

GARAGE MANAGEMENT SYSTEM

A PROJECT REPORT

Submitted by

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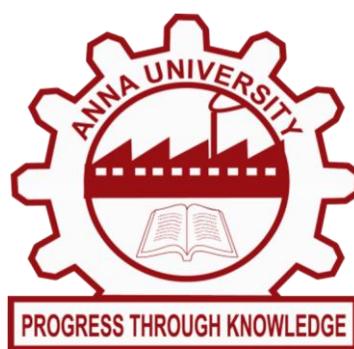
A final year studentS (Semester 7th) who done the

Naan Mudhalvan Project for the degree of அார்ட்

BACHELOR OF ENGINEERING

IN

COMPUTER SCIENCE AND ENGINEERING



UNIVERSITY COLLEGE OF ENGINEERING,

RAMANATHAPURAM

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ABSTRACT

The **Garage Management System** is a **cloud-based application built using Salesforce** that helps to manage all daily activities in a garage — like booking vehicle services, creating bills, tracking payments, and collecting customer feedback.

This system handles the whole process automatically, from **customer booking to service completion and payment**, using Salesforce tools such as **Apex classes, triggers, flows, dashboards, and reports**.

The main aim of this project is to **save time, reduce manual work, and make the process clear and transparent** for both customers and the garage team.

Main tools used:

- Salesforce CRM Platform
- Flows and Automation
- Apex Trigger and Handler
- Reports and Dashboards

Overall, this system brings **digital transformation** to garages, helping them give **faster service, accurate billing, and better customer experience**.

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CHAPTER 1 – INTRODUCTION

1.1 Overview

The **Garage Management System** is developed to **simplify and digitalize the daily operations** of a vehicle service center. It helps garage owners efficiently **handle appointments, track service progress, update payments, and gather customer feedback** with ease.

By using the **Salesforce CRM platform**, the system stores and connects multiple records — such as **Customer Information, Service Appointments, Vehicle Service Details, Billing, and Feedback** — ensuring a **smooth and organized workflow**.

1.2 Objectives

The main goals of this project are:

- To build an **automated system** that efficiently manages garage-related tasks.
 - To utilize **Salesforce features** like Objects, Flows, Apex Triggers, and Dashboards.
 - To allow **real-time monitoring** of service and billing activities.
 - To **improve customer experience** through effective feedback collection and analytical reports.
-

1.3 Scope

This project includes:

- **Scheduling and tracking** customer appointments
 - **Automatic calculation of bills** and **updating payment records**
 - **Feedback management** for service improvement
 - **Generating reports and dashboards** to analyze performance and efficiency
-

1.4 Existing System vs Proposed System

Existing System

Manual record-keeping

High chances of human error

Proposed System (Salesforce)

Fully automated digital solution

Ensures data accuracy and consistency

Existing System

Reports generated manually (time-consuming)

No proper customer feedback tracking

Proposed System (Salesforce)

Real-time dashboards and analytics

Integrated feedback and quality monitoring

CHAPTER 2 – PROJECT IDEATION (Phase 1)

2.1 Problem Identification

Traditional garage operations often suffer from **inefficient manual processes**, such as misplaced service records, **manual billing errors**, and **poor transparency** between customers and the garage. Customers usually face difficulties in **tracking their vehicle service status, knowing payment updates**, and **receiving timely feedback or notifications**.

2.2 Idea Description

The proposed idea aims to develop a **centralized Garage Management System** on the **Salesforce platform** that automates all key activities — including **service booking, tracking, billing, and customer feedback**.

By integrating these operations into one platform, the system ensures **better accuracy, faster processing, and improved customer experience** through automation and cloud accessibility.

2.3 Feasibility

The project is highly feasible because **Salesforce offers built-in CRM functionalities, automation tools, and reporting features**.

Since it operates on the **cloud**, there is **no need for additional hardware or complex setup**, making the system both **cost-effective** and **easily scalable** for future requirements.

2.4 Innovation

- Implementation of **record-triggered flows** to automatically update payment details.
- **Automated email notifications** sent to customers upon service completion.
- **Interactive dashboards** to visualize **service ratings, payments, and performance metrics**.

CHAPTER 3 – REQUIREMENT ANALYSIS (Phase 2)

3.1 Functional Requirements

The system performs the following main functions:

- **Manage customer records** — add, update, and delete details as needed.
 - **Automatically calculate service costs** based on selected vehicle services.
 - **Update payment and service status dynamically** after completion.
 - **Generate analytical reports and dashboards** for monitoring and decision-making.
-

3.2 Non-Functional Requirements

- **Data security** is guaranteed through Salesforce's secure cloud infrastructure.
 - **User-friendly interface** that ensures smooth interaction for all users.
 - **High scalability**, allowing easy expansion and future upgrades.
-

3.3 User Roles

- **Admin:** Oversees the entire system, manages users, and monitors all operations.
 - **Service Staff:** Updates and maintains service-related data.
 - **Customer:** Can view service status, payment details, and provide feedback.
-

3.4 Data Flow & ER Diagram

- **Main Objects:** Customer → Appointment → Service Record → Billing & Feedback
 - **Relationships:** Established through **Master-Detail** and **Lookup relationships**, ensuring smooth data linkage between entities.
-

CHAPTER 4 – PROJECT DESIGN (Phase 3)

4.1 Schema Builder

The **Schema Builder** in Salesforce visually represents relationships between key objects such as **Customer**, **Appointment**, **Service Record**, and **Billing**. It helps in understanding how data flows and connects within the system.

4.2 Process Flow

1. The **customer books an appointment** through the system.
 2. A **service record** is automatically created for the vehicle.
 3. The **billing and payment** details are generated based on selected services.
 4. Upon service completion, an **email alert is sent to the customer** confirming the update.
-

4.3 UI/UX Design

The system features a **simple and intuitive Salesforce interface** with **custom objects, tabs, and navigation menus** to ensure easy access and smooth user experience for all roles.

CHAPTER 5 – PROJECT DEVELOPMENT (Phase 4)

5.1 Implementation Details

The project development involved creating and customizing Salesforce components as follows:

- **Objects Created:** Customer Details, Appointment, Service Record, Billing & Feedback.
- **Custom Fields:** Added fields such as **Payment Status**, **Service Amount**, and **Customer Rating** to capture essential data accurately.

5.2 Apex Code (Handler)

```
public class AmountDistributionHandler {  
  
    public static void amountDist(list<Appointment__c> listApp){  
  
        for(Appointment__c app : listApp){
```

```
if(app.Maintenance_service__c && app.Repairs__c && app.Replacement_Parts__c){  
    app.Service_Amount__c = 10000;  
}  
  
else if(app.Maintenance_service__c && app.Repairs__c){  
    app.Service_Amount__c = 5000;  
}  
  
else if(app.Repairs__c){  
    app.Service_Amount__c = 3000;  
}  
  
else if(app.Replacement_Parts__c){  
    app.Service_Amount__c = 5000;  
}  
}
```

Developer Console - Google Chrome
 universitycollegefengine30-dev-ed.develop.my.salesforce.com/_ui/common/apex/Debug/ApexCSIPage

File ▾ Edit ▾ Debug ▾ Test ▾ Workspace ▾ Help ▾ < ▾ >

AmountDistributionHandler.apxc*

Code Coverage: None ▾ API Version: 65 ▾ Go To

```

1 public class AmountDistributionHandler {
2     public static void amountDist(list<Appointment__c> listApp){
3
4         list<Service_records__c> serList = new list <Service_records__c>();
5
6
7         for(Appointment__c app : listApp){
8
9             if(app.Maintenance_Service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
10                 app.Service_Amount__c = 10000;
11
12             }
13
14         }
15
16         else if(app.Maintenance_Service__c == true && app.Repairs__c == true){
17
18             app.Service_Amount__c = 10000;
19
20         }
21
22         else if(app.Maintenance_Service__c == true && app.Replacement_Parts__c == true){
23
24             app.Service_Amount__c = 8000;
25
26         }
27
28         else if(app.Repairs__c == true && app.Replacement_Parts__c == true){
29
30             app.Service_Amount__c = 7000;
31
32         }
33
34         else if(app.Maintenance_Service__c == true){
35
36             app.Service_Amount__c = 2000;
37
38         }

```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time ▾	Status	Read	Size

Filter Click here to filter the log list

PM 12:58
 06-11-2025

Developer Console - Google Chrome
 universitycollegefengine30-dev-ed.develop.my.salesforce.com/_ui/common/apex/Debug/ApexCSIPage

File ▾ Edit ▾ Debug ▾ Test ▾ Workspace ▾ Help ▾ < ▾ >

AmountDistributionHandler.apxc*

Code Coverage: None ▾ API Version: 65 ▾ Go To

```

16         else if(app.Maintenance_Service__c == true && app.Repairs__c == true){
17
18             app.Service_Amount__c = 5000;
19
20         }
21
22         else if(app.Maintenance_Service__c == true && app.Replacement_Parts__c == true){
23
24             app.Service_Amount__c = 8000;
25
26         }
27
28         else if(app.Repairs__c == true && app.Replacement_Parts__c == true){
29
30             app.Service_Amount__c = 7000;
31
32         }
33
34         else if(app.Maintenance_Service__c == true){
35
36             app.Service_Amount__c = 2000;
37
38         }

```

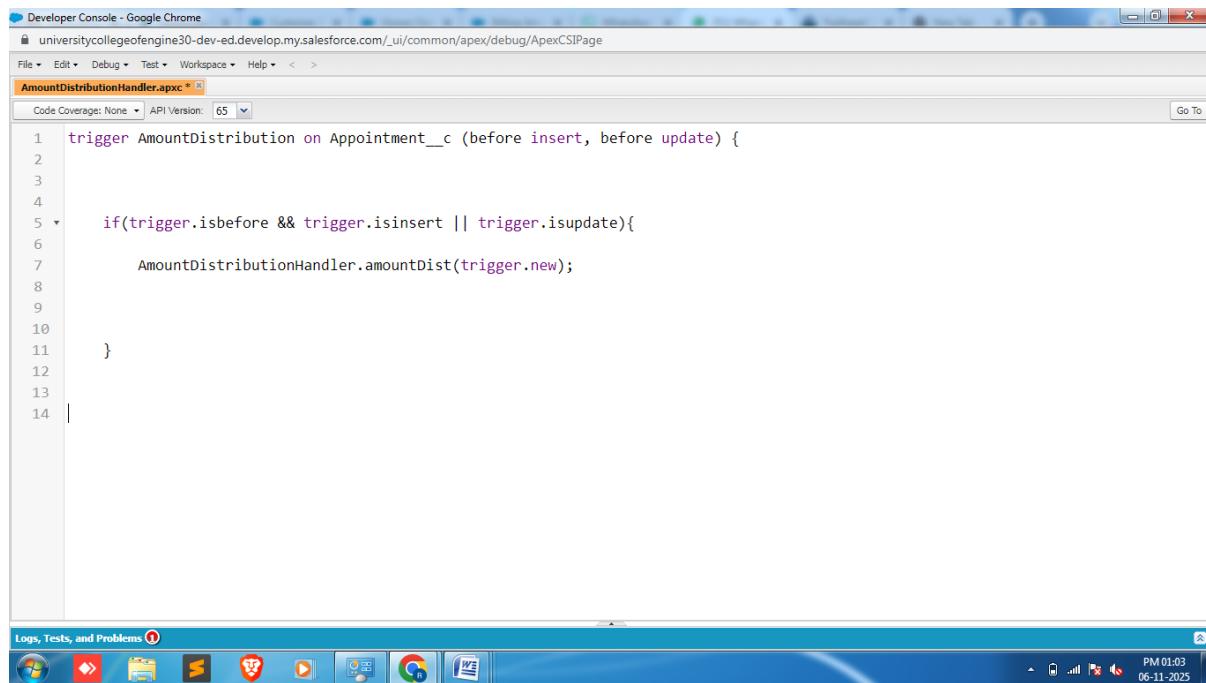
Logs, Tests, and Problems

PM 12:59
 06-11-2025

5.3 Trigger

trigger AmountDistribution on Appointment__c (before insert, before update)

```
{   if(trigger.isBefore && (trigger.isInsert || trigger.isUpdate)){  
  
    AmountDistributionHandler.amountDist(trigger.new);  
  
}  
  
}
```



The screenshot shows the Salesforce Developer Console in Google Chrome. The URL is https://universitycollegefengine30-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage. The page title is "Developer Console - Google Chrome". The main content area displays the Apex trigger code:

```
trigger AmountDistribution on Appointment__c (before insert, before update) {  
if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
    AmountDistributionHandler.amountDist(trigger.new);  
}  
}
```

The code editor has line numbers from 1 to 14. The status bar at the bottom right shows "PM 01:03 06-11-2025".

5.4 Flows

- **Flow 1:** Updates payment details when status is “Completed”.
- **Flow 2:** Updates service status when Quality Check = True.

5.5 Reports & Dashboards

- **Report:** “Service Information Report” with grouped data by Payment Status and Rating.
- **Dashboard:** “Customer Review Dashboard” with weekly summary chart.

CHAPTER 6 – PROJECT DOCUMENTATION (Phase 5)

6.1 Execution Steps

The project was executed in several stages to ensure complete functionality and integration within the Salesforce platform:

- **Created objects, relationships, and custom fields** to define the system's structure.
 - **Implemented Apex triggers and automated flows** to manage real-time data updates.
 - **Tested validation rules** to ensure data accuracy and integrity.
 - **Developed dashboards and reports** for visualizing key performance metrics.
-

6.2 GitHub & SmartInternz Links

- **GitHub Repository:**

<https://github.com/ragasudha1301/garage-management-system>

- **SmartInternz Workspace:**

https://nme.smartinternz.com/Student/guided_project_workspace/3739

6.3 Challenges & Solutions

Challenge	Solution
“Done” button not visible in Flow screen	Adjusted screen zoom and saved the flow directly
Picklist value update error	Corrected field mapping and revalidated options
Missing object fields	Verified and corrected API field names

CHAPTER 7 – PROJECT DEMONSTRATION & RESULTS

7.1 Demo Flow

When the **billing process is completed**, the system automatically **updates the Payment Status** using record-triggered flows and **sends an email notification** to the customer confirming the transaction.

7.2 Outputs

The implemented system successfully demonstrated the following outcomes:

- **Billing and feedback records** are automatically updated.
 - **Email alerts** are triggered and sent successfully upon service completion.
 - **Dashboard visualizations** display summarized data such as service ratings and payment status.
-

CHAPTER 8 – CONCLUSION & FUTURE ENHANCEMENT

8.1 Conclusion

The **Garage Management System** effectively automates core garage operations using **Salesforce automation tools, Apex triggers, and flows**.

It enhances efficiency, ensures accurate data management, and provides better communication between customers and garage administrators.

8.2 Limitations

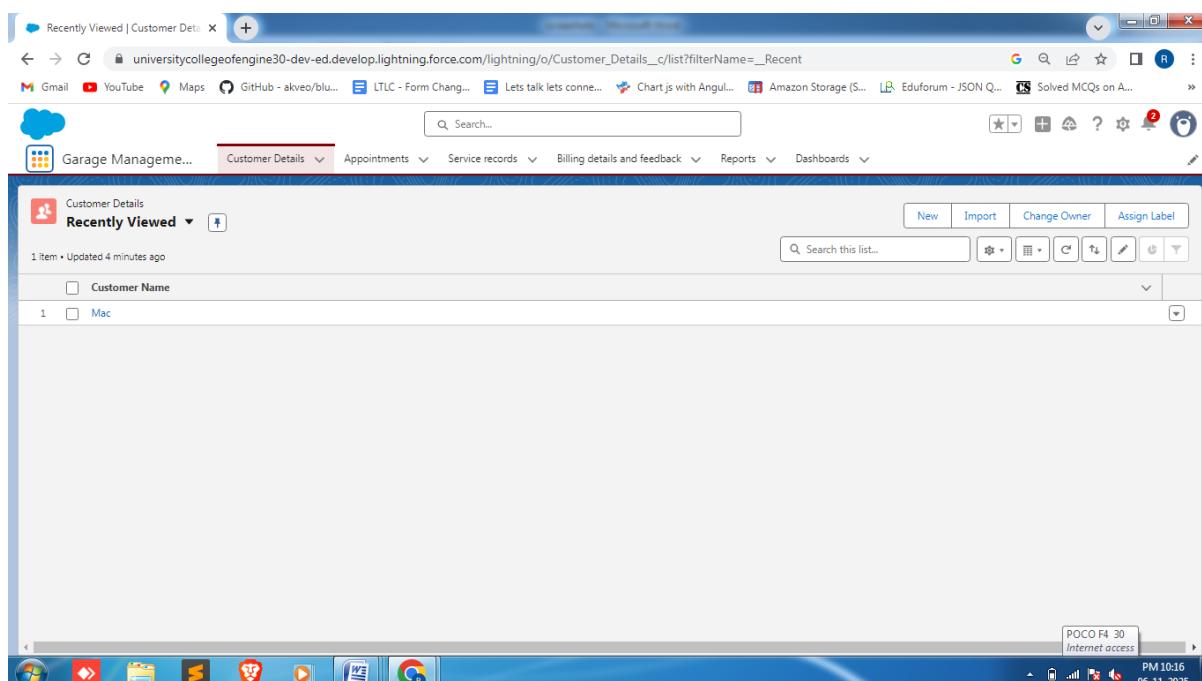
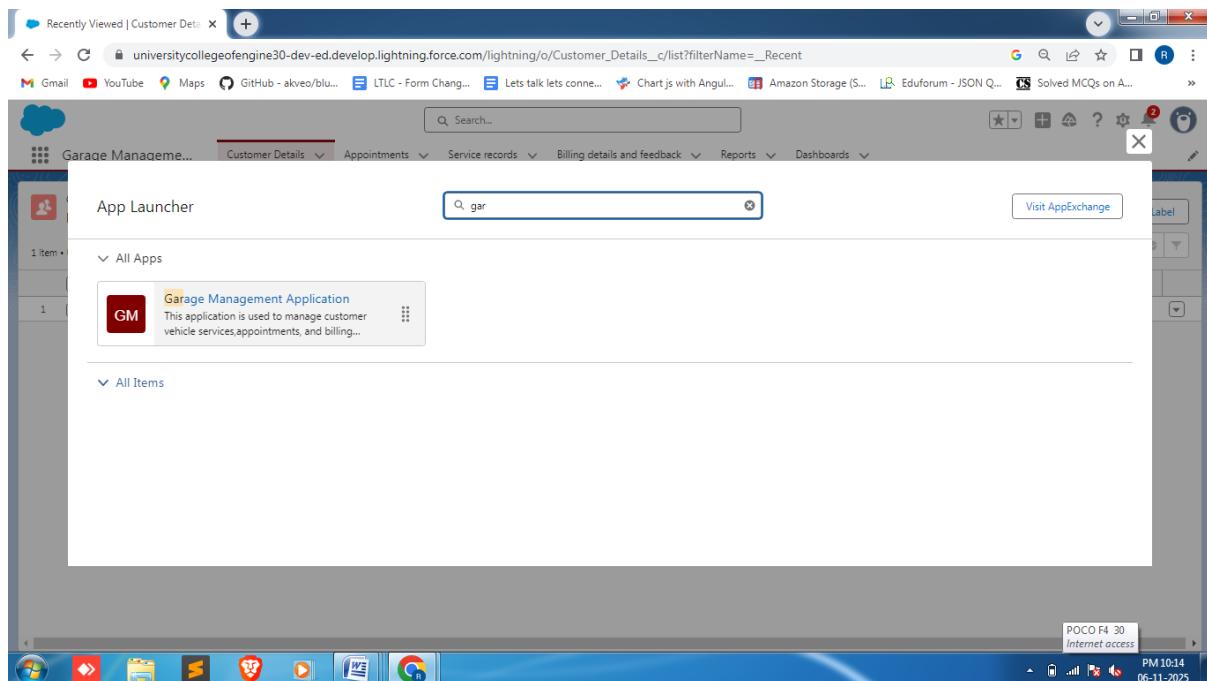
- The system currently functions **only within the Salesforce environment**.
 - Requires **stable internet connectivity** for access and operation.
-

8.3 Future Enhancements

To further improve the system, the following features can be added:

- **Customer login portal** for personalized access and tracking.
- **Mobile application integration** for on-the-go service management.
- **AI-based service prediction system** to suggest maintenance schedules automatically.

APPENDIX – SCREENSHOTS



Recently Viewed | Appointments x +

universitycollegeofengine30-dev-ed.develop.lightning.force.com/lightning/o/Appointment__c/list?filterName=_Recent

Gmail YouTube Maps GitHub - akveo/blu... LTC - Form Chang... Lets talk lets conne... Chart.js with Angular Amazon Storage (S... Eduforum - JSON Q... Solved MCQs on A...

Garage Management App... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Appointments Recently Viewed

1 item • Updated a few seconds ago

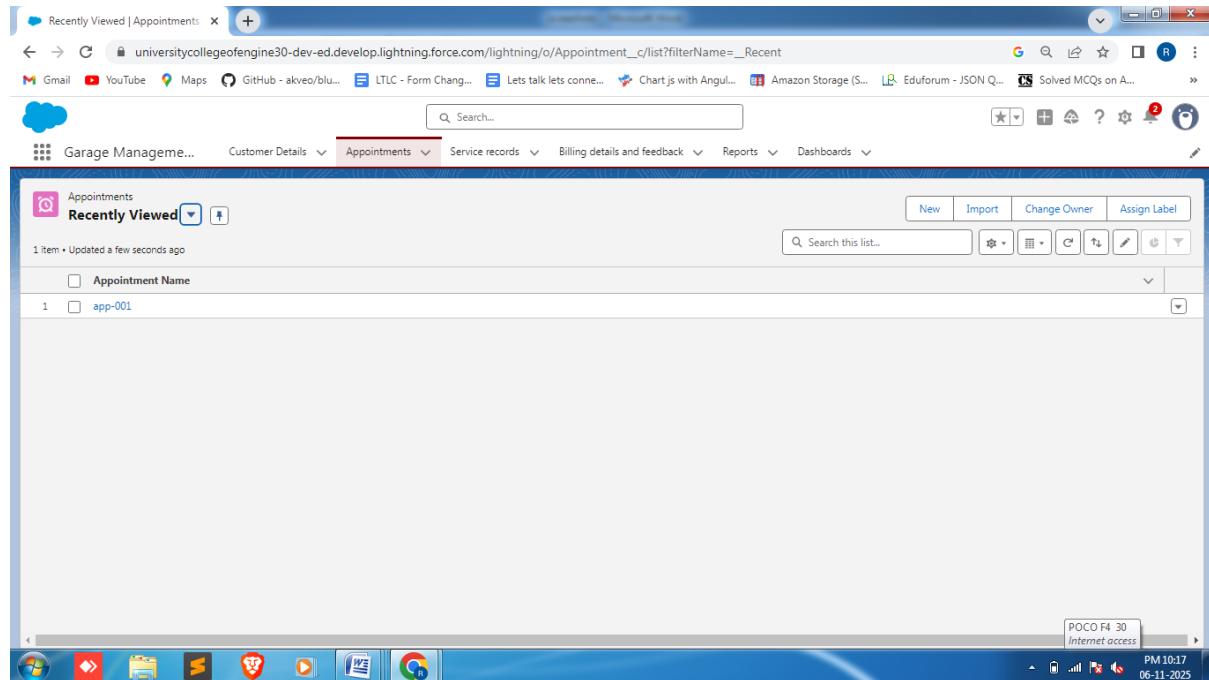
Appointment Name

1 app-001

New Import Change Owner Assign Label

Search this list...

POCO F4 30 Internet access PM 10:17 06-11-2025



Garage Management Appl... Customer Details Appointments Service records Billing details and feedback Reports Dashboards Quality Checks

Service records

Recently Viewed

12 items • Updated a few seconds ago

Service records Name

1 ser-012

2 ser-011

3 ser-004

4 ser-010

5 ser-009

6 ser-008

7 ser-007

8 ser-006

9 ser-005

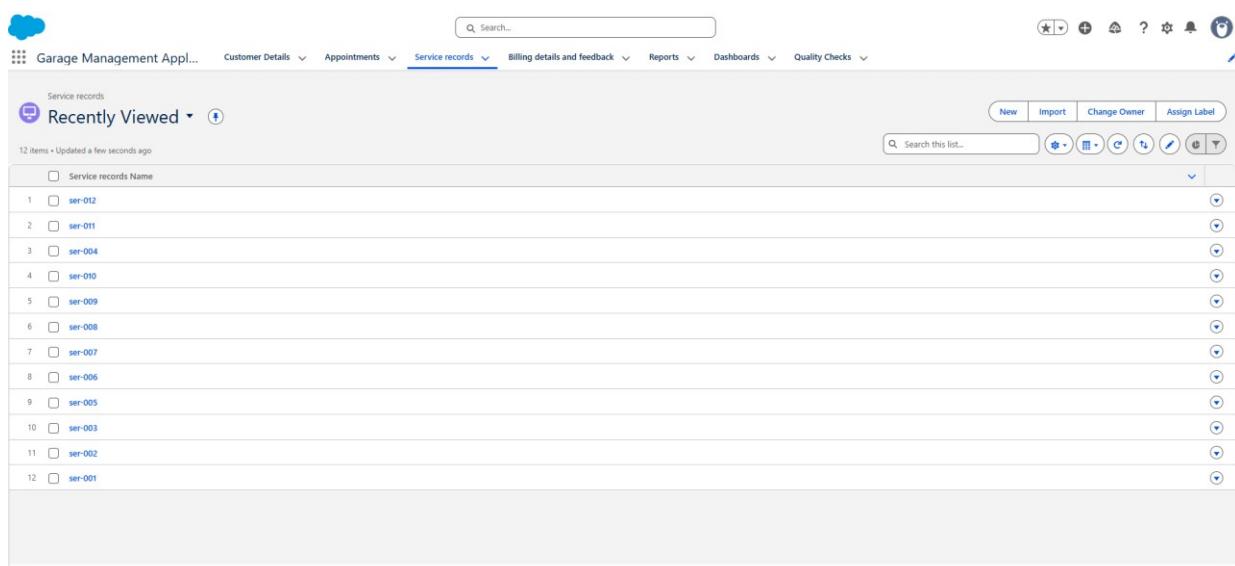
10 ser-003

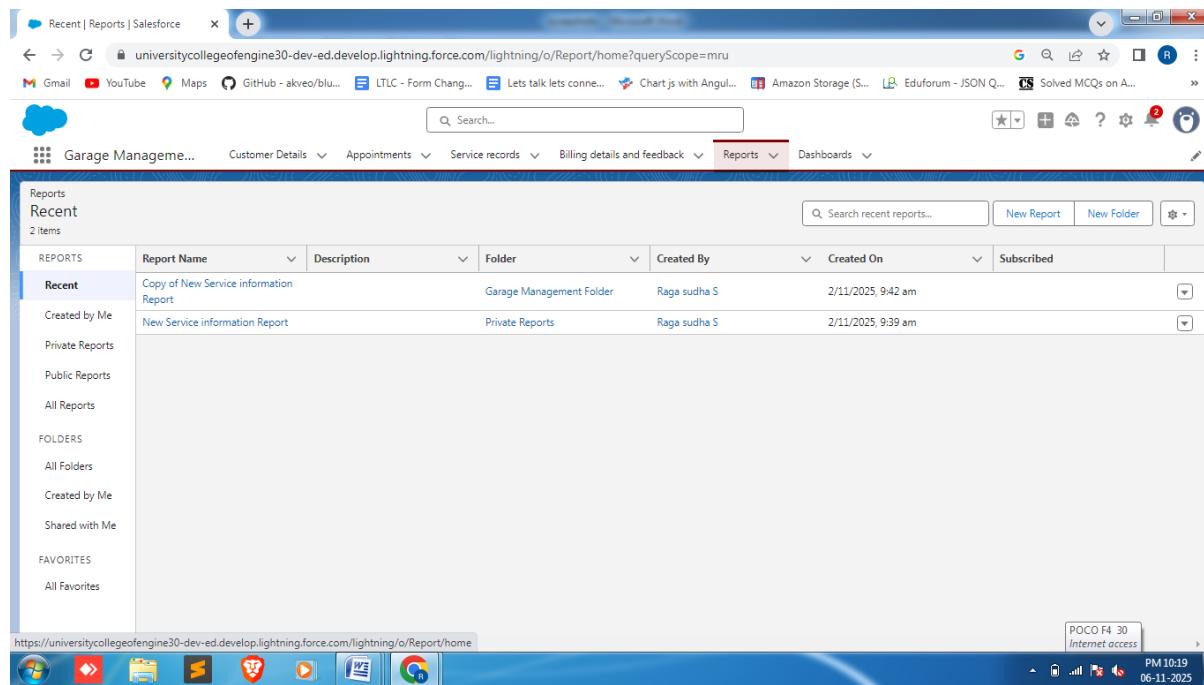
11 ser-002

12 ser-001

New Import Change Owner Assign Label

Search this list...

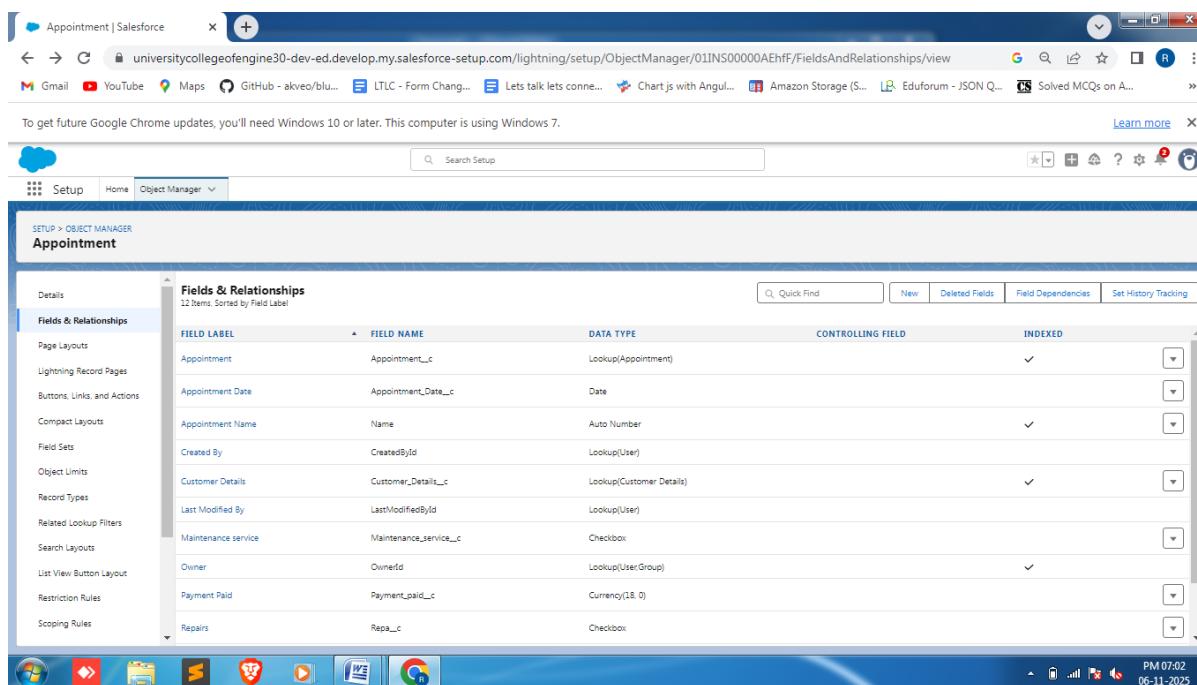




The screenshot shows the Salesforce Reports page. The left sidebar includes categories like Reports, Recent, Created by Me, Private Reports, Public Reports, All Reports, Folders, and Favorites. The main content area displays a table of recent reports with columns for Report Name, Description, Folder, Created By, Created On, and Subscribed. Two reports are listed:

	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Copy of New Service information Report	New Service information Report	Garage Management Folder	Raga sudha S	2/11/2025, 9:42 am	
	New Service information Report		Private Reports	Raga sudha S	2/11/2025, 9:39 am	

Fields & Relationships for an object



The screenshot shows the Salesforce Object Manager for the Appointment object. The left sidebar lists various setup options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, etc. The main content area shows the 'Fields & Relationships' section with a table of fields. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment_c	Lookup(Appointment)		✓
Appointment Date	Appointment_Date_c	Date		
Appointment Name	Name	Auto Number		✓
Created By	CreatedBy	Lookup(User)		
Customer Details	Customer_Detail__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedBy	Lookup(User)		
Maintenance service	Maintenance_service_c	Checkbox		
Owner	OwnerId	Lookup(User/Group)		✓
Payment Paid	Payment_paid_c	Currency(18, 0)		
Repairs	Repa_c	Checkbox		

Cloud icon

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER
Appointment

Details

Fields & Relationships
11 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date		
Appointment Name	Name	Auto Number	✓	
Created By	CreatedBy	Lookup(User)		
Customer Details	Customer_Details__c	Lookup(Customer Details)	✓	
Last Modified By	LastModifiedBy	Lookup(User)	✓	
Maintenance service	Maintenance_service__c	Checkbox		
Owner	OwnerId	Lookup(User,Group)	✓	
Repairs	Repairs__c	Checkbox		
Replacement Parts	Replacement_Parts__c	Checkbox		

Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules

Cloud icon

Setup Home Object Manager

SETUP > OBJECT MANAGER
Billing details and feedback

Details

Fields & Relationships
8 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number	✓	
Created By	CreatedBy	Lookup(User)		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)	✓	
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text[1]		
Service records	Service_records__c	Lookup(Service records)	✓	

Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules



The screenshot shows the Salesforce Lightning Object Manager interface for the 'Customer Details' object. The left sidebar lists various setup options like Page Layouts, Lightning Record Pages, and Field Sets. The main content area is titled 'Fields & Relationships' and displays six items sorted by Field Label. Each item has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status. The indexed status for 'Customer Name' and 'Phone number' is checked.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Name	Name	Text(\$0)		✓
Gmail	Gmail__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User/Group)		✓
Phone number	Phone_number__c	Phone		

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** Recent | Reports | Salesforce, Service records | Salesforce
- Toolbar:** Back, Forward, Home, Search Setup, and various links like Gmail, YouTube, Maps, GitHub, LTLC - Form Chang..., Lets talk lets conn... Chart js with Angular, Amazon Storage (S3), Eduforum - JSON Q..., Solved MCQs on A...
- Header:** universitycollegeofengine30-dev-ed.develop.my.salesforce-setup.com/lightning/setup/ObjectManager/01INS00000AEi53/FieldsAndRelationships/view
- Left Navigation:** Setup > OBJECT MANAGER > Service records
- Section:** Fields & Relationships
- Table:** Displays fields and relationships for the Service records object. The table includes columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User/Group)		✓
Quality Check Status	Quality_Check_Status__c	Checkbox		
service date	service_date__c	Formula (Date)		
Service records Name	Name	Auto Number		✓
Service Status	Service_Status__c	Picklist		

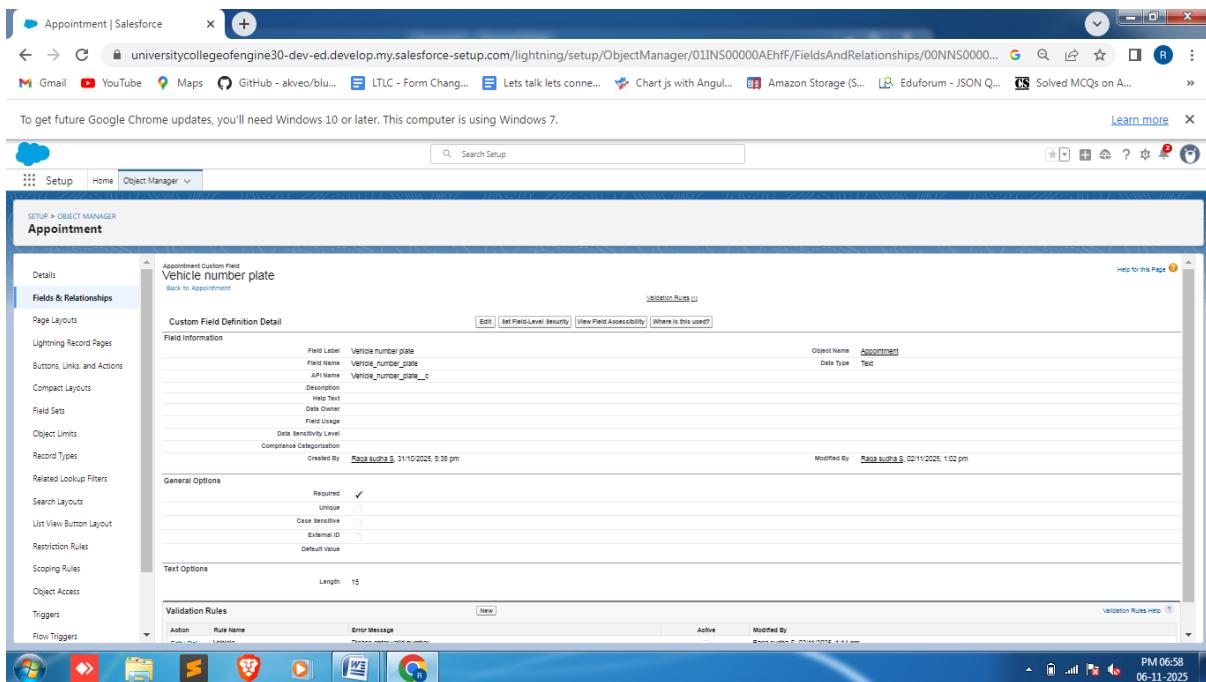
- Bottom Right:** POCO F4 30 Internet access, PM 10:34, 06-11-2025

SETUP > OBJECT MANAGER
Customer Details

Fields & Relationships				
6 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Name	Name	Text(80)		✓
Gmail	Gmail__c	Email		▼
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone no	Phone_no__c	Phone		▼

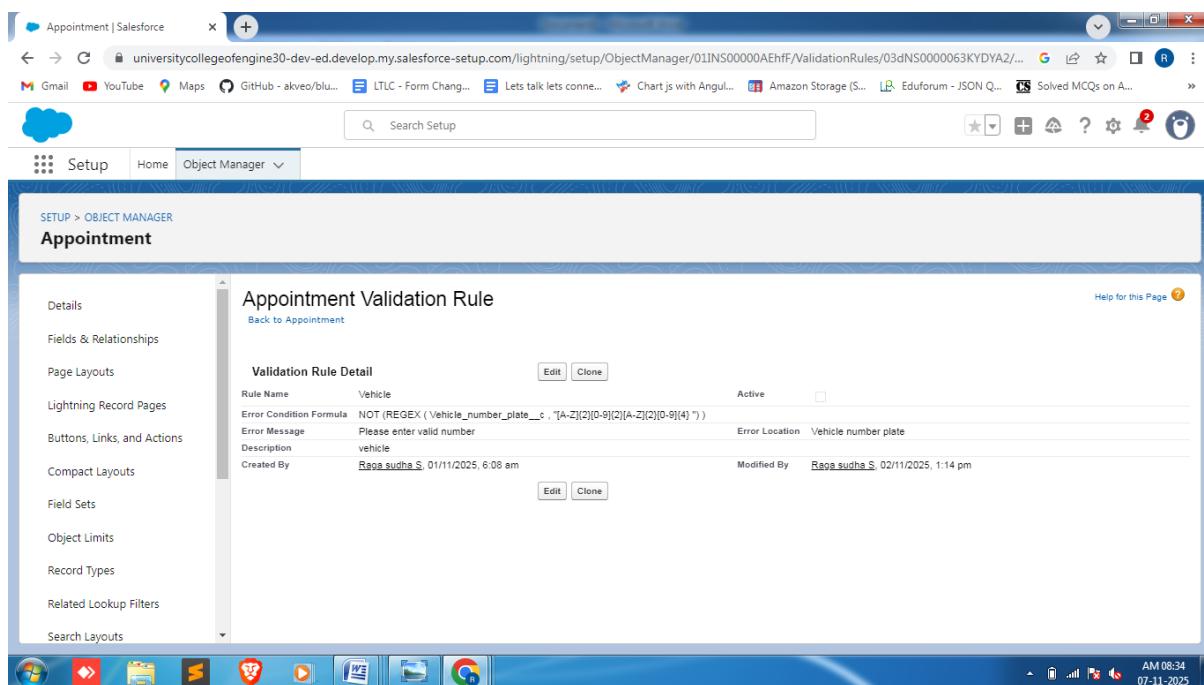
SETUP > OBJECT MANAGER
Service records

Fields & Relationships				
9 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Appointment__c	Lookup(Appointment)		✓
Appointment Date	Appointment_Date__c	Date		▼
Created By	CreatedById	Lookup(User)		▼
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quality Check Status	Quality_Check_Status__c	Checkbox		▼
service date	service_date__c	Formula (Date)		▼
Service records Name	Name	Auto Number		✓



The screenshot shows the Salesforce Object Manager interface. A new custom field named 'Vehicle number plate' is being created under the 'Appointment' object. The field is defined as a Text type. Validation rules are being configured, with one rule added that uses a regular expression (NOT (REGEX ('Vehicle_number_plate__c', "[A-Z]{2}[0-9]{2}[A-Z]{2}[0-9]{4} "))) to validate the input. The validation message is 'Please enter valid number'.

Validation Rule



The screenshot shows the Salesforce Object Manager interface. An appointment validation rule is being created. The rule is named 'Vehicle' and is active. It uses a regular expression (NOT (REGEX ('Vehicle_number_plate__c', "[A-Z]{2}[0-9]{2}[A-Z]{2}[0-9]{4} "))) to validate the 'Vehicle number plate' field. The error message is 'Please enter valid number'. The validation location is set to 'Vehicle number plate'.

The screenshot shows the Salesforce Setup interface for the Object Manager. The left sidebar lists various setup categories like Details, Fields & Relationships, Page Layouts, etc. The main content area is titled "Billing details and feedback Validation Rule". It displays a validation rule named "rating_should_be_less_than_5" with the formula "NOT(REGEX(Rating_for_service__c, '[1-5]{1}'))". The rule is active and was created by "Raga sudha S" on 01/11/2025 at 6:25 am. The status bar at the bottom shows the date as 07-11-2025 and the time as AM 08:37.

Appointment | Salesforce + New

Billing details and feedback | Sales

universitycollegeofengineering30-dev-ed.develop.my.salesforce-setup.com/lightning/setup/ObjectManager/01INS00000AEfk7/ValidationRules/03dNS0000063KzPYAM/view

Gmail YouTube Maps GitHub - akveo/blu... LTLC - Form Chang... Lets talk lets connec... Chart.js with Angular... Amazon Storage (S... Eduforum - JSON Q... Solved MCQs on A...

Cloud Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Billing details and feedback

Billing details and feedback Validation Rule

Help for this Page

Validation Rule Detail

Rule Name	rating_should_be_less_than_5	Active
Error Condition Formula	NOT(REGEX(Rating_for_service__c, '[1-5]{1}'))	✓
Error Message	rating should be from 1 to 5	Error Location
Description	Raga sudha S, 01/11/2025, 6:25 am	Modified By
Created By	Raga sudha S, 01/11/2025, 6:25 am	Modified At

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts

07-11-2025 AM 08:37

Schema Builder

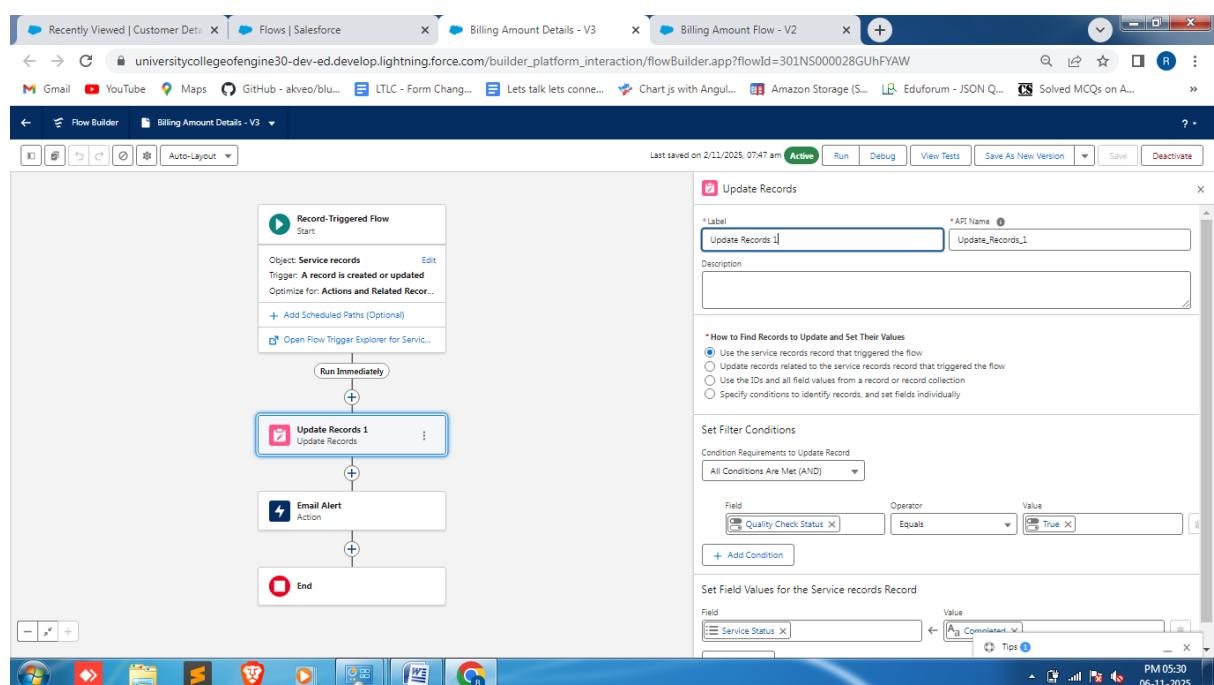
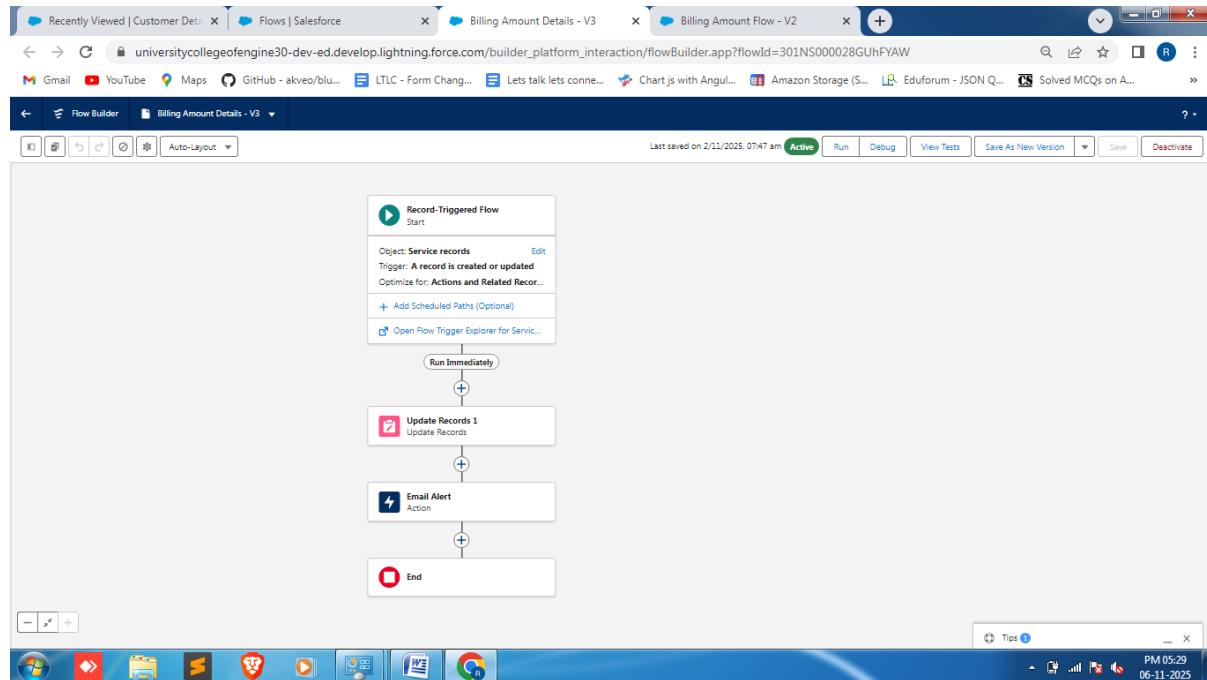
The screenshot shows the Schema Builder interface with four objects displayed:

- Appointment**: Contains fields like Appointment Date, Appointment Name, Auto Number, Created By, Customer Details, Last Modified By, Maintenance service, Owner, Reason, Replacement Parts, Service date, Service Part, and Vehicle number plate.
- Service records**: Contains fields like Appointment, Appointee Date, Date, Created By, Last Modified By, Owner, Quality Check Status, service date, Service records Name, and Service Status.
- Customer Details**: Contains fields like Created By, Customer Name, Email, Gmail, Last Modified By, Owner, and Phone no.
- Billing details and feedback**: Contains fields like Billing details and feedback Name, Billing details and feedback Number, Created By, Last Modified By, Owner, Payment Paid, Payment Status, Rating for service, and Service records.

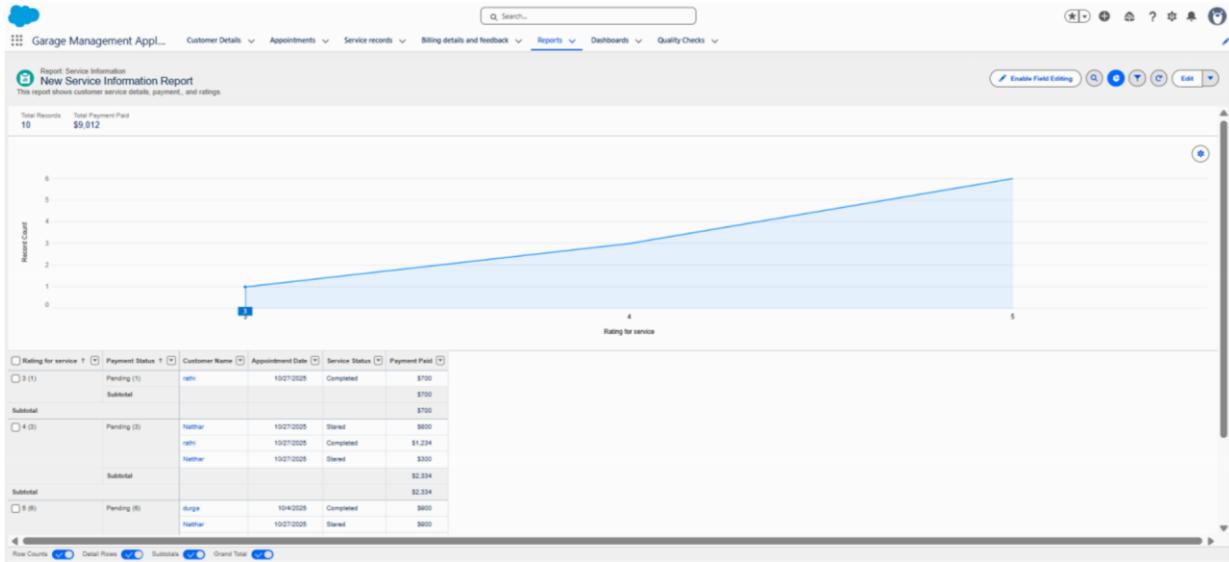
A legend on the right side defines the relationship types:

- Lookup Relationship (represented by a red line)
- Master-Detail Relationship (represented by a blue line)
- Required Field (represented by a red border around the field name)

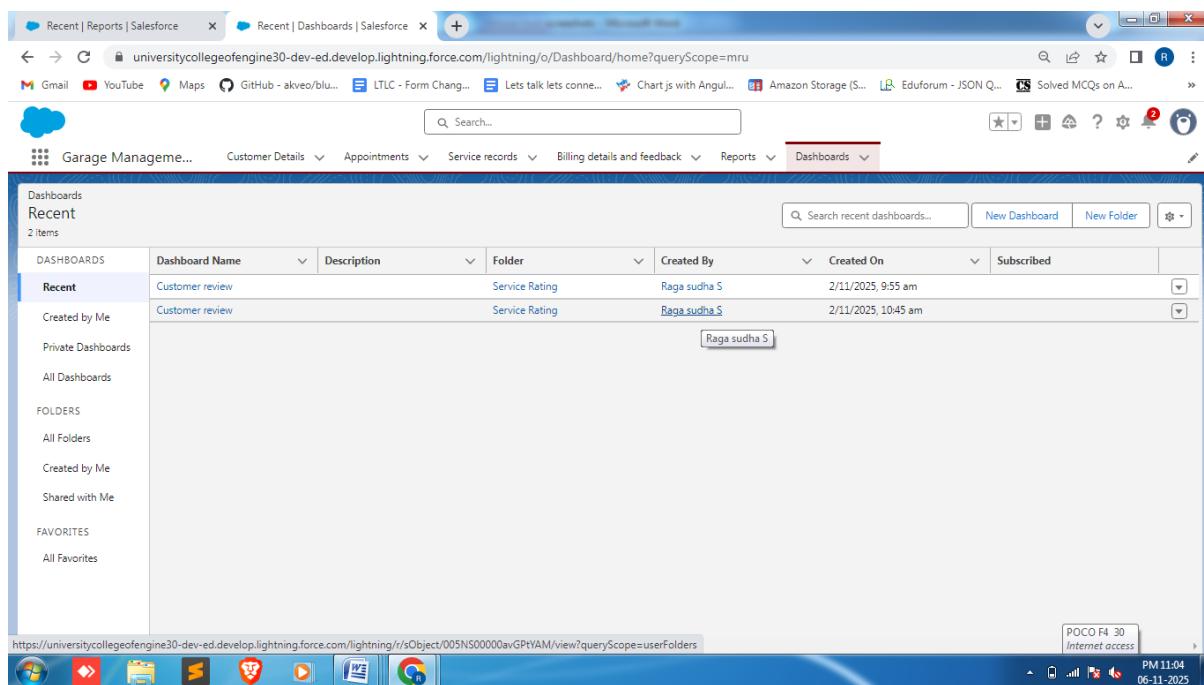
Automation Flow (Flow Builder)



Report preview



Dashboard



The screenshot shows a Salesforce dashboard titled "Recent". The dashboard lists recent dashboards and provides a search bar and navigation buttons. On the left, there is a sidebar with links for DASHBOARDS, FOLDERS, and FAVORITES.

Recent Dashboards:

Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Customer review		Service Rating	Raga sudha S	2/11/2025, 9:55 am	
Customer review		Service Rating	Raga sudha S	2/11/2025, 10:45 am	

Record creation

Screenshot of the Salesforce Lightning Experience showing the creation of a new customer record.

The URL in the browser is https://universitycollegefengine30-dev-ed.lightning.force.com/lightning/o/Customer_Details__c/new?count=2&nooverride=1&useRecordTypeCheck=1&navigateToRecordId=a00NS00002GeJlLYAV.

The page title is "New Customer Details".

The "Information" section contains the following fields:

- *Customer Name: rak
- Phone number: 54395731
- Gmail: rak@gmail.com

The "Owner" field is set to Raga sudha S.

Buttons at the bottom include Cancel, Save & New, Save, and Save & New.

The system status bar shows "POCO F4 30 Internet access" and the date "PM 11:12 06-11-2025".

Screenshot of the Salesforce Lightning Experience showing the details of a newly created customer record.

The URL in the browser is https://universitycollegefengine30-dev-ed.lightning.force.com/lightning/r/Customer_Details__c/a00NS00002GeJlLYAV/view.

The page title is "rak | Customer Details | Salesforce".

The "Details" tab is selected, showing the following information:

- Customer Name: rak
- Phone number: 53195966
- Gmail: rak13@gmail.com
- Created By: Raga sudha S. (06/11/2025, 11:11 pm)
- Last Modified By: Raga sudha S. (06/11/2025, 11:11 pm)

Buttons at the top right include New Contact, Edit, and New Opportunity.

The system status bar shows "POCO F4 30 Internet access" and the date "PM 11:13 06-11-2025".

Recent | Reports | Salesforce New Appointment | Salesforce

universitycollegeofengine30-dev-ed.develop.lightning.force.com/lightning/o/Appointment__c/new?count=3&nooverride=1&useRecordTypeCheck=1&navigationL... Search Home

Gmail YouTube Maps GitHub - akveo/blu... LTC - Form Chang... Lets talk lets conn... Chart js with Angul... Amazon Storage (S... Eduforum - JSON Q... Solved MCQs on A... »

New Appointment

Information

* = Required Information

Appointment Name	Owner
rak	Raga sudha S
Appointment	
app-001	
Maintenance service	
Repairs	
<input checked="" type="checkbox"/>	
Appointment Date	
05/11/2025	
Service Amount	
Payment Paid	

Cancel Save & New Save

POCO F4 30 Internet access PM 11:14 06-11-2025

Recent | Reports | Salesforce app-002 | Appointment | Salesforce

universitycollegeofengine30-dev-ed.develop.lightning.force.com/lightning/r/Appointment__c/a01NS00002A0UgUYAF/view

Gmail YouTube Maps GitHub - akveo/blu... LTC - Form Chang... Lets talk lets conn... Chart js with Angul... Amazon Storage (S... Eduforum - JSON Q... Solved MCQs on A... »

Appointment
app-002

Customer Details Appointments Service records Billing details and feedback Reports Dashboards

New Contact Edit New Opportunity

Details

Appointment Name	Owner
app-002	Raga sudha S
Customer Details	
rak	
Appointment	
app-001	
Maintenance service	
<input type="checkbox"/>	
Repairs	
<input checked="" type="checkbox"/>	
Appointment Date	
05/11/2025	
Service Amount	
\$3,000	
Payment Paid	
Vehicle number plate	
TN23AS432	
Created By	Last Modified By
Raga sudha S, 06/11/2025, 11:16 pm	Raga sudha S, 06/11/2025, 11:16 pm

POCO F4 30 Internet access PM 11:16 06-11-2025

Recent | Reports | Salesforce New Service records | Salesforce

universitycollegeofengine30-dev-ed.lightning.force.com/lightning/o/Service_records__c/new?count=4&nooverride=1&useRecordTypeCheck=1&navigatio... Search Home

Gmail YouTube Maps GitHub - akveo/blu... LTLC - Form Chang... Lets talk lets conne... Chart.js with Angul... Amazon Storage (S... Eduforum - JSON Q... Solved MCQs on A... More

Garage Management... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Service records Recently Viewed

0 items • Updated a few seconds ago

New Service records

Information

* = Required Information

Service records Name: Owner: Raga sudha S

Quality Check Status:

Service Status: Started

Appointment: app-002

Cancel Save & New Save

There's nothing in your list yet. Try adding a new record.

POCO F4 30 Internet access PM 11:17 06-11-2025

Recent | Reports | Salesforce New Billing details and feedback

universitycollegeofengine30-dev-ed.lightning.force.com/lightning/o/Billing_details_and_feedback__c/new?count=6&nooverride=1&useRecordTypeCheck=1&navigatio... Search Home

Gmail YouTube Maps GitHub - akveo/blu... LTLC - Form Chang... Lets talk lets conne... Chart.js with Angul... Amazon Storage (S... Eduforum - JSON Q... Solved MCQs on A... More

Garage Management... Customer Details Appointments Service records Billing details and feedback Reports Dashboards

Billing details and feedback Recently Viewed

0 items • Updated a few seconds ago

New Billing details and feedback

Information

* = Required Information

Billing details and feedback Name: Owner: Raga sudha S

Service records: Search Service records...

* Rating for service:

Payment Status: --None--

Customer Details: Search Customer Details...

Payment Paid: --None--

Cancel Save & New Save

POCO F4 30 Internet access PM 11:19 06-11-2025

Final UI & outputs



Conclusion

The **Garage Management System** successfully achieves its goal of **automating and streamlining garage operations** through the Salesforce platform.

By integrating tools such as **Apex triggers, flows, dashboards, and reports**, the system eliminates manual work, minimizes human errors, and ensures accurate data management.

It provides a **centralized platform** where customers, service staff, and administrators can interact transparently. The automation of processes like **service booking, billing, and feedback tracking** results in faster service delivery and improved customer satisfaction.

Overall, this project demonstrates the **power of Salesforce CRM** in transforming traditional garage workflows into a **modern, digital, and efficient system** that supports scalability, reliability, and better business performance.

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