

SOLUTION REQUIREMENTS

Date	23 October 2025
Project ID	2025MID02573
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	A vehicle must be linked to its owner and include details like model, registration, and service history.
3	Service Booking	The system should allow users to create and manage service requests within the system.
4	Service Tracking	The system should track service jobs and update job status such as "Pending," "In Progress," and "Completed."
5	Billing Management	The system should generate accurate invoices automatically after service completion.

6	Feedback Collection	<p>To provide feedback after each transaction.</p>
7	Reporting and Analytics	<p>Access reports and dashboards for performance, revenue, and customer interaction.</p>

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	<p>The system should handle multiple concurrent users without performance degradation.</p>

		
2	Usability	The system must be intuitive, user-friendly, and accessible to all users.
3	Reliability	System uptime should be maintained at 100%.
4	Security	User data must be securely stored and access controlled via role-based access.
5	Scalability	The system should support additional users, vehicles, and service types as the business grows.

6	Maintainability	<p>The system offers a user-friendly interface with easy navigation, making it simple for mechanics and staff to learn and use. It also provides comprehensive documentation and support, ensuring that users can quickly resolve any issues they may encounter.</p> <p>The system is highly customizable, allowing users to tailor it to their specific needs. This includes the ability to create custom reports, integrate with third-party systems like accounting software or payment gateways, and manage multiple locations and franchises.</p> <p>Finally, the system is designed for scalability, so garages can easily add new features or modules as their business grows without having to invest in a completely new system.</p>
7	Data Integrity	<p>The system ensures data consistency across all modules by using a central database. This means that information such as customer details, service history, and inventory levels are updated in real-time across all parts of the system, ensuring that everyone has access to the most accurate and up-to-date information.</p> <p>It also includes built-in validation and automation tools to help prevent errors and ensure that data remains consistent across modules, with automated workflows for tasks like scheduling, billing, and reporting.</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.