ideation phase
Define the Problem Statements

Date	5 November 2025
Team ID	NM2025TMID00401
Project Name	Garage management system
Maximum Marks	2 Mark

Customer Problem Statement Template

To design and develop a **Garage Management System (GMS)** that integrates with **Salesforce CRM** to streamline garage operations — from customer management and service scheduling to inventory, billing, and analytics.

The system should leverage Salesforce's capabilities (like Service Cloud, Sales Cloud, and Automation tools) to improve customer experience, operational efficiency, and business insights.

PROBLEM STATEMENT

THE ISSUES

What is the problem on the ground?
What's the deviation from the norm

▶ Define the problem
▶ Validate it with qualitative or quantitative data

THE RESOLUTIONS

What are the proposed treatments to correct the deviation

▶ Describe the proposed solution
▶ State a rationale

THE OUTCOMES

The desired output after the solution has been activated

▶ Suggest metrics to measure results
▶ Set criteria for success and failure

PROBLEM   **SOLUTION**   **RESULT**

Problem Statement (PS)	iam (Customer)	I'm trying to	but	Because	Which makes me feel
PS-1	a Garage Admin	assign a mechanic to a customer's service job	the system doesn't show mechanic availability or workload	the system doesn't show mechanic availability or workload	the system doesn't show mechanic availability or workload
PS-2	a Service Advisor	create a new service appointment for a customer	I can't access the customer's past service history easily	data is scattered across different spreadsheets and tools	annoyed and unprepared when talking to the customer

Problem Statement 1:

Garage administrators face challenges in efficiently assigning mechanics to service jobs because the system does not provide visibility into each mechanic's availability or workload. The lack of integration between job scheduling and staff management leads to confusion, overlapping assignments, and operational inefficiency. This makes administrators feel frustrated and unable to effectively manage daily operations.

Problem Statement 2:

Service advisors struggle to create service appointments smoothly as they cannot easily access a customer's past service records or vehicle history. Since customer

data is scattered across multiple tools or spreadsheets instead of being centralized within Salesforce, it becomes difficult to provide personalized service or accurate recommendations. This situation leaves advisors feeling unprepared and dissatisfied when dealing with customers.