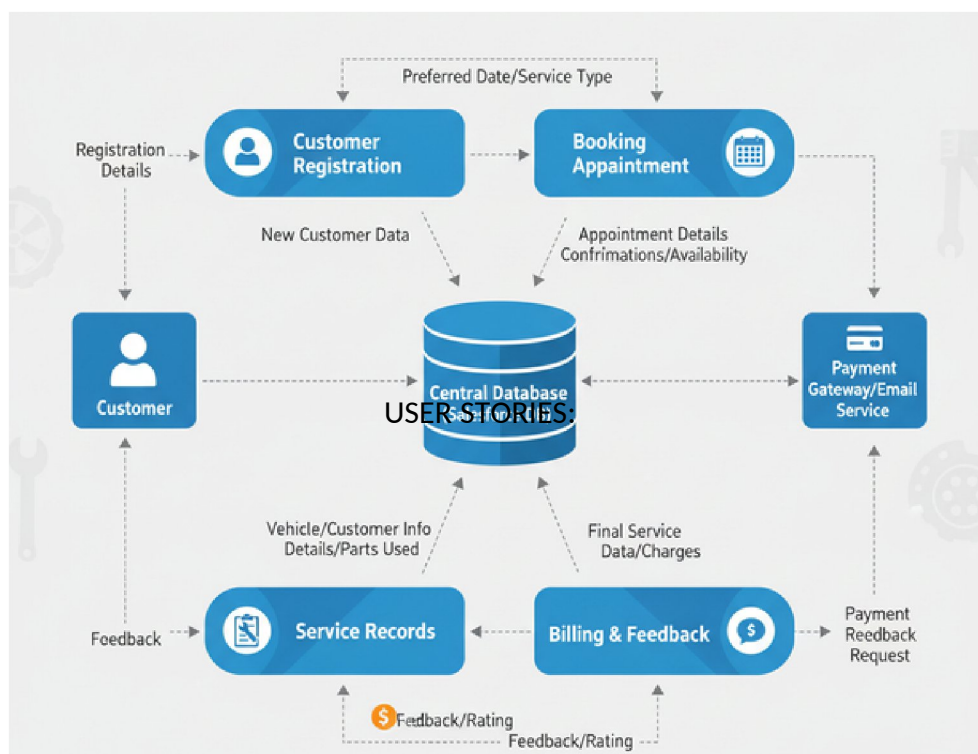
Date	23 October 2025
Team ID	NM2025TMID02573
Project Name	Garage Management System
Maximum Marks	2 Marks

Data Flow :

The **data flow** of a Garage Management System describes how information moves between different components and users within the system. The process begins when a **customer** books a service either online or at the garage. The booking data, including vehicle details, service type, and preferred schedule, is sent to the **system database** and recorded in the **customer and vehicle information module**. The **job scheduling module** then processes this information, assigning tasks to available mechanics based on workload and expertise. Once the service is underway, mechanics update the **service status**, which is stored in the database and made visible to both the garage staff and the customer through notifications. After payment, the customer can provide feedback, which is stored and analyzed to improve service quality. Finally, Salesforce reports and dashboards compile information from all these modules to provide actionable insights for management. This structured data flow ensures consistency, reduces redundancy, and enhances the overall efficiency and reliability of the garage management system.

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 vel
2	Manager	a Manager, I want to onitor service requests and sign tasks to platform ers	The system should display all active requests and allow assigning jobs with st

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.