

## PROPOSED SOLUTION

Date	23 October 2025
Project ID	2025TMID02573
Project Name	Garage Management System
Maximum Marks	2 Marks

### Proposed Solution Template :

S.no	Parameters	Description
1	<b>Problem Statement</b>	In traditional garage operations, customer records, vehicle details, and service tracking are managed manually, leading to errors, data loss, delayed services, and poor customer communication. There is no centralized system to handle all processes efficiently.

2	<b>Solution Description</b>	The project is a custom application built on the Salesforce platform that automates garage operations. It integrates customer relationship management, service booking, and payment processing. The solution also includes a feedback mechanism through custom objects and automated workflows, ensuring a seamless customer experience and operational efficiency.
3	<b>Uniqueness</b>	The solution leverages Salesforce's low-code tools such as Flows, Validation Rules, and Process Builder to automate real-world garage processes without requiring external systems, offering an innovative CRM-based service management approach.

4	<b>Customer Satisfaction</b>	<p>The system enhances customer experience by providing transparency, timely updates, and accurate billing. It improves staff coordination, reduces delays, and ensures reliable service delivery, thereby increasing overall customer trust and satisfaction.</p>
5	<b>Business Model</b>	<p>In the current economic climate, the system offers significant business value by saving time, minimizing operational errors, and improving overall efficiency—ultimately enabling companies to serve more customers effectively and increase profitability.</p>

6	<b>Scalability of the Solution</b>	The solution can be scaled to include advanced modules such as spare parts inventory, employee performance tracking, and supplier management. It can also be adapted for multi-branch garage operations or integrated with external payment systems.
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**Solution Description :**

The Garage Management Project is a Salesforce-based solution designed to automate and streamline the operations of automobile garages. It centralizes customer, vehicle, and service data using custom objects and automation tools such as Flows and Validation Rules. The system enables efficient management of service bookings, billing, and feedback, eliminating manual errors and improving accuracy. Real-time updates and automated notifications enhance transparency and customer satisfaction. By integrating all garage processes into a single cloud platform, the solution ensures better coordination among staff, faster service delivery, and improved decision-making, ultimately transforming traditional garage operations into a modern, data-driven workflow.