SOLUTION REQUIREMENTS

Date	23 October 2025
Team ID	NM2025TMID02573
Project Name	Garage Management System
Maximum Marks	2 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.

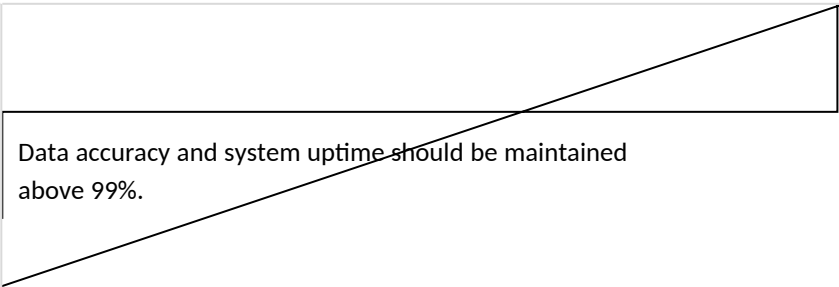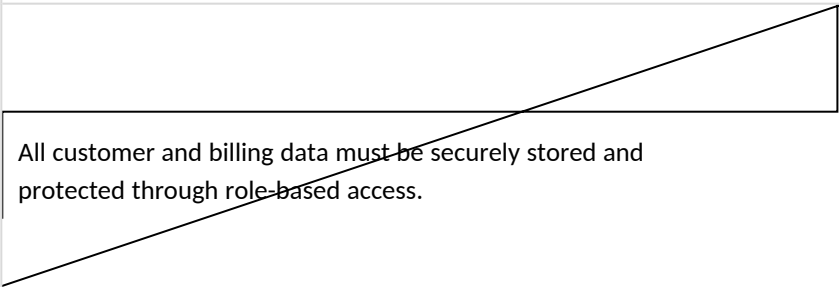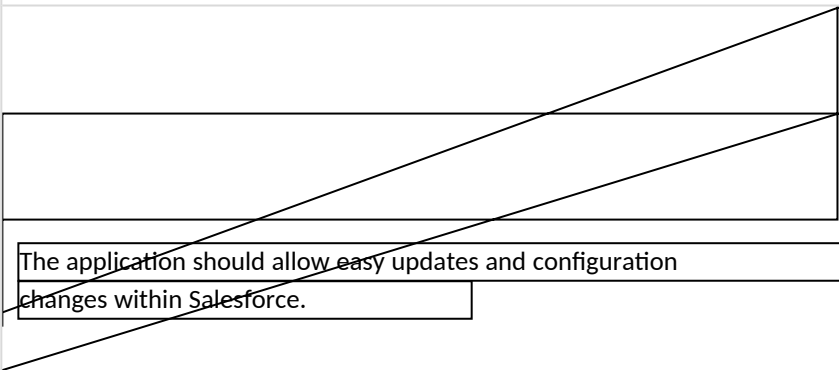| S.No.	Requirement	Description
1	Customer Management	The system must allow the creation, modification, and deletion of customer records.
2	Vehicle Management	Each vehicle must be linked to its owner and include details like model, registration, and service history.

3	Service Booking	Customers or managers can create and manage service appointments within the system.
4	Service Tracking	Platform users should update job status such as "Pending," "In Progress," or "Completed."
5	Billing Management	The system should generate accurate invoices automatically after service completion.
6	Feedback Collection	Customers must be able to provide feedback after each service.

S.No.	Requirement	Description
7	Reporting and Analytics	The manager should access reports and dashboards summarizing performance, revenue, and customer satisfaction.

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.

3	Reliability	Data accuracy and system uptime should be maintained above 99%.
4	Security	All customer and billing data must be securely stored and protected through role-based access.
5	Scalability	The system should support additional users, vehicles, and service types as the business grows.
6	Maintainability	The application should allow easy updates and configuration changes within Salesforce.

7	Data Integrity	Information must remain consistent across modules, with proper validation and automation.

Conslusion :

The Garage Management System provides a comprehensive solution to the operational challenges faced by garages and vehicle service centers. By automating tasks such as service booking, job scheduling, inventory management, billing, and customer communication, the system eliminates inefficiencies and reduces the risk of errors. It ensures accurate record-keeping, real-time updates, and seamless coordination between mechanics, staff, and customers. The system also enables data-driven decision-making through analytics and reporting tools, helping garage owners optimize resources and improve overall business performance.