Requirement Analysis Phase – Garage Management System

1. Introduction

- The **Requirement Analysis Phase** identifies and defines the functional and non-functional requirements of the **Garage Management System (GMS)** to be developed in Salesforce.

- This phase ensures that the system meets user expectations, operational needs, and Salesforce platform capabilities.

2. Objectives

- To gather and analyze all system requirements.

- To distinguish between **functional** and **non-functional** needs.

- To ensure the system design aligns with garage operations and Salesforce features.

3. System Study

- The GMS automates manual processes such as:

  - Customer registration and vehicle tracking.

  - Appointment booking and service tracking.

  - Billing, payment, and feedback collection.

- Salesforce provides a unified CRM-based solution through **custom objects**, **automation tools**, and **dashboards**.

4. Functional Requirements

Module	Functional Requirement
Customer Management	Add, edit, and delete customer details (name, contact, email).
Vehicle & Appointment Management	Register vehicles, create and schedule service appointments.
Service Records	Record work performed, update service status, and perform quality checks.
Billing & Feedback	Generate bills, record payments, and collect customer ratings.
Automation	Automatically calculate service cost and send confirmation emails using Flows/Apex.
Reporting	Generate reports and dashboards for service performance and revenue.

5. Non-Functional Requirements

Requirement Type	Description
Performance	The system should handle multiple users and transactions smoothly.
Scalability	Must allow addition of new modules (e.g., Spare Parts Management) easily.
Security	Access control through Profiles, Roles, and Sharing Settings.
Usability	Simple Lightning App interface for users (Manager, Sales Person).
Reliability	Data must be consistent and protected with validation rules.
Availability	Accessible anytime via Salesforce cloud platform.

6. User Requirements

- **Garage Manager:** Monitor operations, approve invoices, and view reports.

- **Sales Person:** Book appointments, manage billing, and update service records.

- **Customer:** Receive notifications and provide feedback.

- **System Administrator:** Configure Salesforce setup and manage access.

7. Hardware & Software Requirements

Type	Requirement
Hardware	Any computer/laptop with internet access (minimum 4GB RAM).
Software	Salesforce Developer Edition (Cloud-based).
Browser	Google Chrome / Microsoft Edge (latest version).
Optional Tools	Draw.io for ER Diagrams, Excel for reports, PDF for documentation.

8. Conclusion

- The **Requirement Analysis Phase** ensures that all business, user, and technical needs are identified and documented.

- It provides the foundation for system design and implementation within Salesforce.

- With clear and well-defined requirements, the Garage Management System can be developed efficiently and accurately.