Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	5 November 2025
Team ID	NM2025TMID00401
Project Name	Garage managrmant system
Maximum Marks	4 Mark

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement
FR-1	Customer Management	FR1.1: Add, edit, and delete customer profiles.FR1.2: Maintain vehicle details linked to each customer.FR1.3: View complete service history of customers.
FR-2	Service Booking Management	FR2.1: Allow customers to book, reschedule, or cancel service appointments.FR2.2: Assign bookings to available technicians.FR2.3: Send booking confirmations and reminders to customers.
FR-3	Job Card and Service Tracking	FR3.1: Generate job cards for each booked service.FR3.2: Update job card status (in-progress, completed).FR3.3: Record technician remarks and used spare parts.
FR-4	Inventory Management	FR4.1: Track spare parts stock and usage.FR4.2: Generate low-stock alerts and reorder notifications.FR4.3: Maintain supplier information and purchase history.
FR-5	Billing and Invoicing	FR5.1: Generate automated invoices after service completion.FR5.2: Support multiple payment methods (cash, card, online).FR5.3: Store billing records for financial reporting.
FR-6	Reports and Analytics	FR6.1: Generate reports on daily, weekly, and monthly service activities.FR6.2: Display revenue, expenses, and customer statistics on dashboards.FR6.3: Export reports for business analysis.

Non-Functional Requirements:

Following are the non-functional requirements of the proposed solution

NFR No.	Non-Functional Requirement	Description
NFR-01	Performance	The system should load key pages (dashboard, customer records, job cards) within 3 seconds under normal conditions.
NFR-02	Security	All data must be protected using Salesforce role-based access, encryption, and secure authentication.
NFR-03	Usability	The interface should be intuitive and easy to navigate, requiring minimal training for garage staff.
NFR-04	Reliability	The system must ensure 99.9% uptime and accurate processing of jobs, invoices, and service records without data loss.
NFR-05	Maintainability	Salesforce admins should be able to update workflows and reports without developer assistance using built-in tools.