

SOLUTION REQUIREMENTS

Date	23 October 2025
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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.


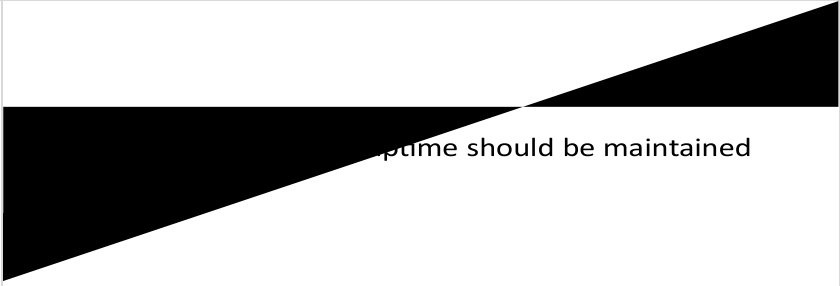
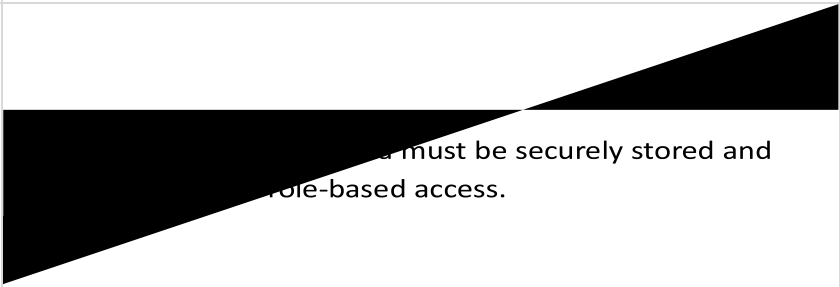
2	Vehicle Management	<p>Each vehicle must be linked to its owner and include details like model, registration, and service history.</p>
3	Service Booking	<p>The system should allow users to create and manage service appointments within the system.</p>
4	Service Tracking	<p>The system should track the job status such as "Pending," "In Progress," and "Completed."</p>
5	Billing Management	<p>The system should generate accurate invoices automatically after service completion.</p>

6	Feedback Collection	to provide feedback after each
7	Reporting and Analytics	Business reports and dashboards performance, revenue, and customer action.

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	 <p>The system should be intuitive, user-friendly, and accessible to all users.</p>
3	Reliability	 <p>The system's uptime should be maintained at a high level.</p>
4	Security	 <p>User data must be securely stored and access controlled via role-based access.</p>
5	Scalability	<p>The system should support additional users, vehicles, and service types as the business grows.</p>

6	Maintainability	 <p>allow easy updates and configuration Salesforce.</p>
7	Data Integrity	 <p>remain consistent across modules, with automation and automation.</p>

Conclusion :

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.