

Project Title

GARAGE MANAGEMENT SYSTEM

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GARAGE MANAGEMENT SYSTEM

PROJECT REVIEW

The Garage Management System simplifies automotive repair operations by improving efficiency, managing resources effectively, and enhancing customer satisfaction through automation.

OBJECTIVES

BUSINESS GOALS:

Simplify Operations: Automate daily tasks like scheduling, invoicing, and inventory tracking to save time and effort.

Boost Customer Satisfaction: Share timely updates and ensure transparency to build trust and loyalty.

SPECIFIC OUTCOMES:

1. **Centralized Management System:** A user-friendly platform for managing appointments, services, customer details, and inventory in one place.
2. **Automated Notifications:** Enable automated reminders and updates for customers about service status and completion.
3. **Salesforce Key Features and Concepts Utilized:** Leverages CRM for managing customer details, automation for reminders and updates, and analytics for performance tracking on a cloud-based platform.



Salesforce Mobile App

On-the-Go Management: Enables managers and staff to monitor operations, access records, and make updates anytime, anywhere.

Role-Based Access Control: Maintains data privacy by granting access only to authorized personnel.

Audit Trail: Tracks changes in records to ensure accountability and compliance.

Detailed Steps to Solution Design

Designing the solution involves addressing key aspects like functionality, user experience, technology stack, and security.

Requirement Gathering:

1. **Vehicle Management:**
 - Add, edit, and delete vehicle records (e.g., make, model, registration number, owner details).
2. **Service Management:**
 - Schedule services (e.g., oil changes, tire repairs).
 - Manage service history and track progress for ongoing services.
3. **Inventory Management:**
 - Monitor parts and tools inventory, including availability and stock levels.
4. **Billing & Payments:**
 - Generate invoices, handle customer payments, and record transaction details.

Testing and Validation

1. Unit Testing:

- a. Focuses on testing individual components like Apex classes, triggers, and business logic.
- b. Ensures that each part of the system functions correctly, providing confidence that the system works seamlessly when integrated.

2. User Interface (UI) Testing:

- a. Validates the functionality, usability, and defect-free nature of user-facing components.
- b. Covers user interactions with forms, tables, dashboards, and other elements to ensure an intuitive and efficient experience.

Key Scenarios Addressed by Salesforce in the Implementation Project

In the implementation of the Garage Management System (GMS) using Salesforce, the platform addresses various scenarios and challenges to deliver a reliable and user-friendly solution.

1. Customer and Vehicle Management:

- Efficiently handles customer and vehicle data, including storing, updating, and retrieving details seamlessly.
- Ensures a centralized and organized system for managing records.

Service Scheduling and Management:

- Streamlines scheduling and tracking of service appointments.
- Ensures efficient management of service progress and timelines.


Custom Reports and Dashboards:








- Creates tailored reports and dashboards to monitor key metrics such as service times, customer satisfaction, and revenue per service.
- Provides actionable insights for continuous improvement.








Appointment:


Appointments		New Import Change Owner Assign Label	
Recently Viewed		Search this list...	
10 items • Updated a few seconds ago			
<input type="checkbox"/>	Appointment Name		
1	<input type="checkbox"/> ACCIDENT		
2	<input type="checkbox"/> headlight		
3	<input type="checkbox"/> engine work		
4	<input type="checkbox"/> tinker		
5	<input type="checkbox"/> maintainance		
6	<input type="checkbox"/> taillight		
7	<input type="checkbox"/> brake		
8	<input type="checkbox"/> clutch		
9	<input type="checkbox"/> OCTAVIA VRS		
10	<input type="checkbox"/> Discount Approval Process		



Customer details:









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











 Customer Details

Recently Viewed
 



New Import Change Owner Assign Label



10 items • Updated a few seconds ago

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2	<input type="checkbox"/> sivaraj	
3	<input type="checkbox"/> guhan vs	
4	<input type="checkbox"/> saruhasan	
5	<input type="checkbox"/> venkatesh	
6	<input type="checkbox"/> nareshKumar	
7	<input type="checkbox"/> madhanRaj	
8	<input type="checkbox"/> rakshan	
9	<input type="checkbox"/> ragulraja	
10	<input type="checkbox"/> gokul	







Service Records:











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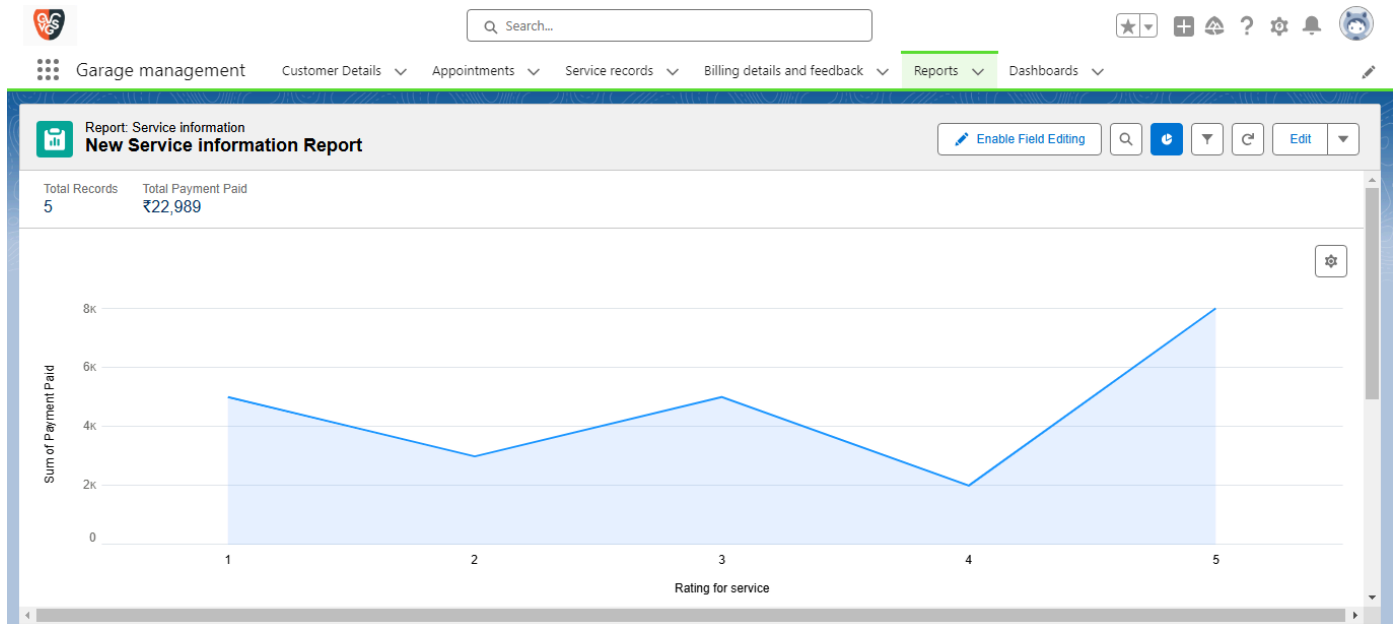
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10	<input type="checkbox"/> Discount Approval Process	

Reports:



Dashboard Output:

Recent

1 item

Search recent reports...

New Report New Folder ⚙

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Service information Report		Garage Management Folder	guna saga	20/11/2024, 3:03 pm	

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

All Favorites



Conclusion:

The successful implementation of the Garage Management System (GMS) has optimized essential garage operations, enhancing efficiency, boosting customer satisfaction, and supporting business growth and scalability.