# IDEA GENERATION & PRIORITIZATION

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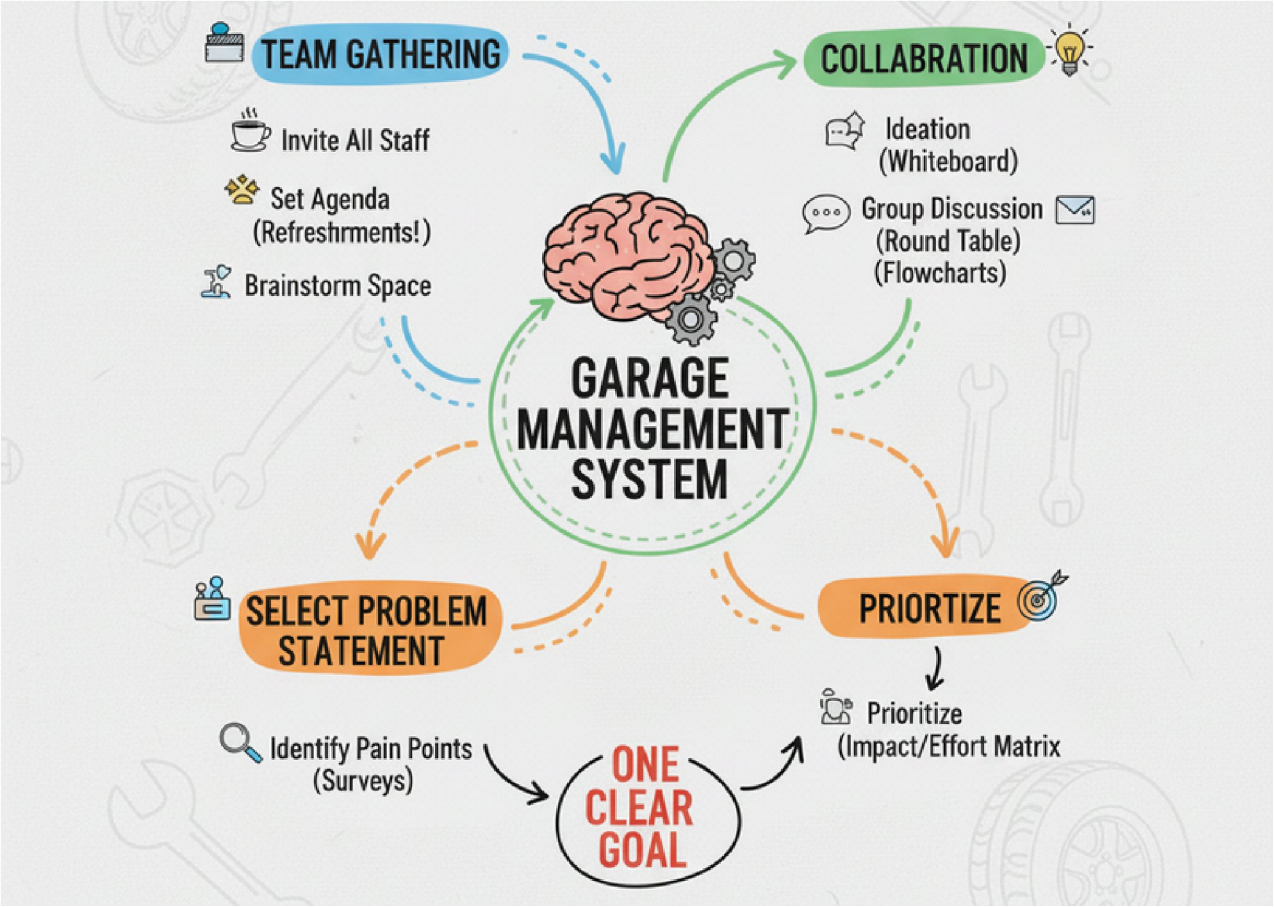
| Date | 23 October 2025 |
| [illegible] ID | [illegible]MID02573 |
| Project Name | [illegible] Management System |
| Maximum Marks | 4 Marks |

**Garage Management System Templete :**

The Garage Management Project is a Salesforce-based application designed to streamline and automate the operations of an automobile garage. This project aims to provide an efficient system for managing customer information, vehicle records, service bookings, and billing processes within a unified cloud platform. Built using Salesforce's low-code environment, the system leverages standard and custom objects, workflows, validation rules, and automation tools such as Process Builder and Flow to enhance productivity and accuracy. The project demonstrates how Salesforce can be utilized beyond traditional CRM use cases to address the operational challenges of serviceoriented businesses. By integrating key functionalities such as customer relationship management, service tracking, and invoice generation, the Garage Management System ensures improved customer satisfaction and optimized resource utilization. This documentation outlines the project's objectives, system design, development process, and testing results, showcasing the practical application of Salesforce in real-world business scenarios.

**Step-1: Team Gathering, Collaboration and Select the Problem Statement:**




## Step-2: Brainstorm, Idea Listing and Grouping:

**In the brainstorming stage for developing a Garage Management System, various ideas are generated to address the key challenges faced by garage owners, mechanics, and customers. The brainstorming focuses on improving operational efficiency, customer satisfaction, and business management. Ideas include developing modules for vehicle service booking, customer record management, and service history tracking. Another set of ideas centers around job scheduling, task assignment to mechanics, and progress tracking to ensure timely completion of work. Inventory management is identified as a crucial feature, allowing garages to monitor spare parts availability and automatically generate restock alerts. Billing and invoice generation systems are also proposed to reduce errors and simplify payment processing.**

**Other ideas involve customer engagement tools such as SMS or email notifications for service updates, digital estimates, and online feedback collection. Data analytics and reporting features are suggested to help owners analyze performance, revenue, and customer trends. Integration with payment gateways and accounting systems is considered to enhance convenience. The ideas are then grouped into categories such as Customer Management, Service Operations, Inventory Management, Billing and Payments, Communication and Notifications, and Reports and Analytics. Grouping these ideas helps to define system modules clearly and prioritize features that add the most value to users.**

## Step-3: Idea Prioritization:

After completing the brainstorming and idea grouping phase, the next step in the project development process was to prioritize the identified ideas based on their importance, feasibility, and overall contribution to the system's objectives. The purpose of this stage was to ensure that the most critical and impactful functionalities were developed first, forming a strong foundation for the project. Each idea was evaluated in terms of its business value, technical feasibility within the Salesforce environment, and the effort required for implementation. Through this assessment, the project team determined that core functionalities such as customer management, service booking and tracking, and billing were of the highest priority, as they formed the essential framework of the Garage Management System. Medium-priority features included inventory management and employee task assignments, which added value but were not immediately necessary for the initial version. Lower-priority features, such as automated notifications,

customer feedback collection, and performance dashboards, were identified as enhancements to be integrated in later phases. This prioritization strategy helped streamline the development process, optimize time and resources, and ensure that the initial implementation delivered a functional and efficient system capable of addressing the primary operational needs of an automobile garage.