**GARAGE MANAGEMENT SYSTEM**

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**INTRODUCTION:**

A Garage Management System (GMS) in Salesforce is a cloud-based solution designed to streamline the day-to-day operations of automobile service centers or repair garages. By leveraging Salesforce’s robust CRM capabilities, automation tools, and customizable architecture, this system helps manage various aspects of garage operations including customer records, vehicle details, appointment scheduling, service tracking, inventory management, invoicing, and reporting. The system allows garage owners and managers to efficiently handle customer interactions, monitor service progress, assign tasks to mechanics, and maintain spare parts inventory.

Using Salesforce's features such as custom objects, workflows, and dashboards, a GMS can be tailored to meet specific business needs while ensuring data accuracy and operational efficiency. With real-time data access, automation, and scalability, a Garage Management System built on Salesforce not only improves internal processes but also supports better decision-making and long-term business growth.

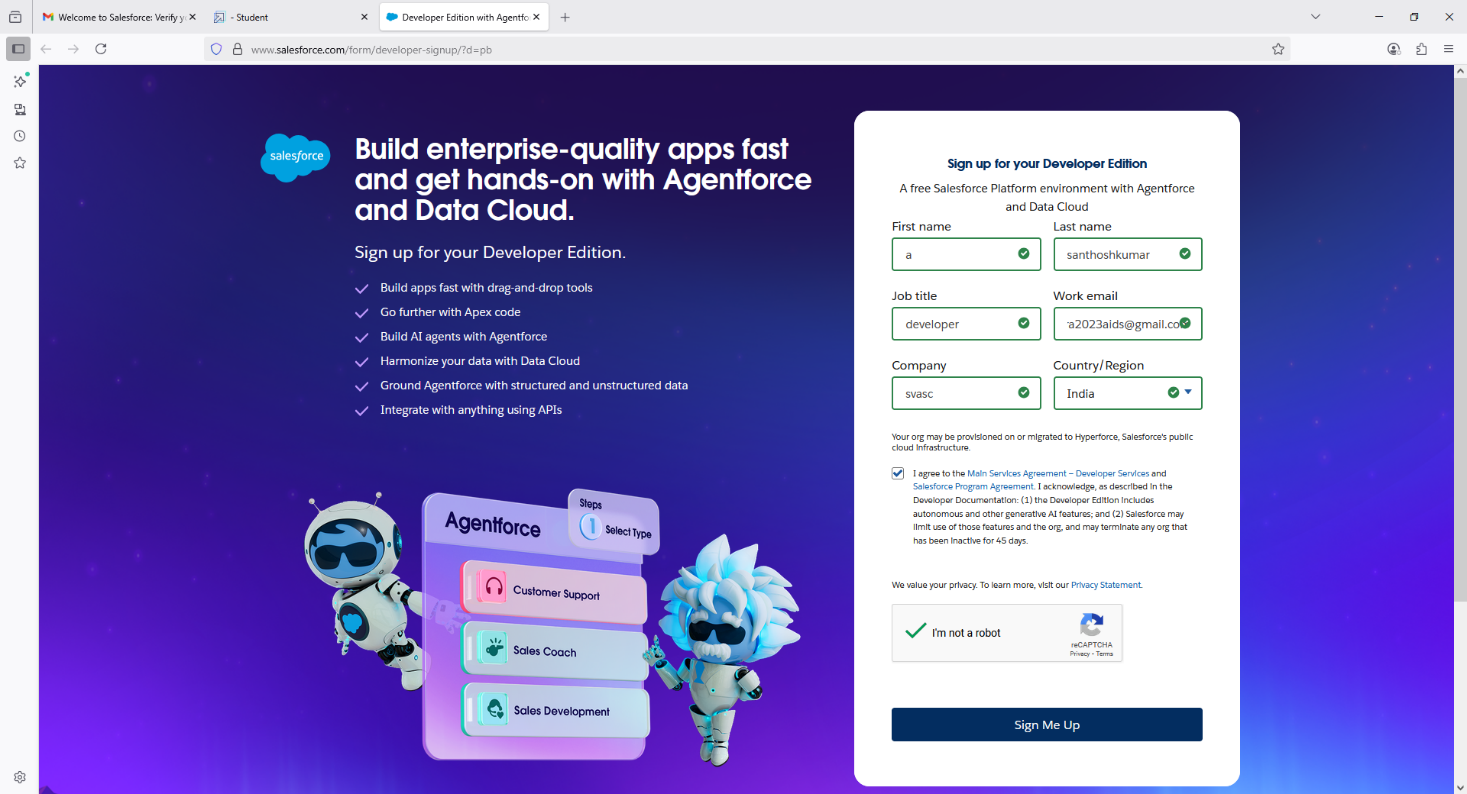
**Salesforce:**

Salesforce is highly customizable with Service Cloud, Sales Cloud, Experience Cloud, and AppExchange apps.

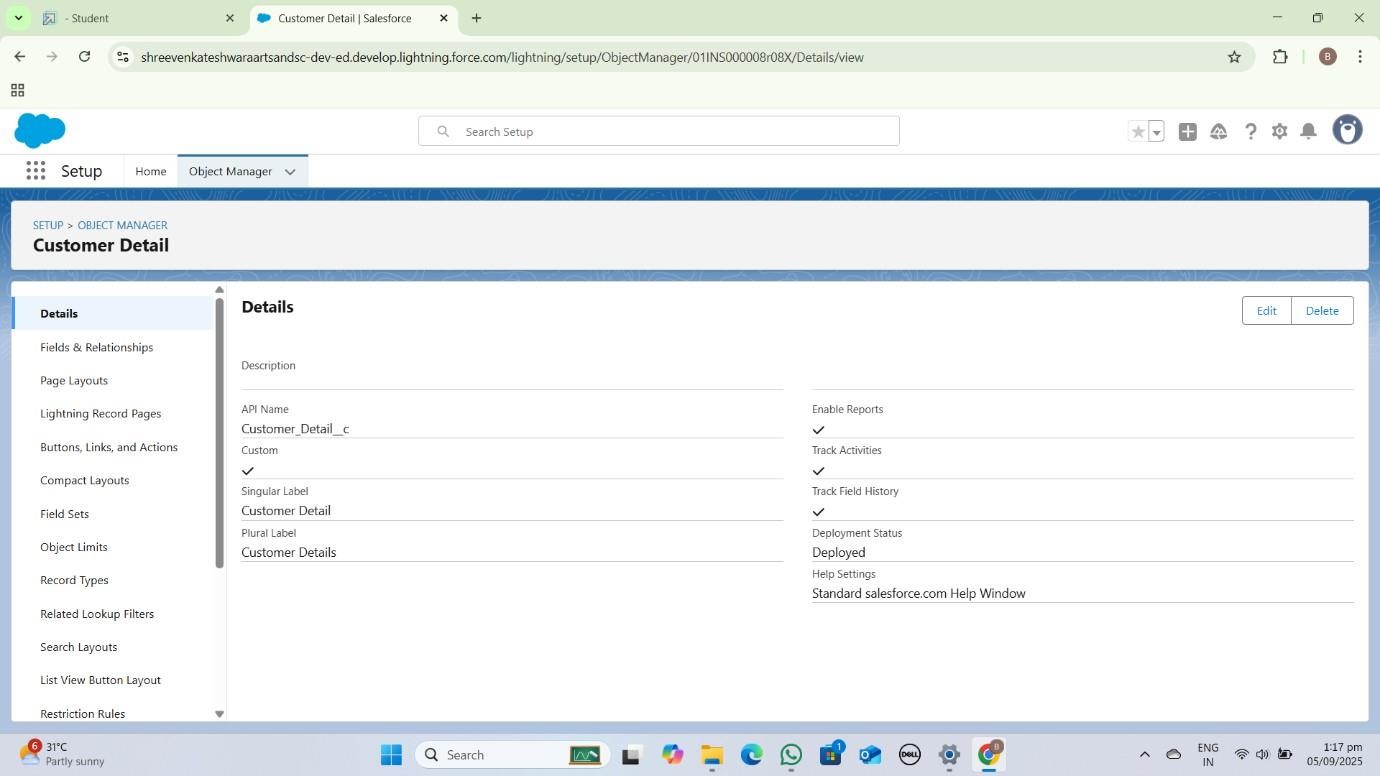
**Creating Developer Account:**

**Object:**

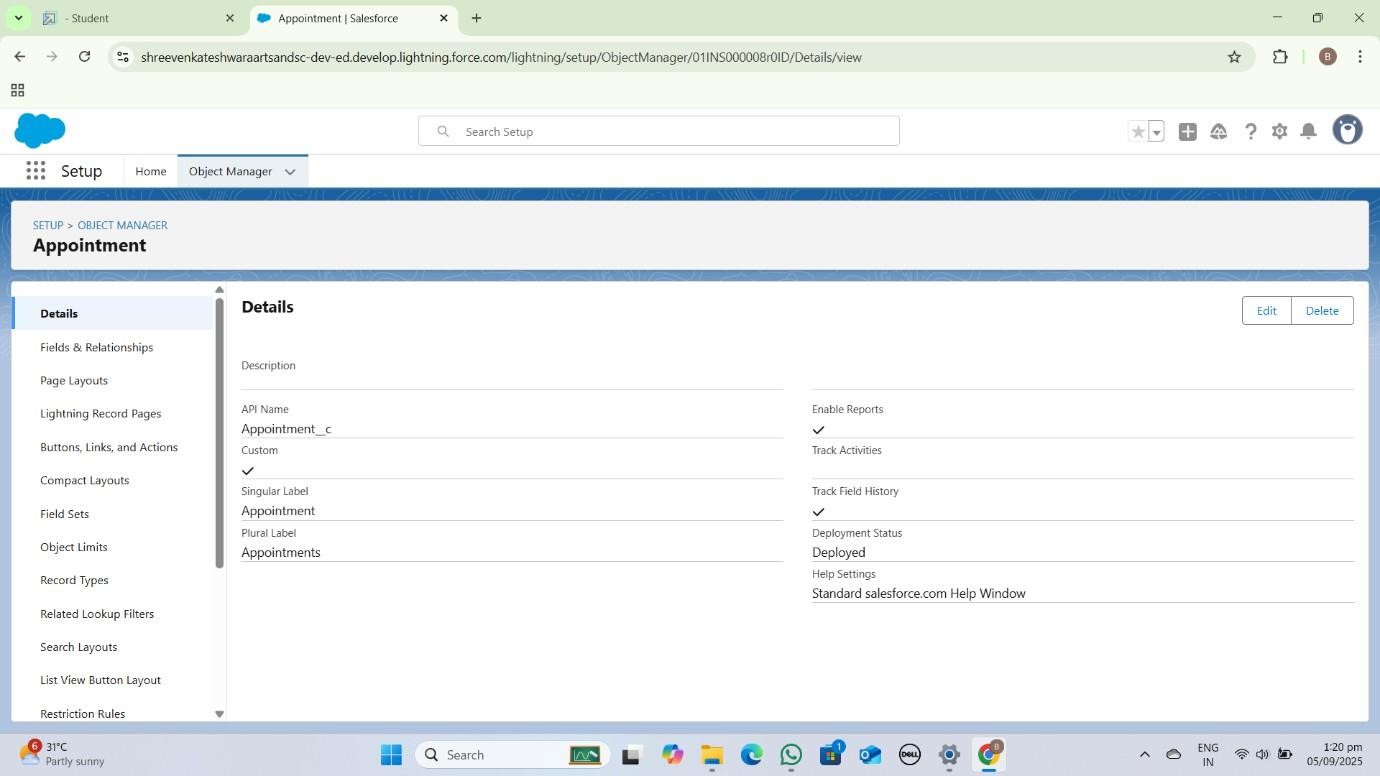
Manages vehicles, services, and appointments. \*Vehicle\* objects store vehicle details, \*Service\* objects define services offered, and \*Appointment\* objects schedule vehicle services. The system provides methods to add, view, and manage these objects efficiently.



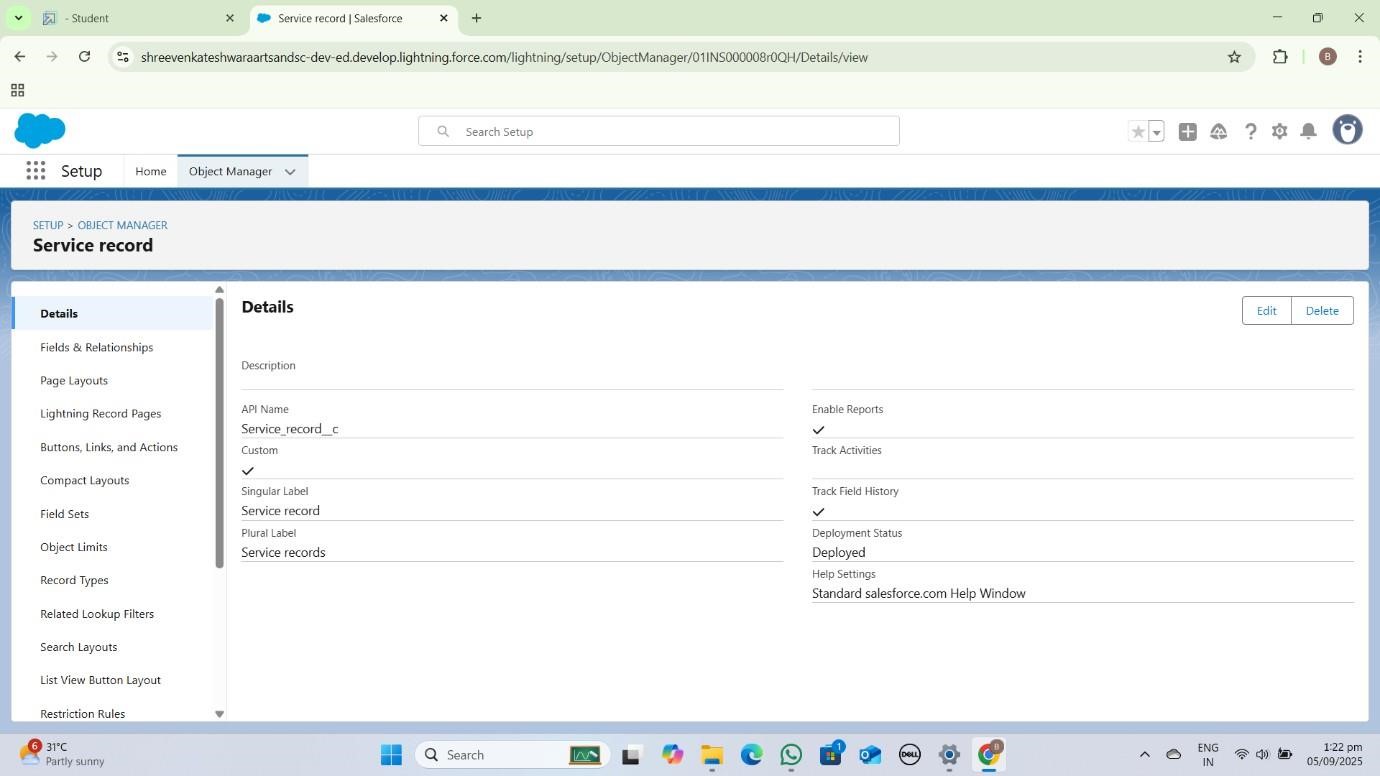
**Create Customer Details Object:**



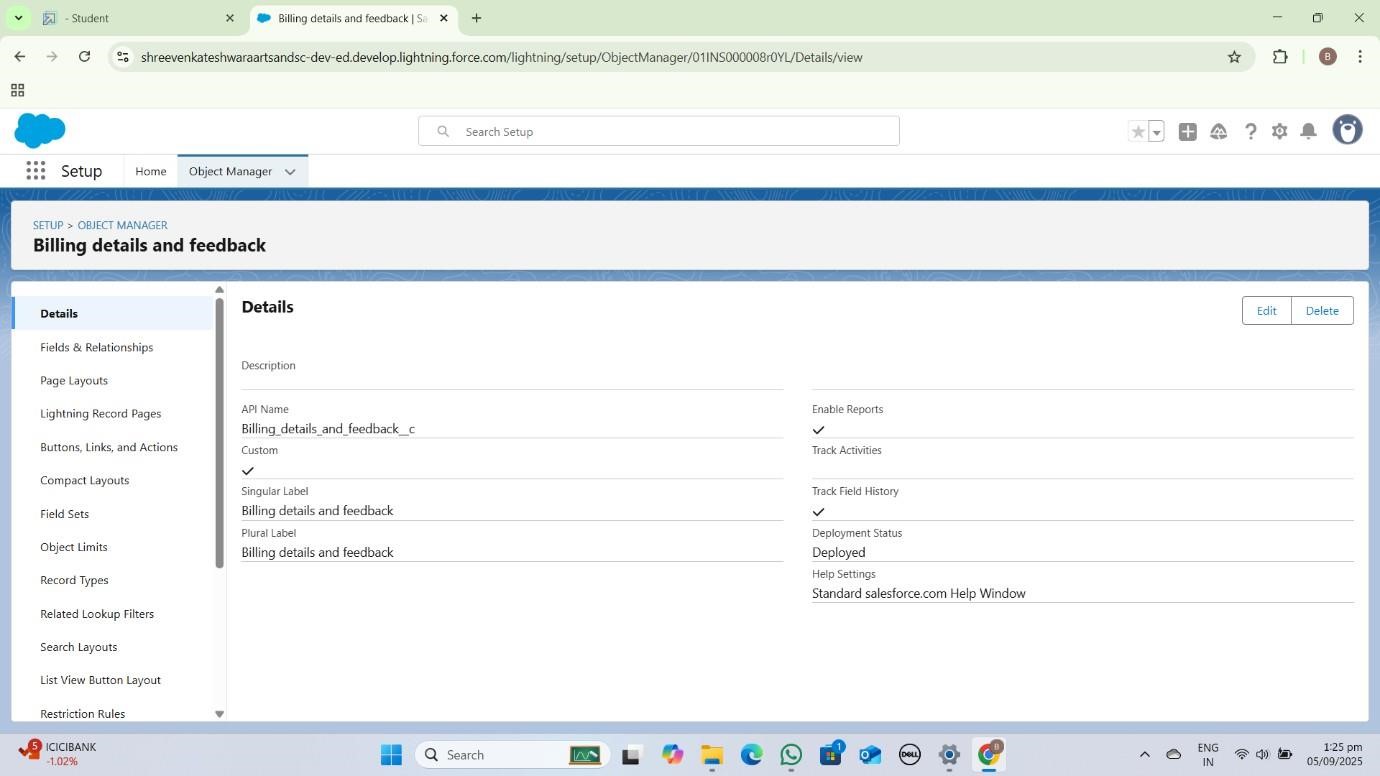
**Appointment Object:**



**Create Service Record Object:**



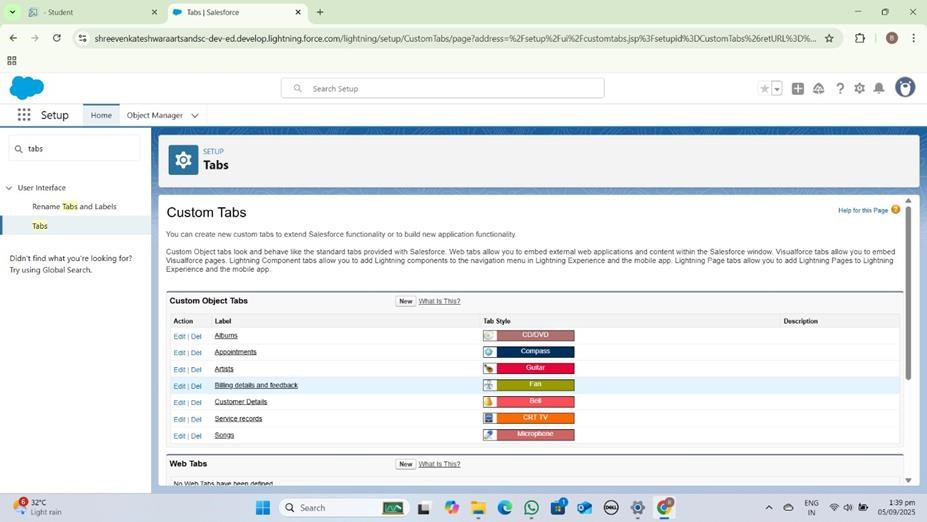
**Billing Details and Feedback Object:**



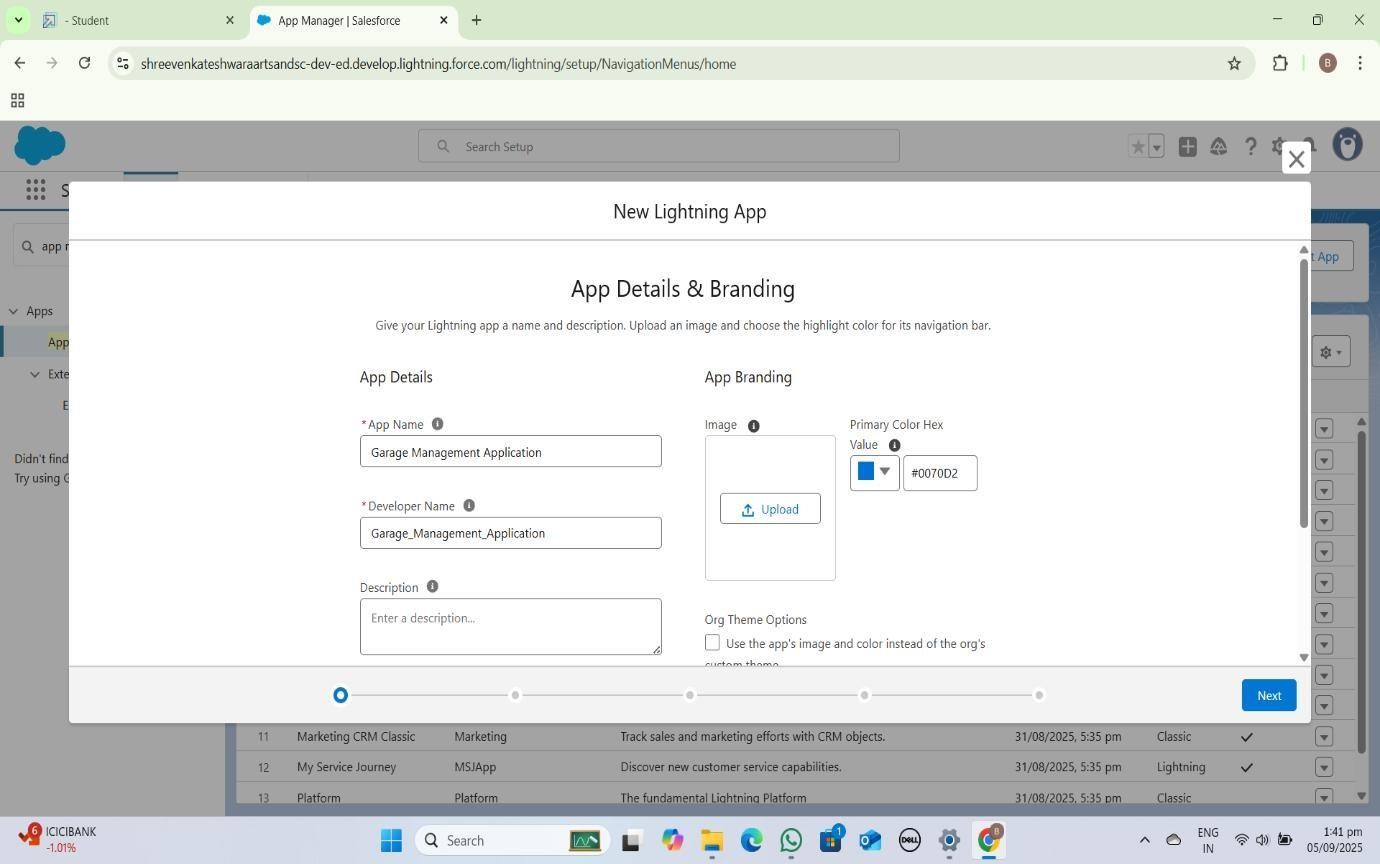
**Tabs:**

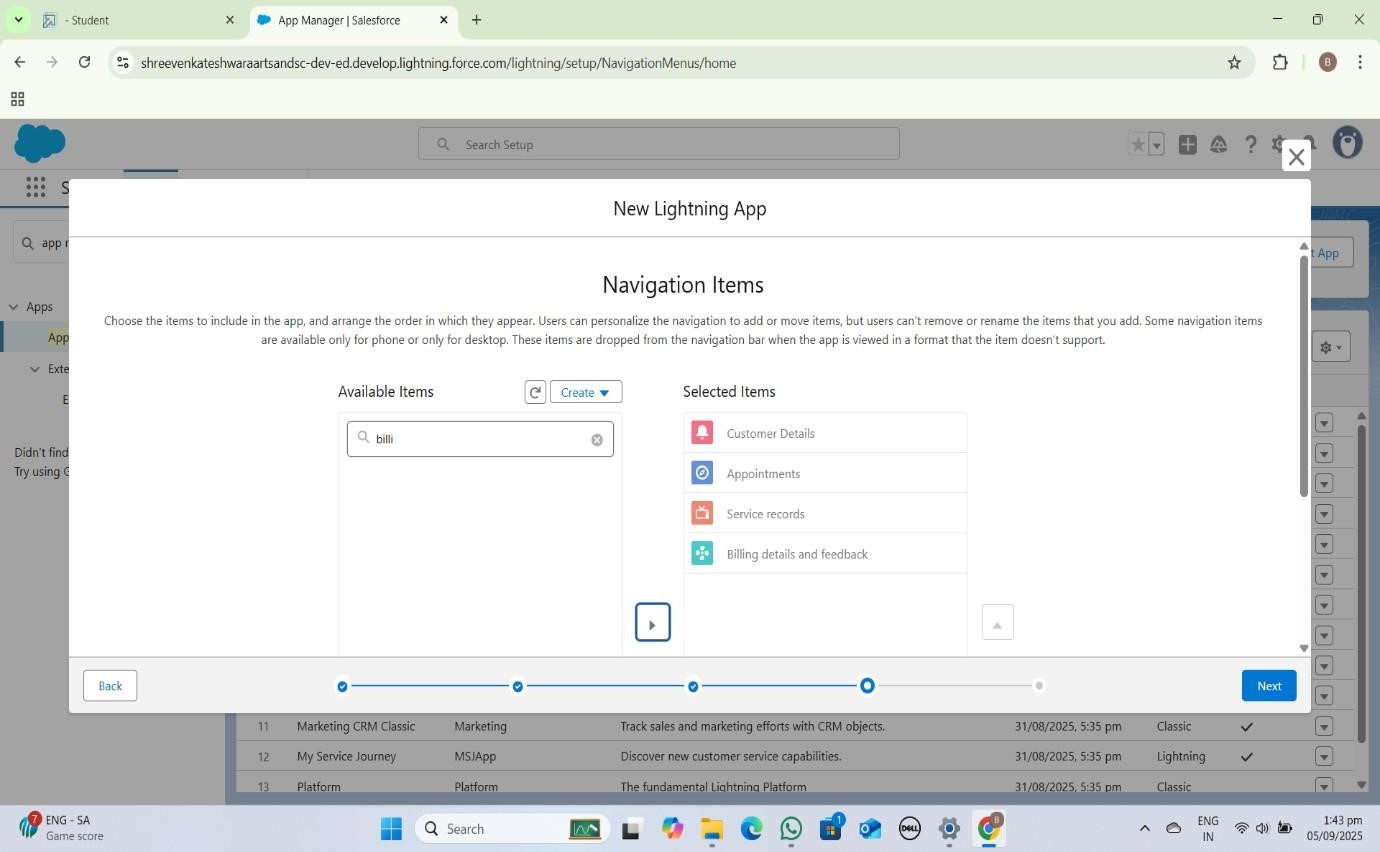
A Garage Management System (GMS) typically includes tabs for \*Appointments\*, \*Customers\*, \*Vehicles\*, and \*Inventory\*. These tabs organize system features and functions for easy access.

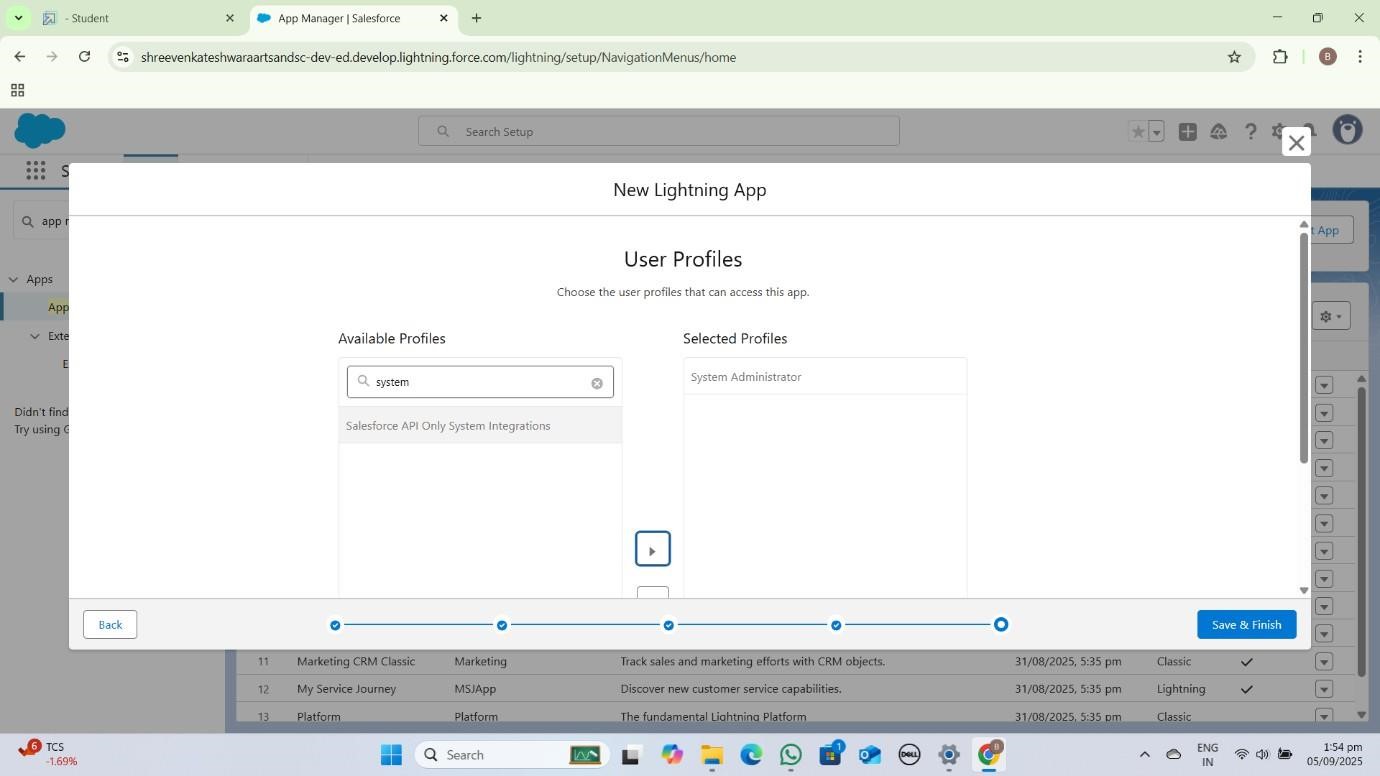
**Creating A Custom Tabs:**



**A Lighting App:**



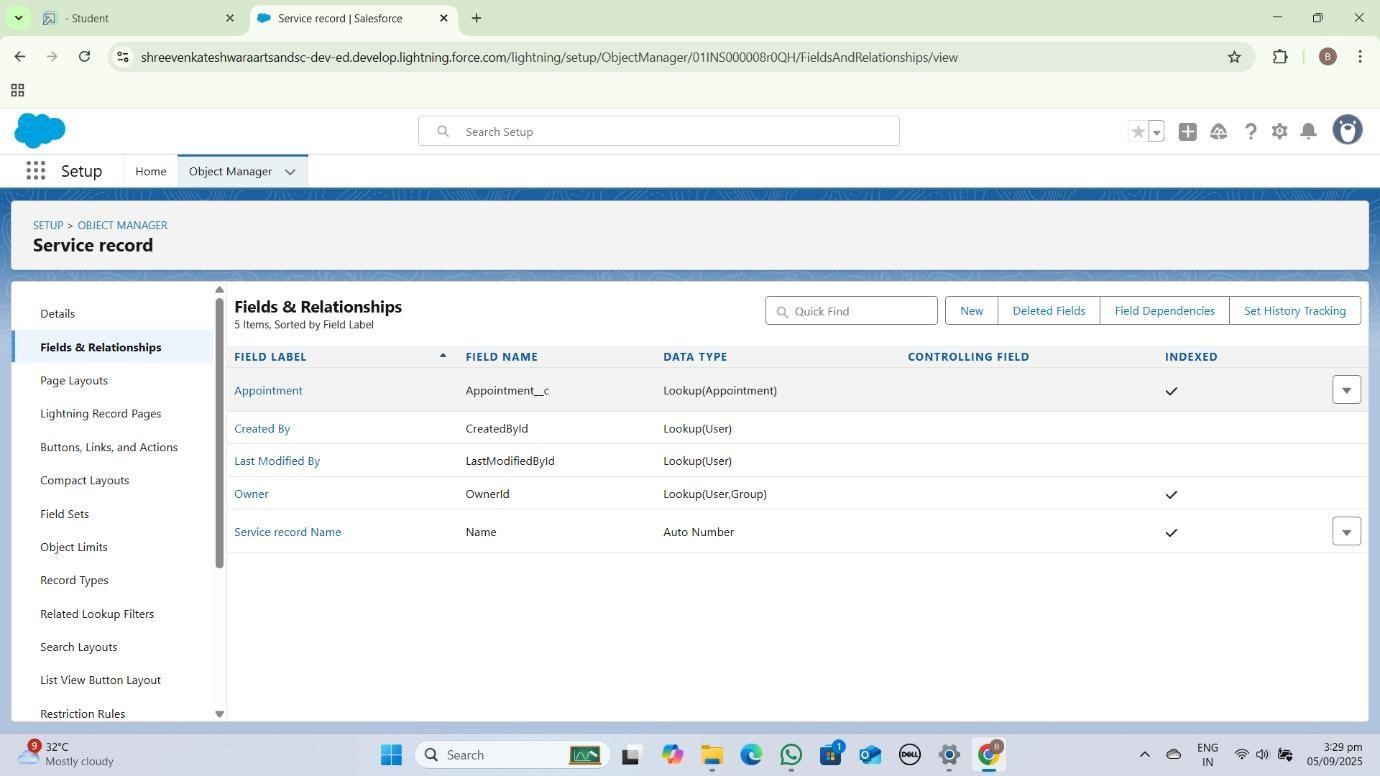




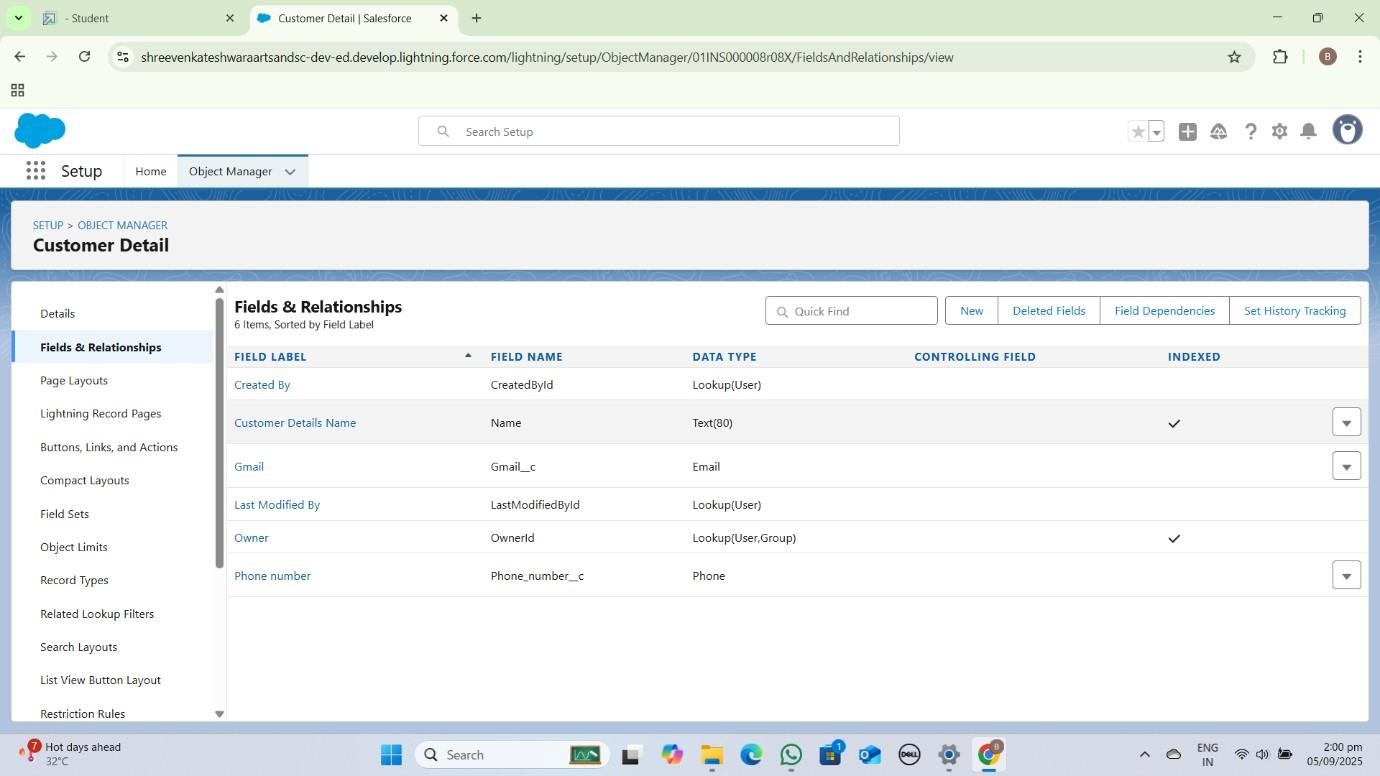
**Fields:**

1. \*Vehicle Information\*: Vehicle ID, customer name, vehicle type, license plate, etc.
2. \*Service Details\*: Service type, cost, description, etc.
3. \*Customer Information\*: Customer name, contact details, service history, etc.
4. \*Payment and Billing\*: Invoice numbers, payment status, amount, etc.

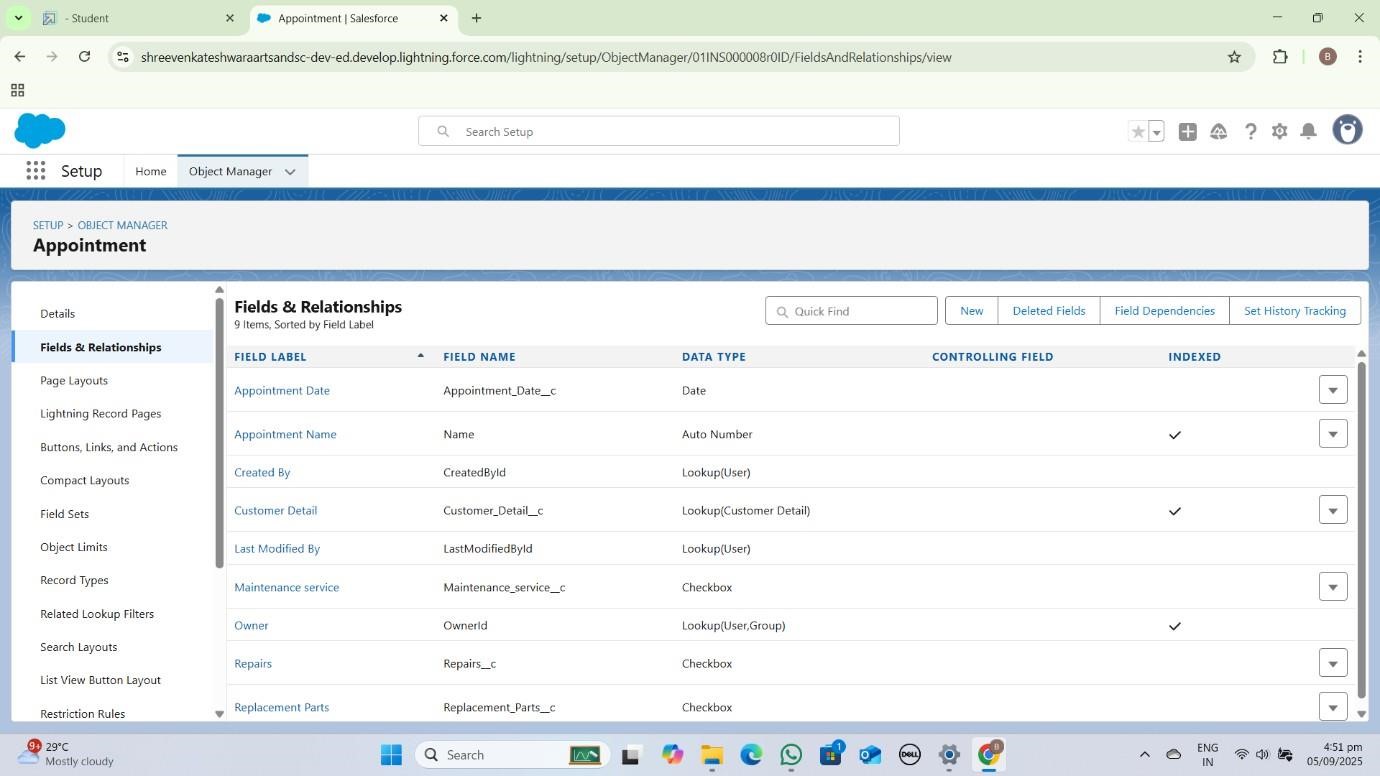
**Creation of Fields for the Customer Details Object:**



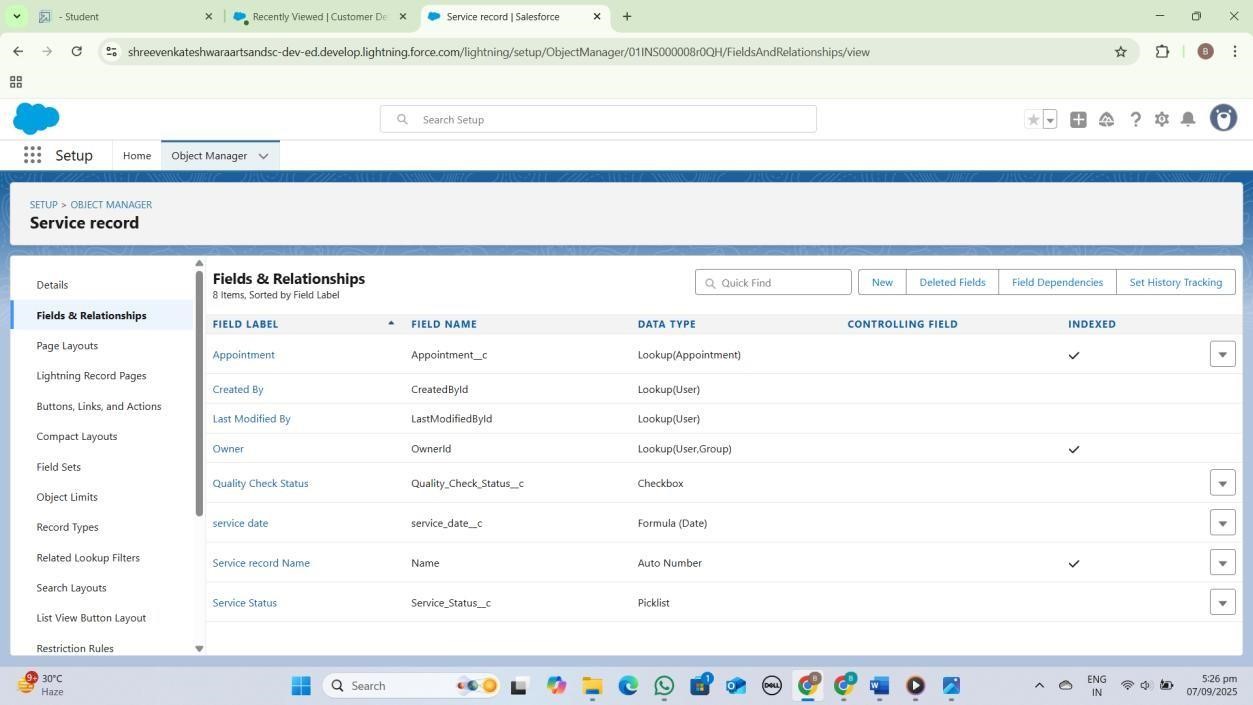
**Lookup Fields:**



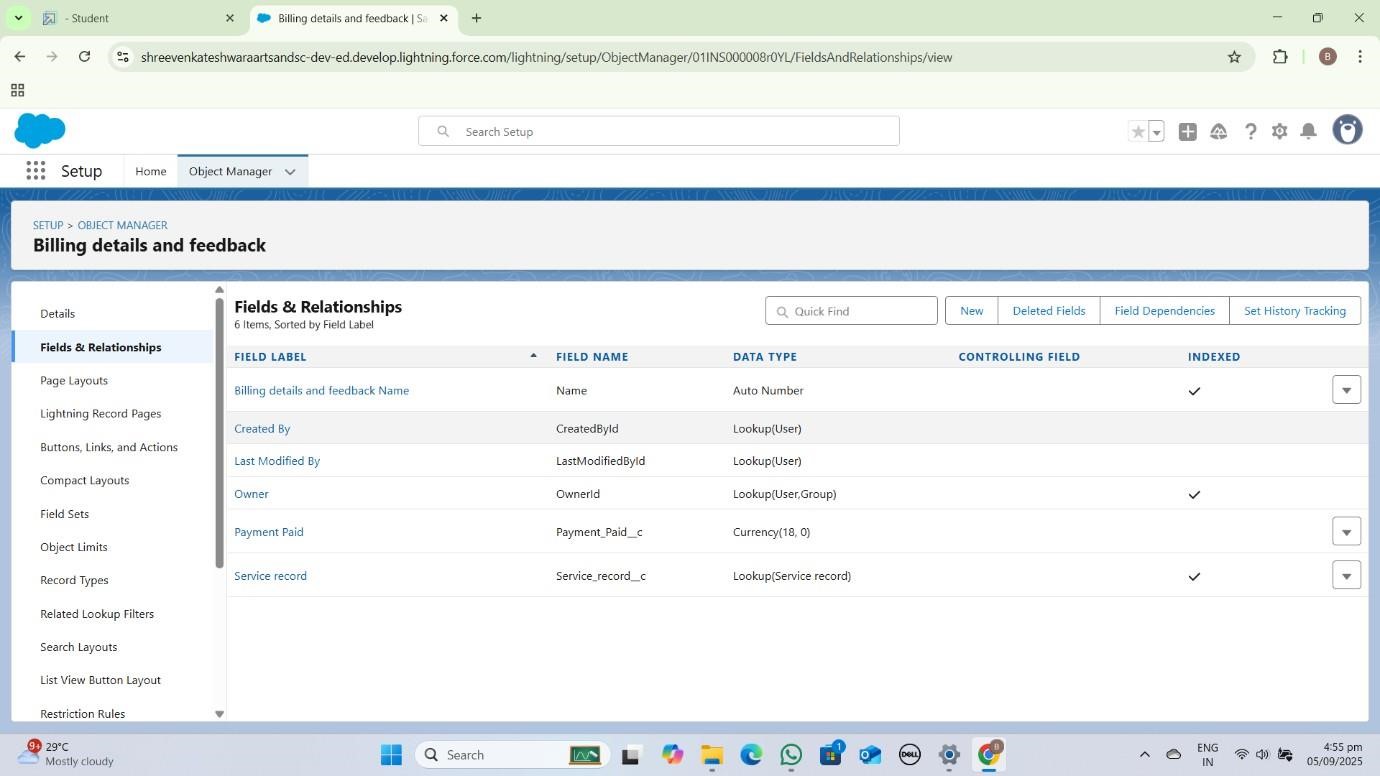
**Creation Of Checkbox Fields:**



**Date Fields:**



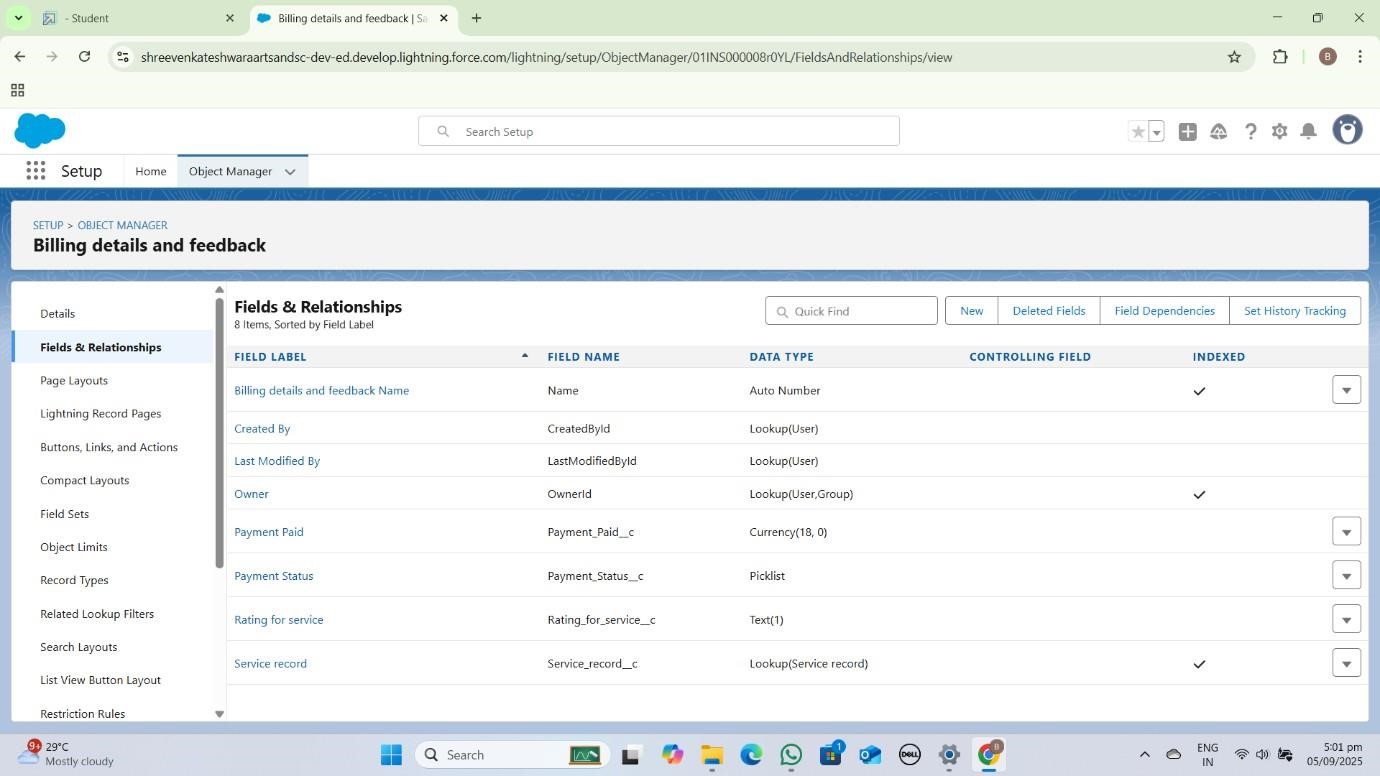
**Creation of Currency Fields:**



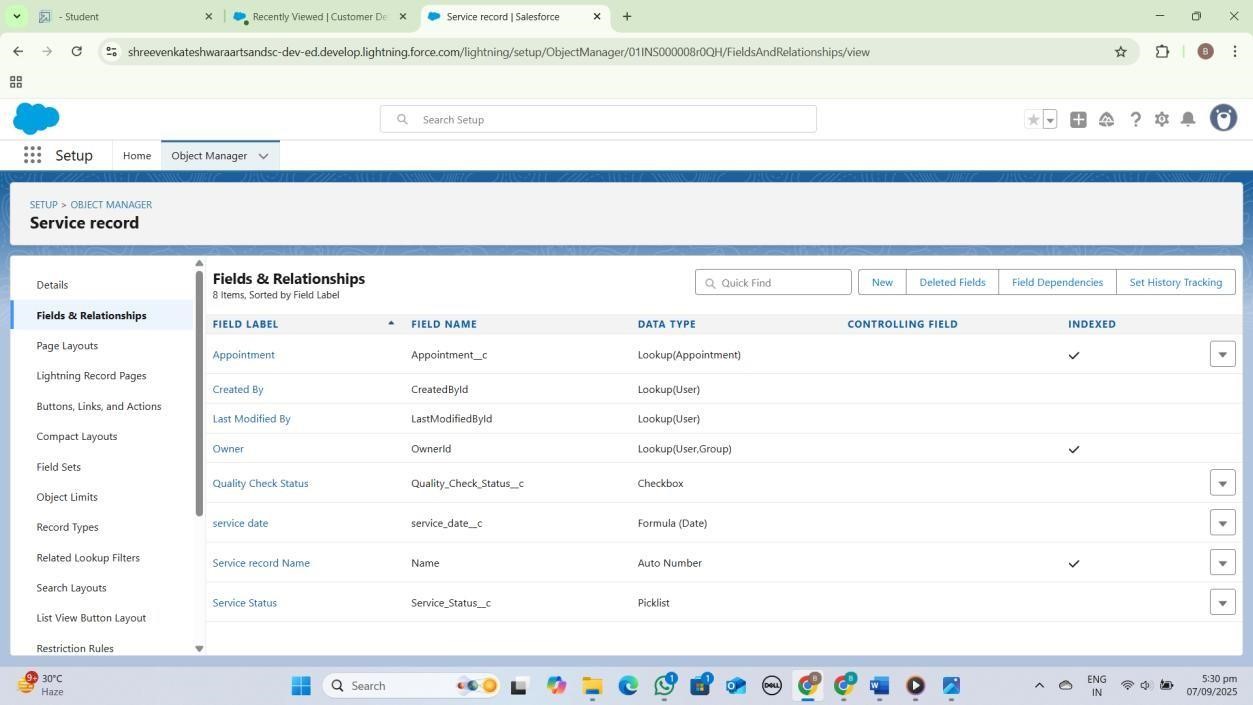
**Text Fields:**



**Creation of Picklist Fields:**



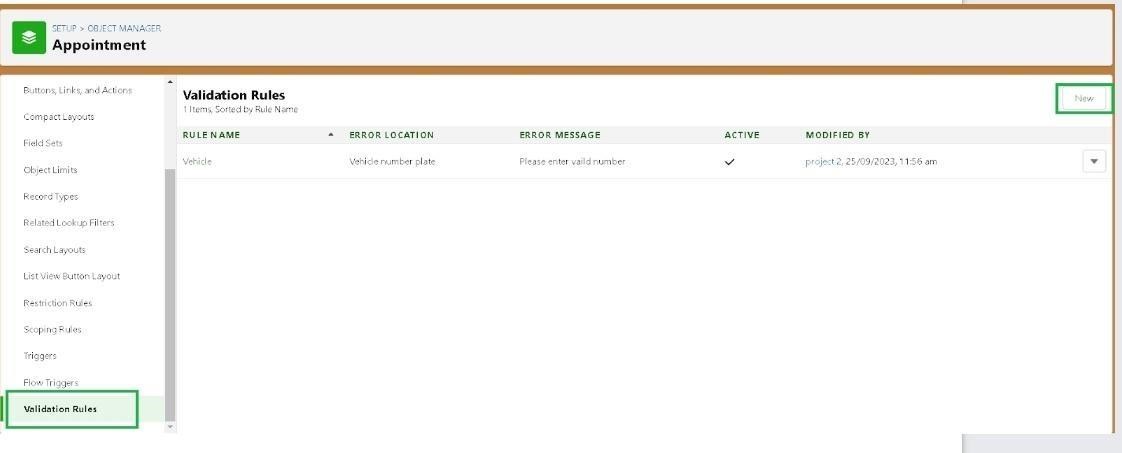
**Creating Formula Field in Service Record Object:**



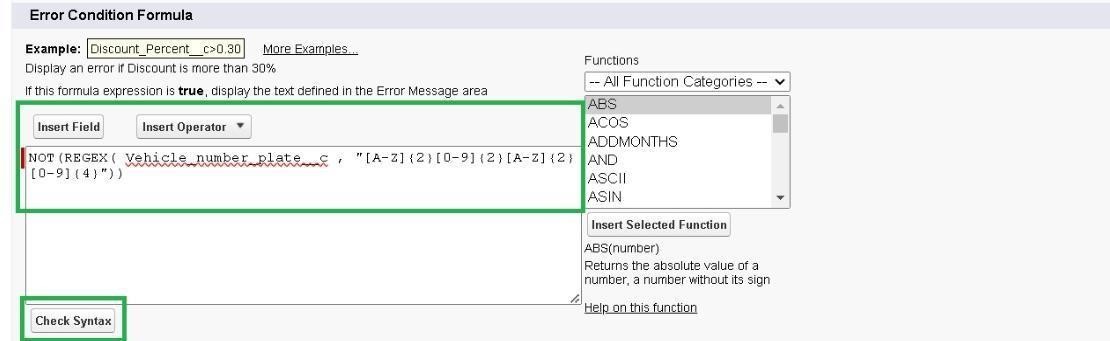
**Validation Rules:**

A Garage Management System (GMS) includes validation rules to ensure data accuracy and integrity, such as \*Vehicle ID format\*, \*Service Date\*, and \*Payment Amount\* validation. These rules prevent errors and inconsistencies in the system.

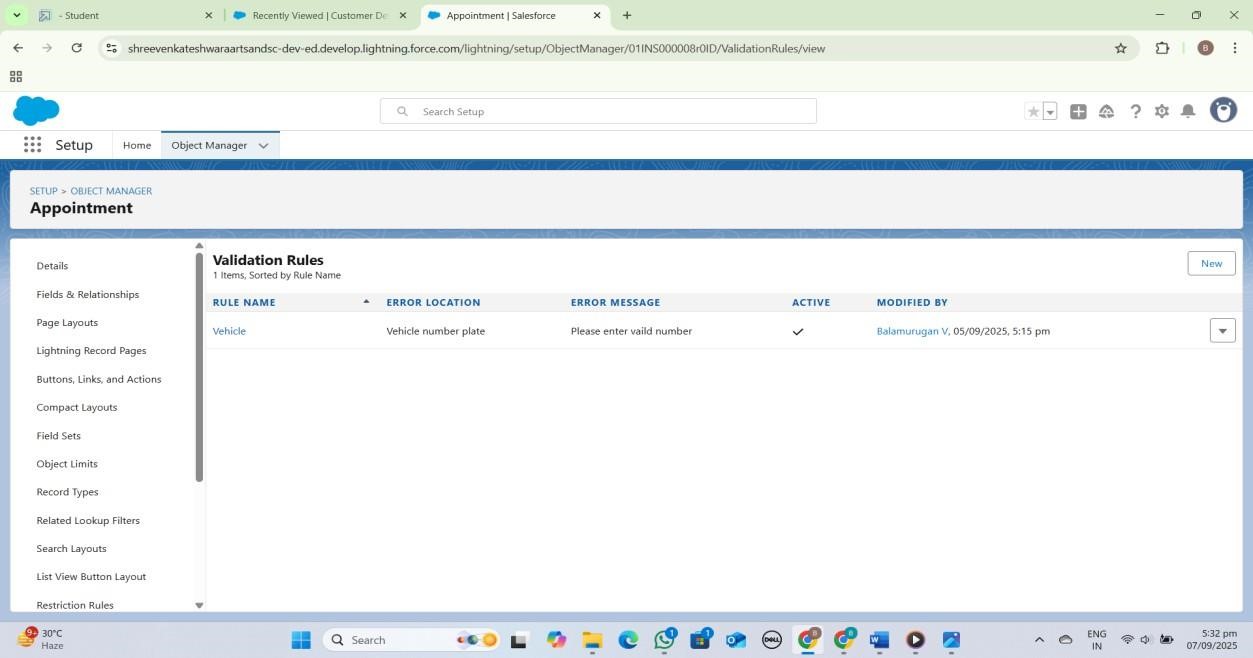
**Rules:**



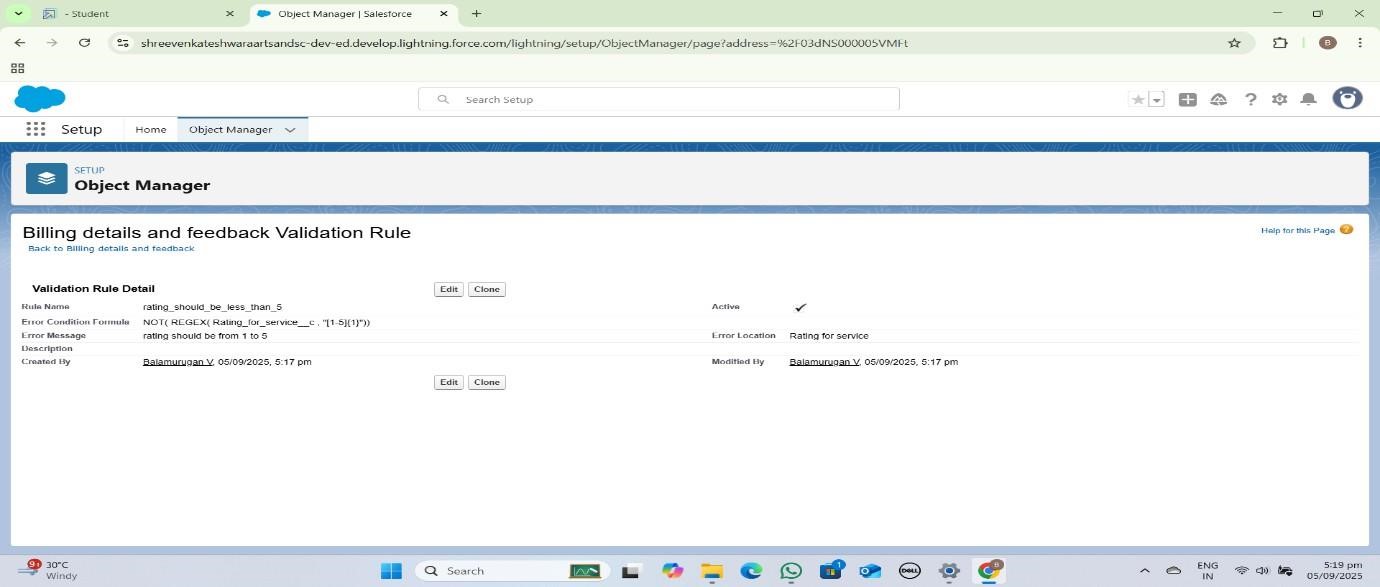
**Condition as Formula:**



**To Create A Validation Rules to an Appointment Object:**



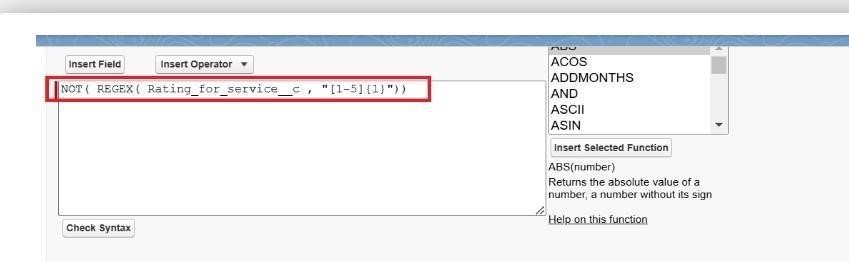
**To Create a Validation Rule to a Billing Details and Feedback Object:**



**Rule Edit:**



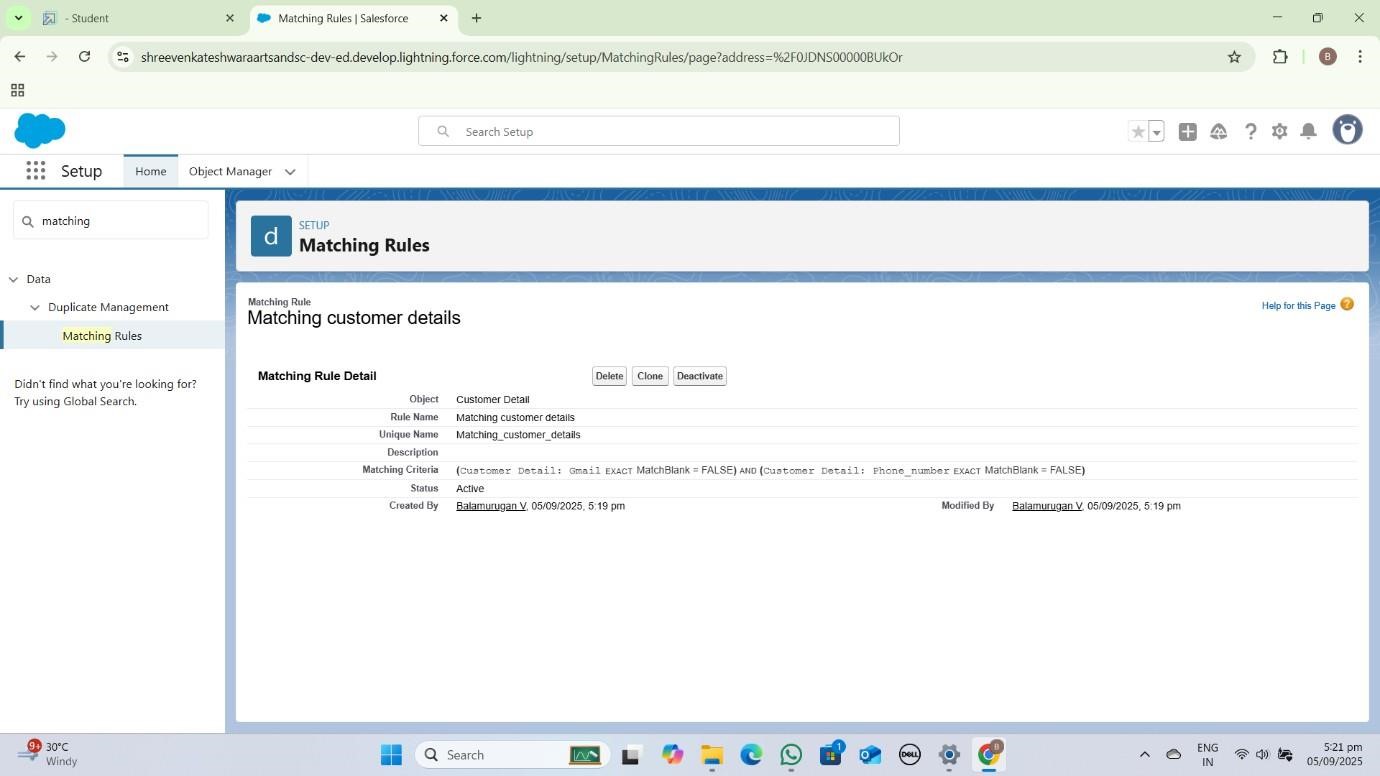
**Condition Formula:**



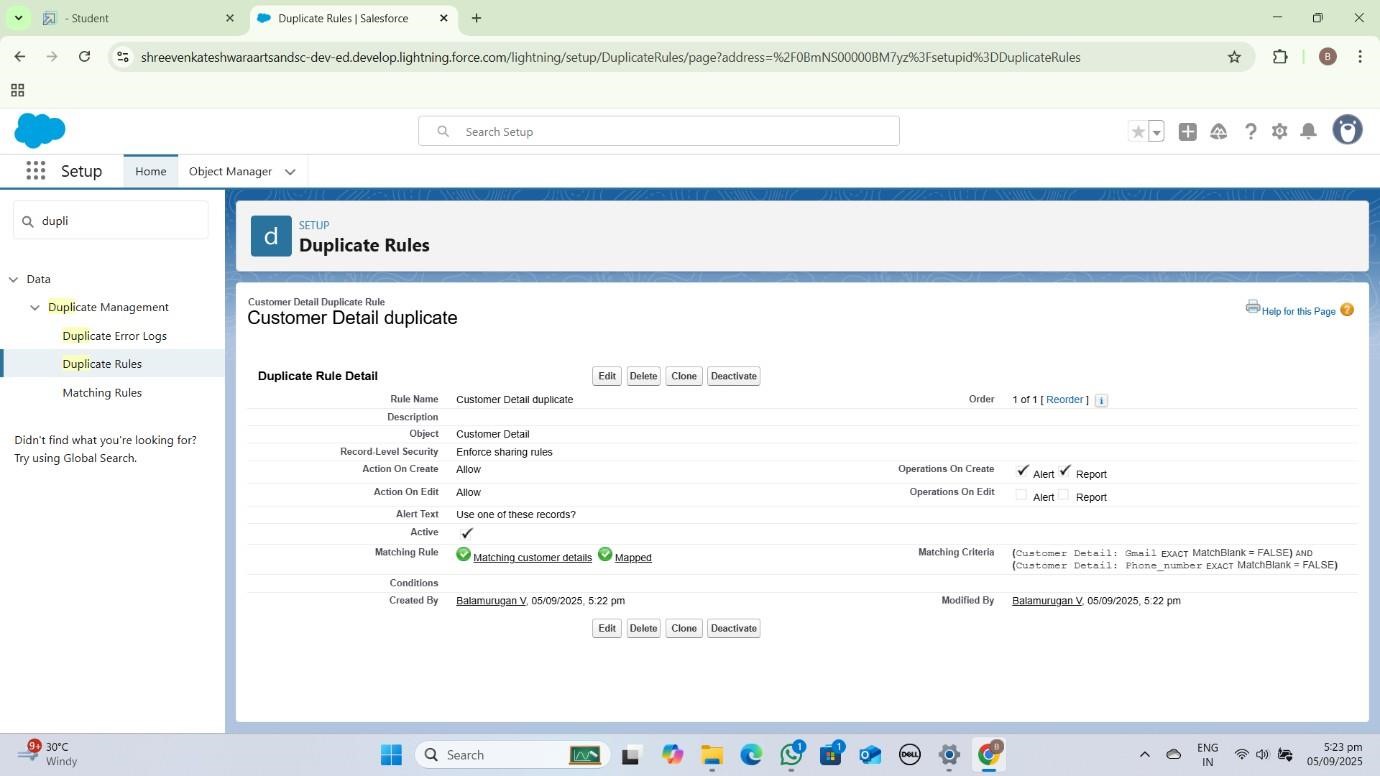
**Duplicate Rule:**

A duplicate rule in a Garage Management System (GMS) prevents \*duplicate customer records\* and \*duplicate vehicle records\*, ensuring data accuracy and integrity.

**To Create a Matching Rule to an Customer Details Object**



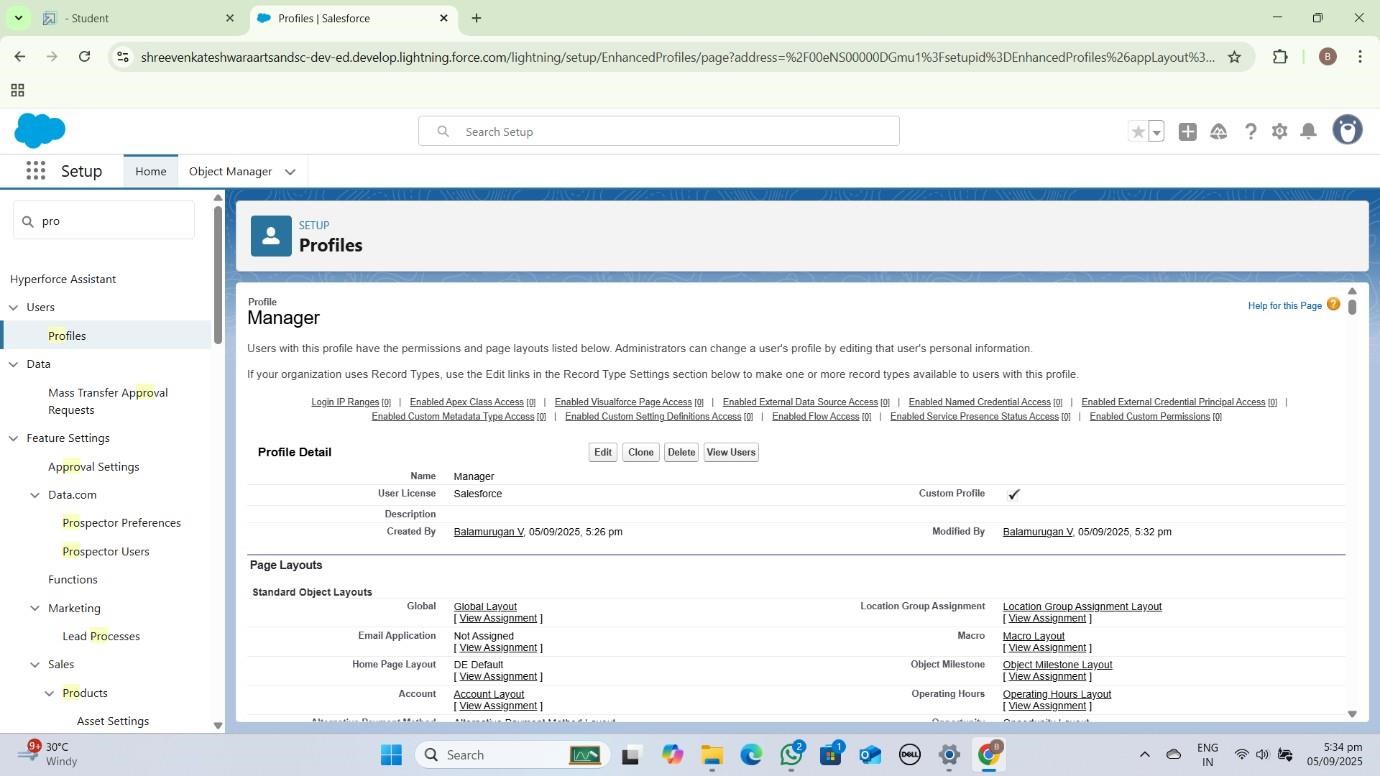
**To Create a Duplicate Rule to a Customer Details Object:**



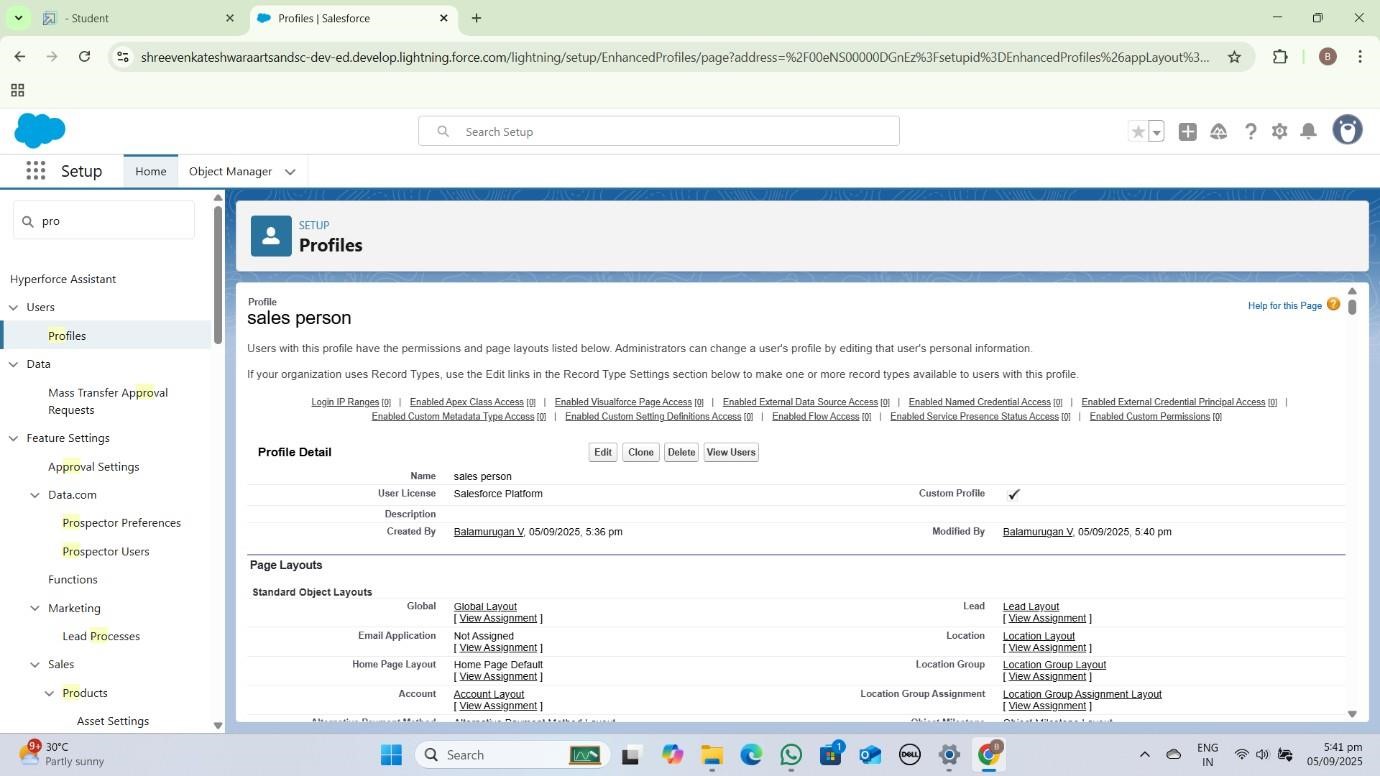
**Profiles:**

A Garage Management System (GMS) profile includes garage information, services offered, and technician details. It provides a comprehensive overview of the garage's operations and capabilities.

**Manager Profile:**



**Sales Person Profile:**



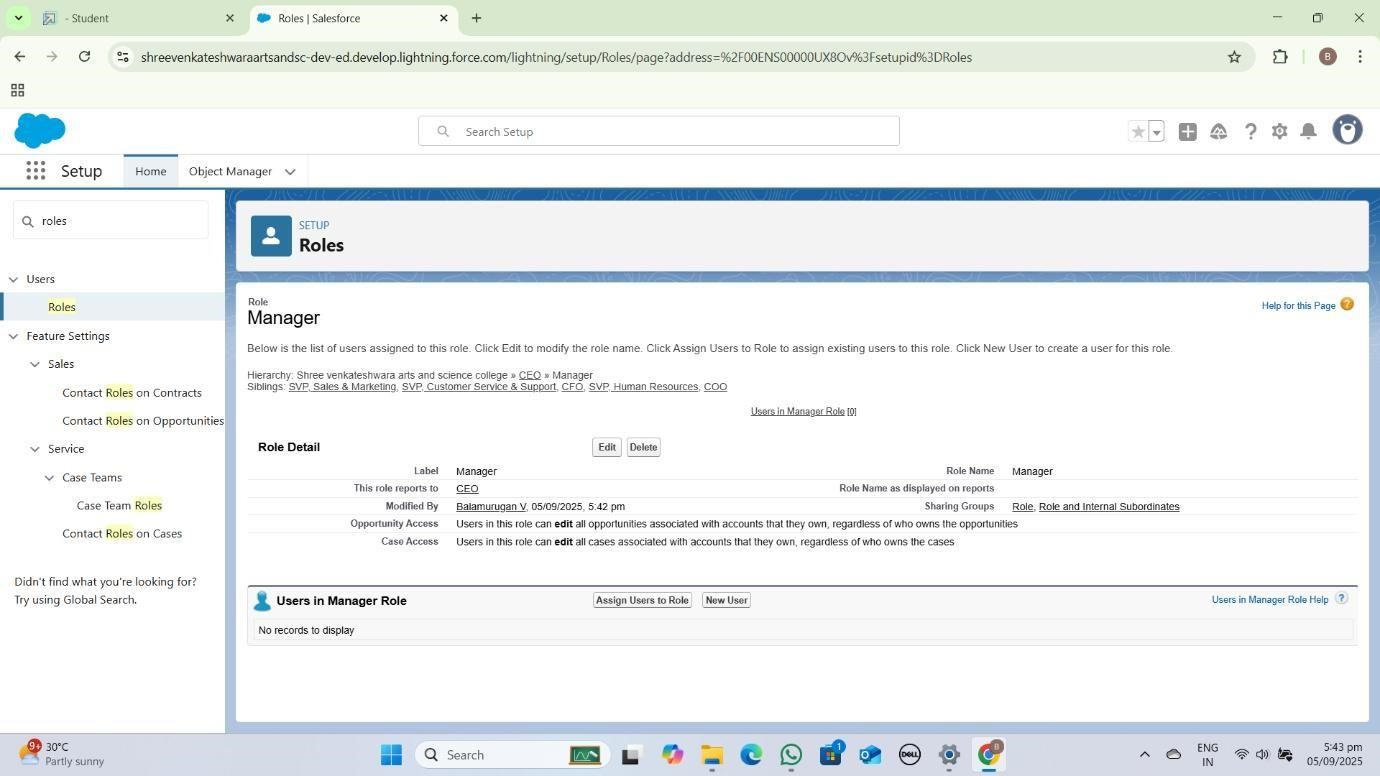
**Role & Role Hierarchy:**

In a Garage Management System (GMS), roles and role hierarchy may include:

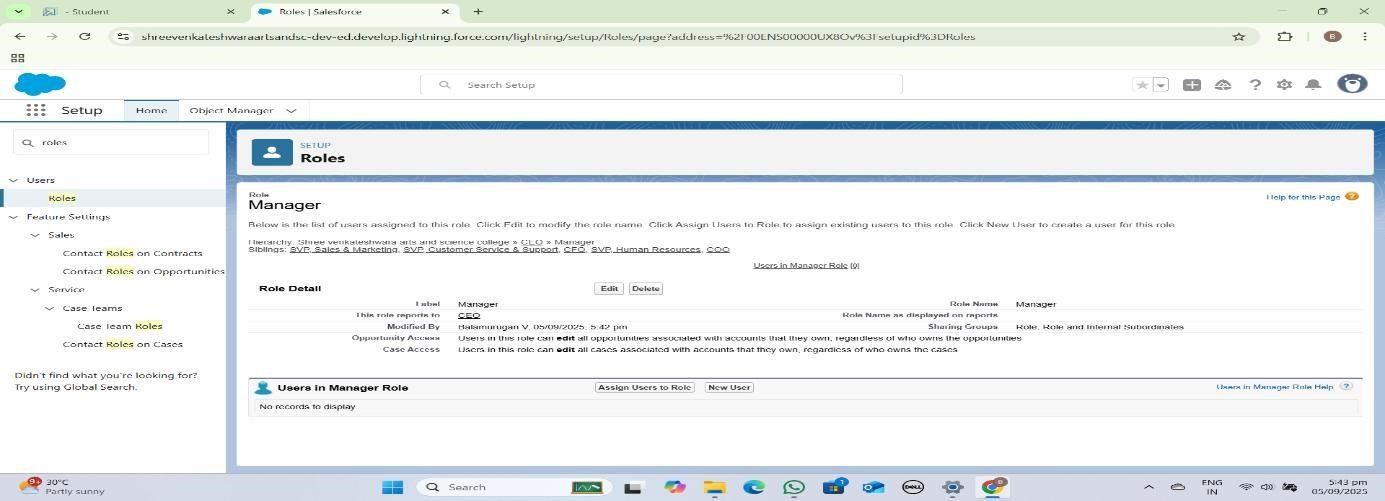
1. \*Admin\*: Full access to system settings, reports, and management.
2. \*Manager\*: Oversees operations, manages staff, and reviews performance.
3. \*Technician\*: Performs vehicle services and repairs.
4. \*Receptionist\*: Handles customer inquiries, scheduling, and billing.
5. \*Customer\*: Views service history, schedules appointments**.**

**Role hierarchy:**

**1. \***Admin\* > \*Manager\* > \*Receptionist\* > \*Technician\* > \*Customer\* Creating Manager Role:

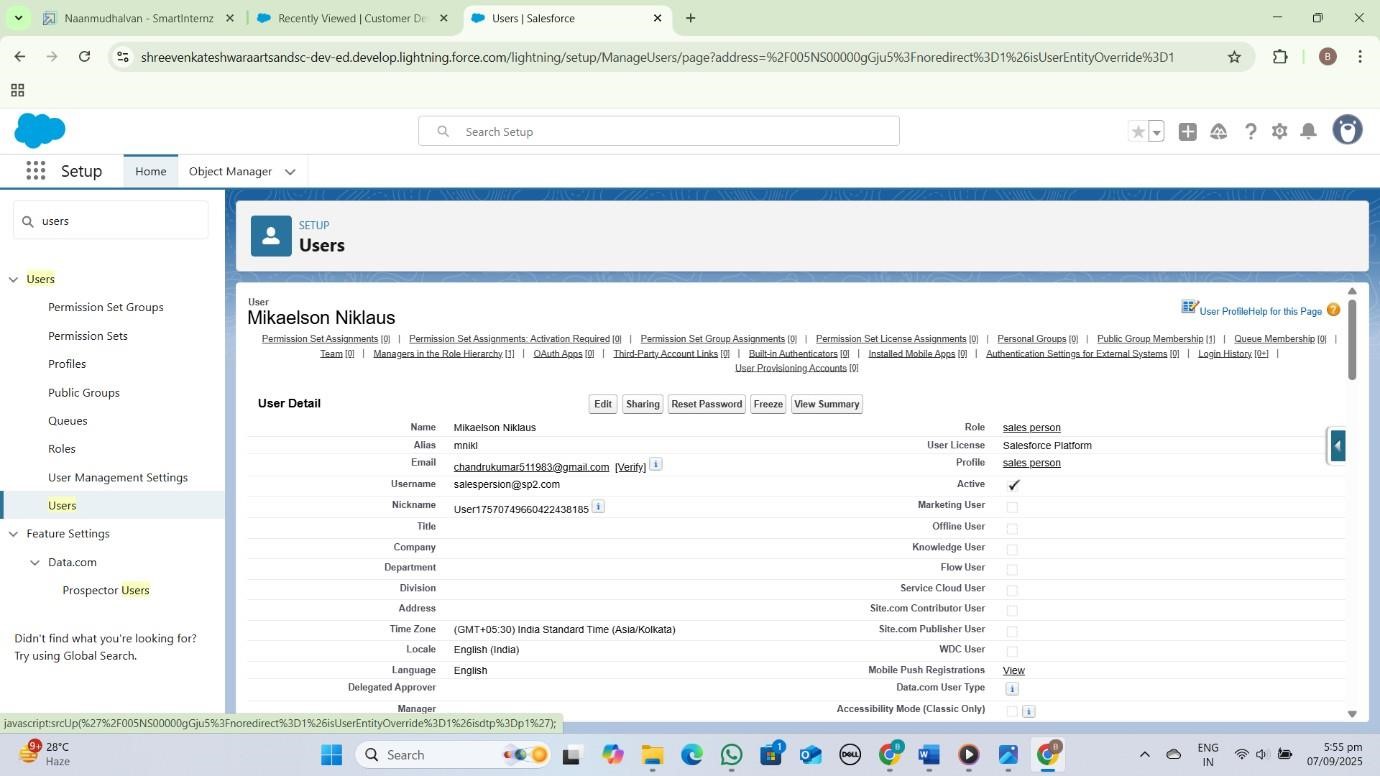


**Creating Another Role:**

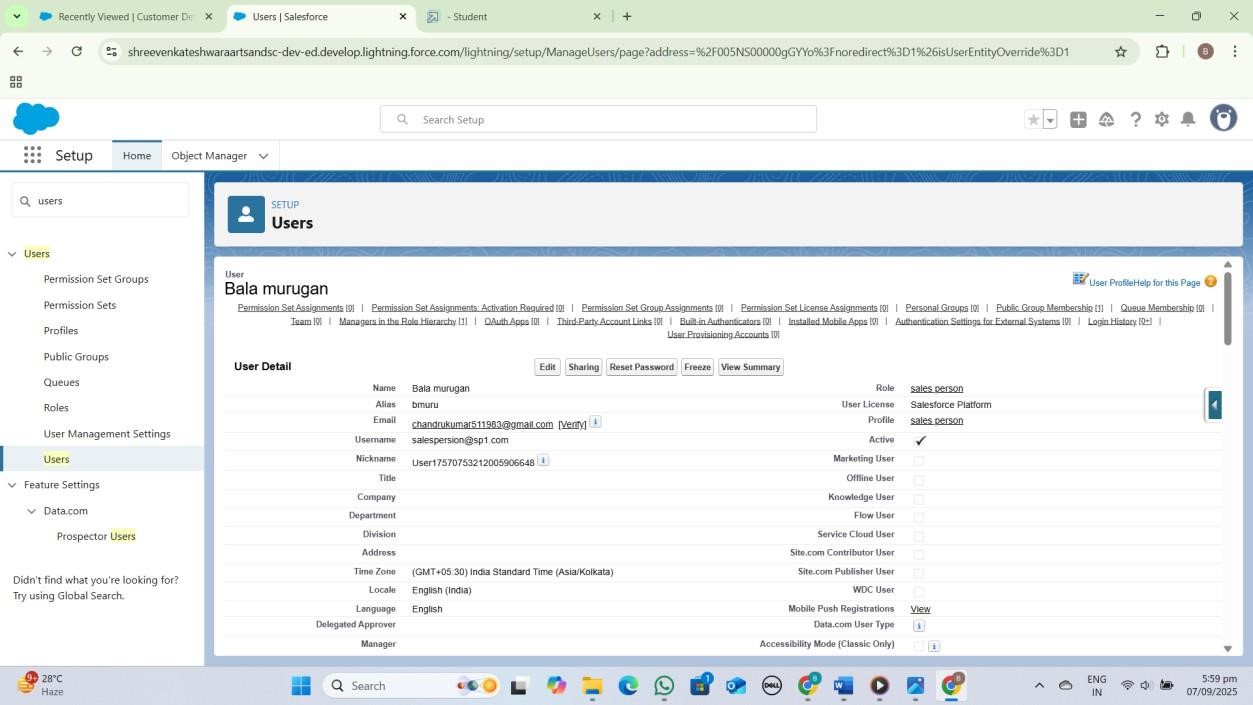


**Users:**

**Create User:**



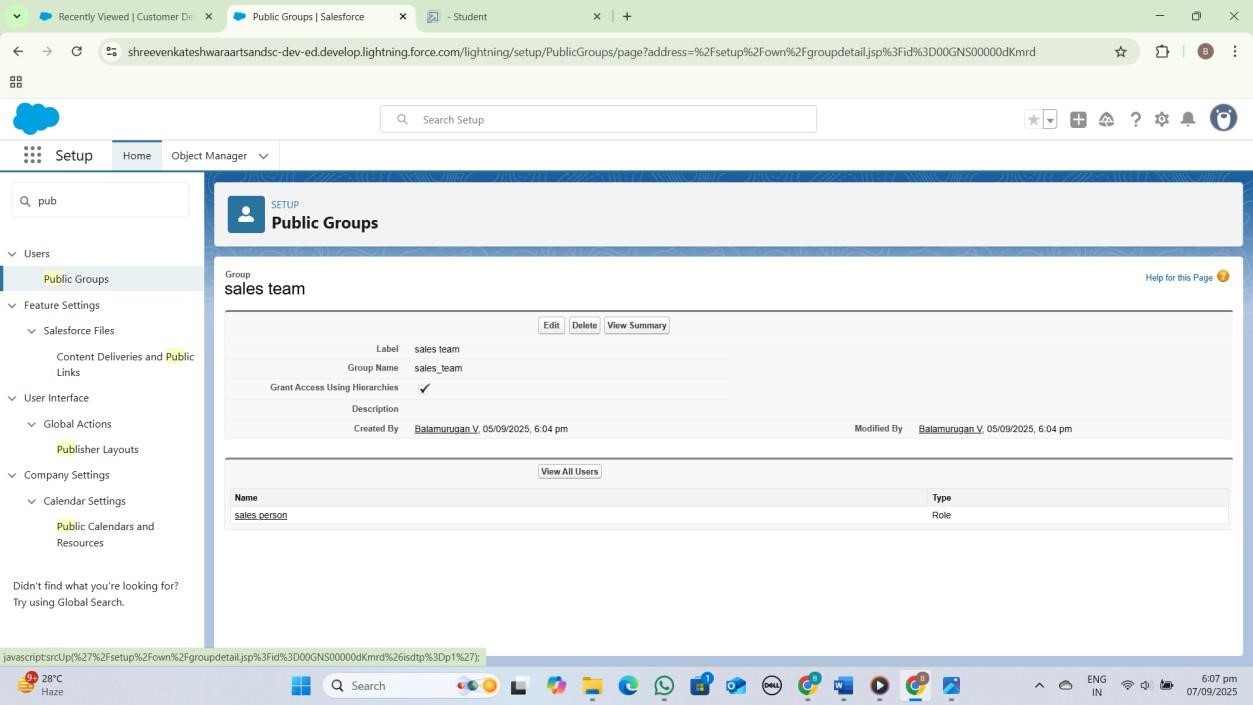
**Creating Another User:**



**Public Groups:**

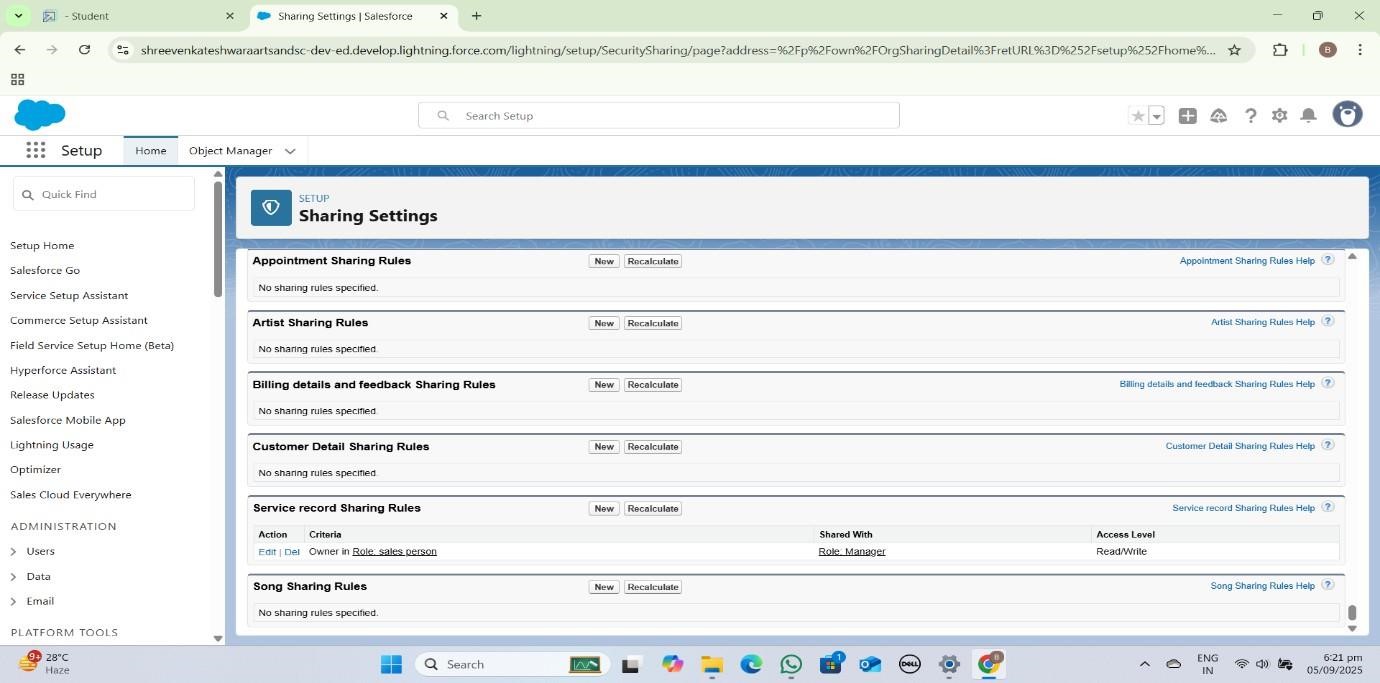
In a Garage Management System (GMS), public groups may include \*Administrators\*, \*Managers\*, \*Technicians\*, and \*Receptionists\*. These groups define access levels and permissions for system users**.**

**Creating New Public Groups:**



**Sharing Setting:**

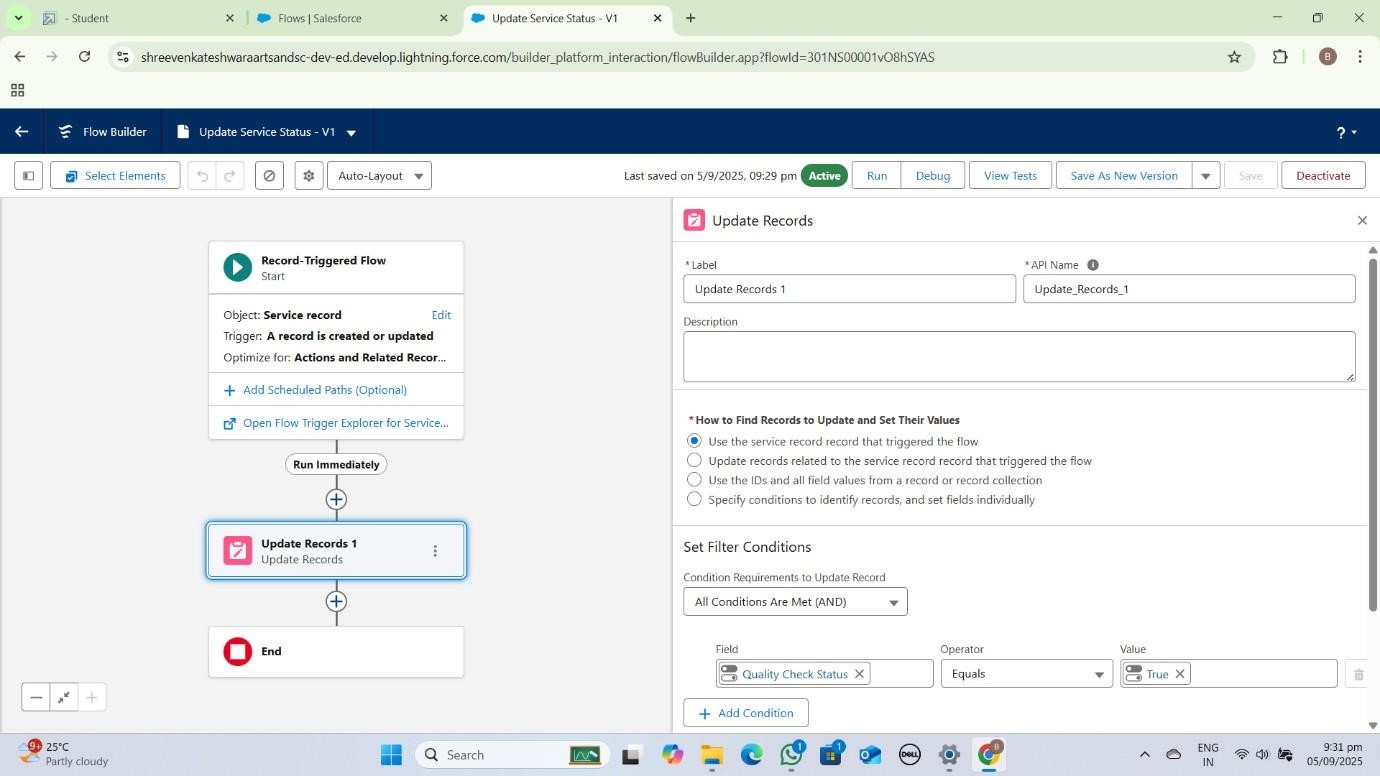
**Creating Sharing Settings:**



**Flows:**

In a Garage Management System (GMS), the flow typically involves \*Customer Booking\* and \*Service Fulfillment\*, where customers schedule appointments, vehicles are serviced, and payments are processed. This flow streamlines garage operations and enhances customer experience.

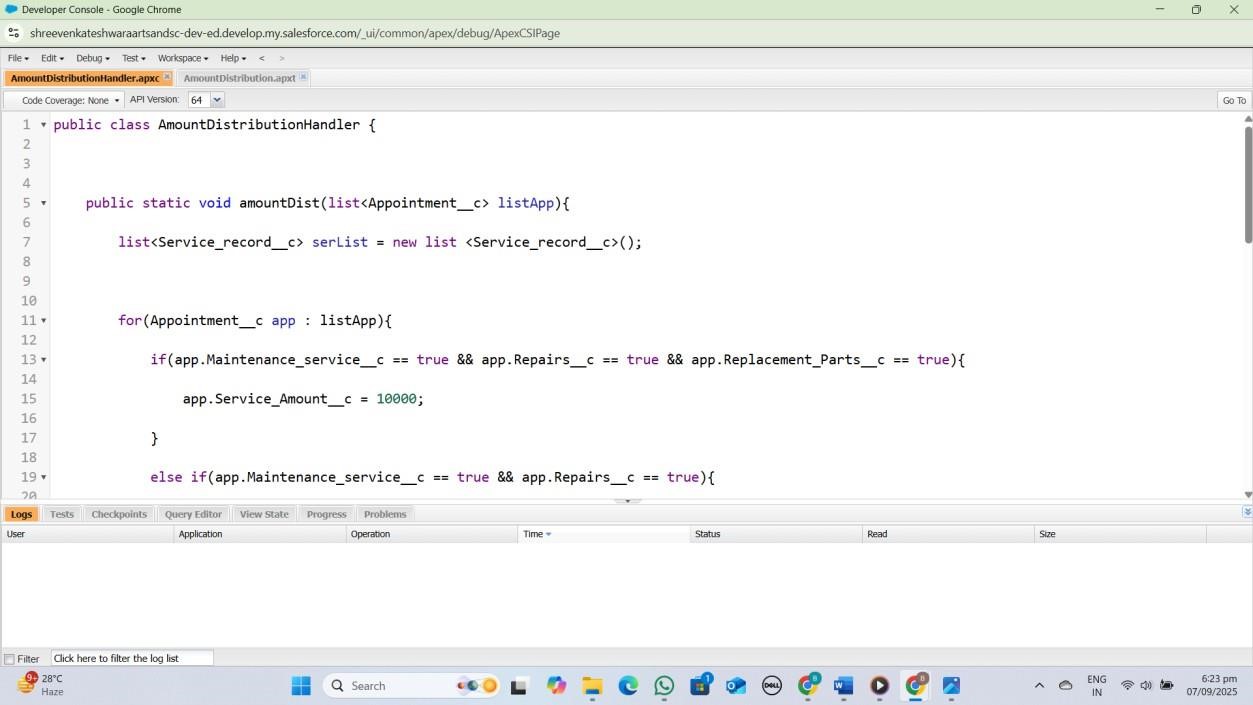
**Create A Flow:**

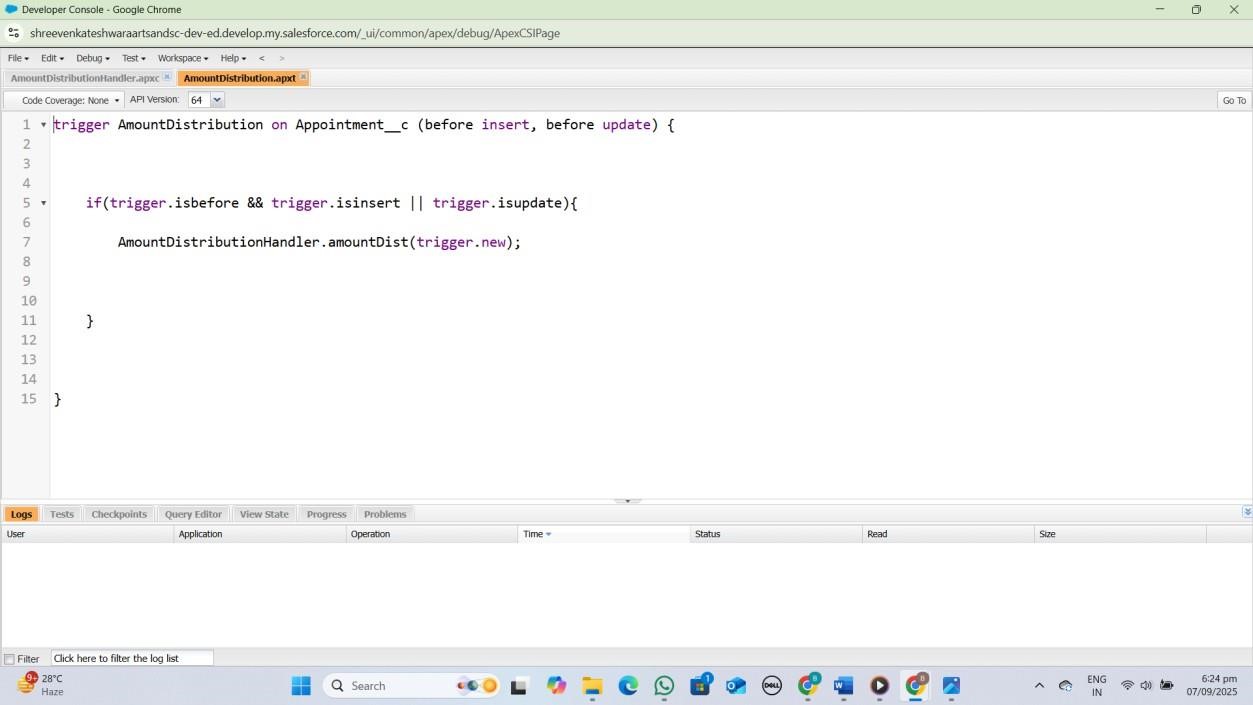


**Apex Trigger**:

In Salesforce, an Apex trigger for a Garage Management System (GMS) could be used to:

**Apex Handler:**

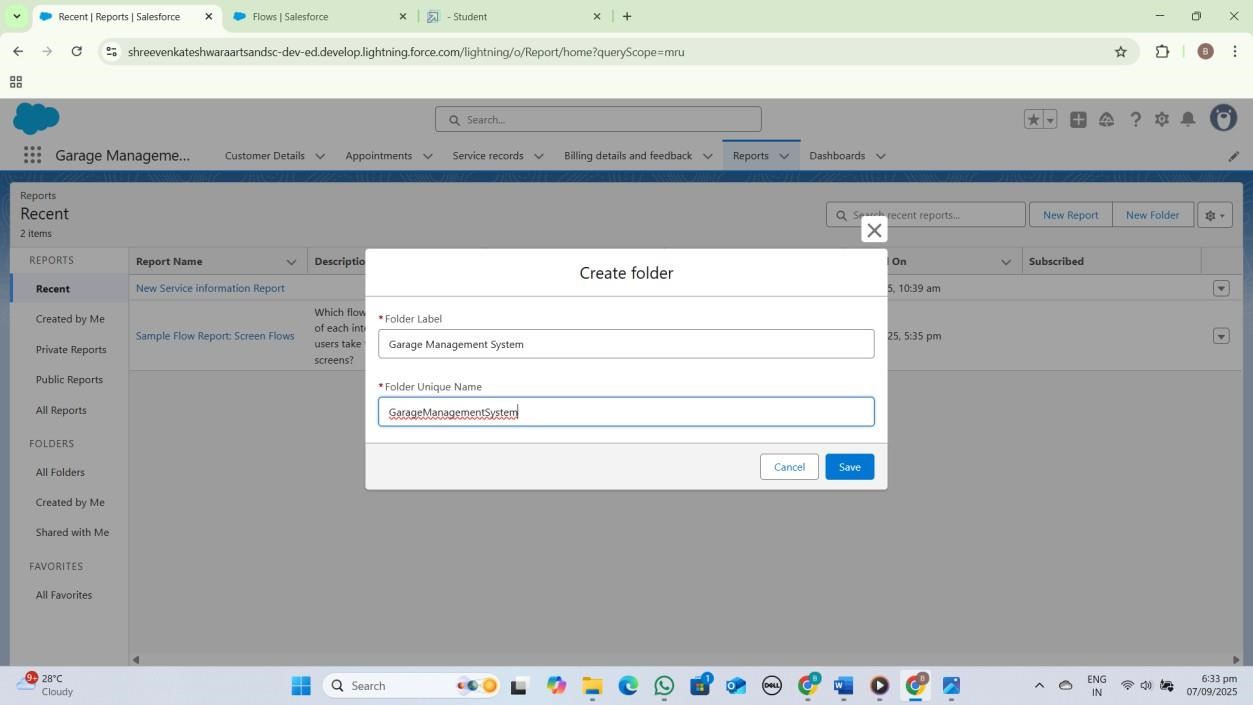




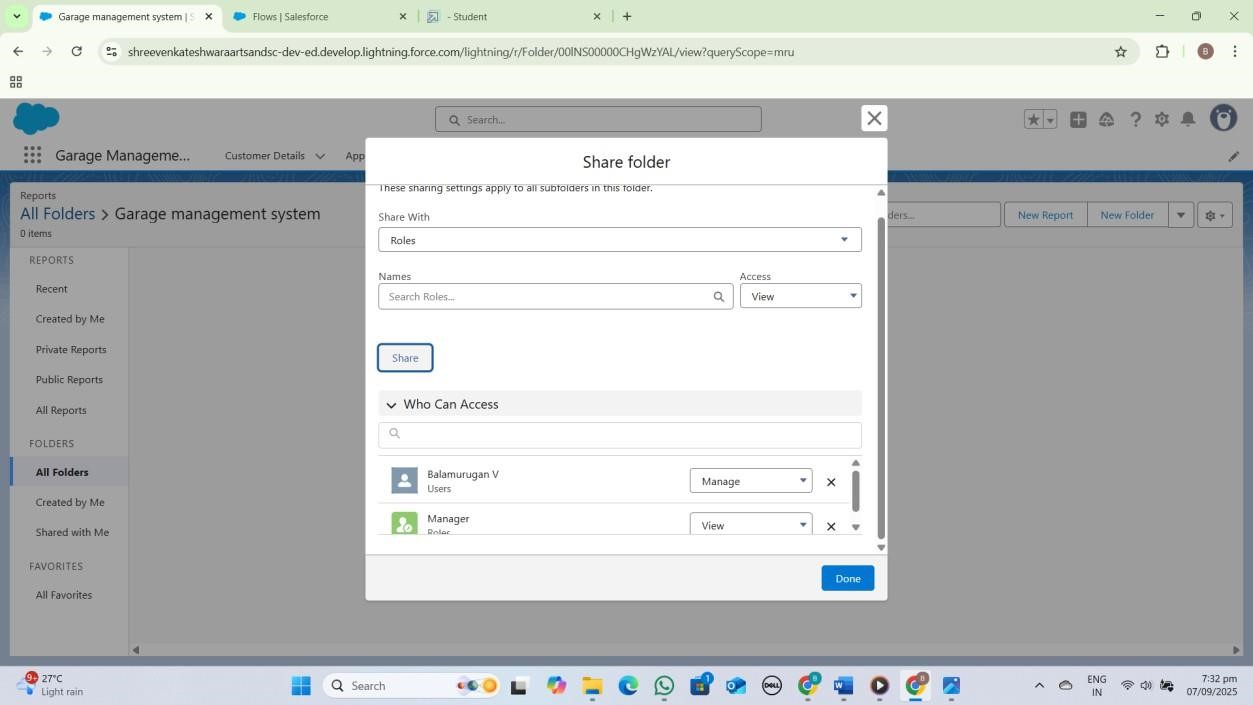
**Reports:**

A Garage Management System (GMS) generates reports on \*Service History\*, \*Revenue\*, \*Inventory\*, and \*Technician Performance\*. These reports provide valuable insights to optimize garage operations and inform business decisions**.**

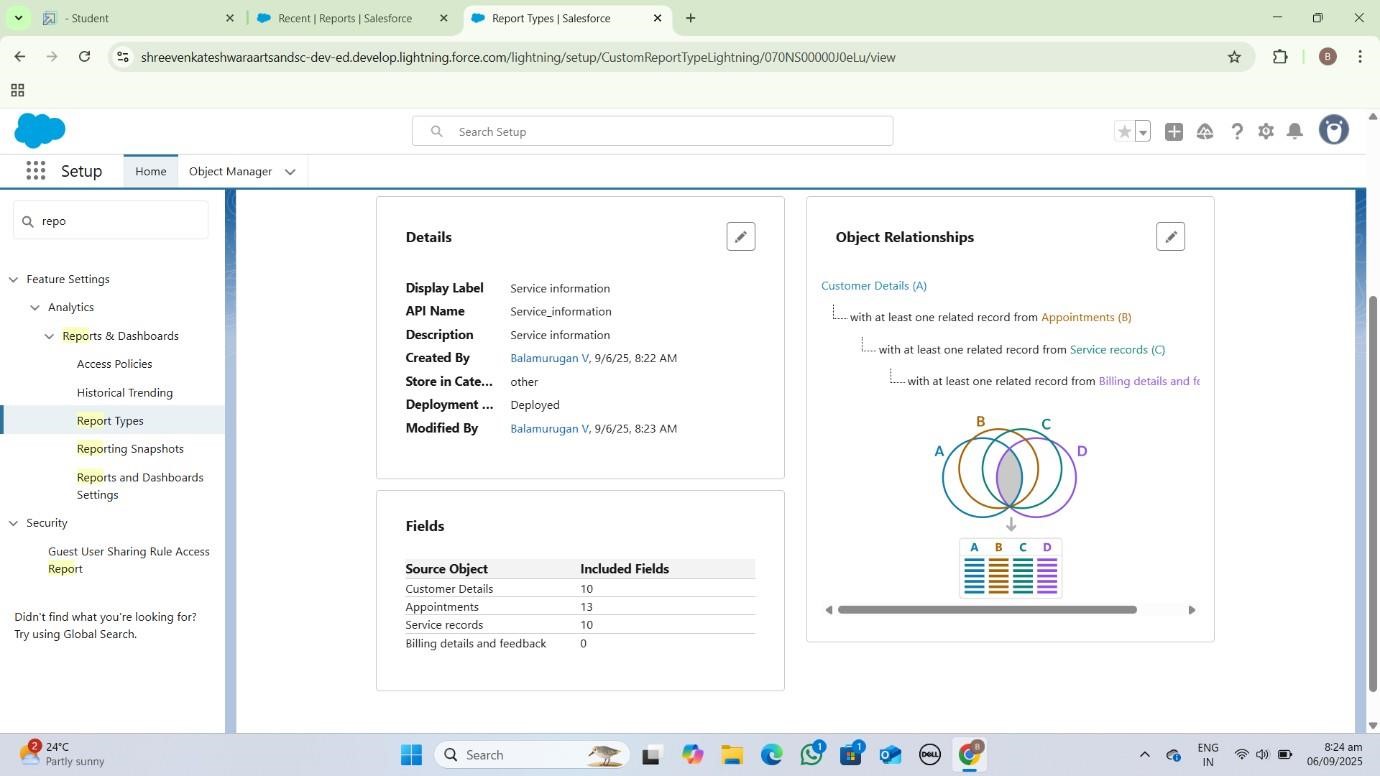
**Create A Report Folder:**



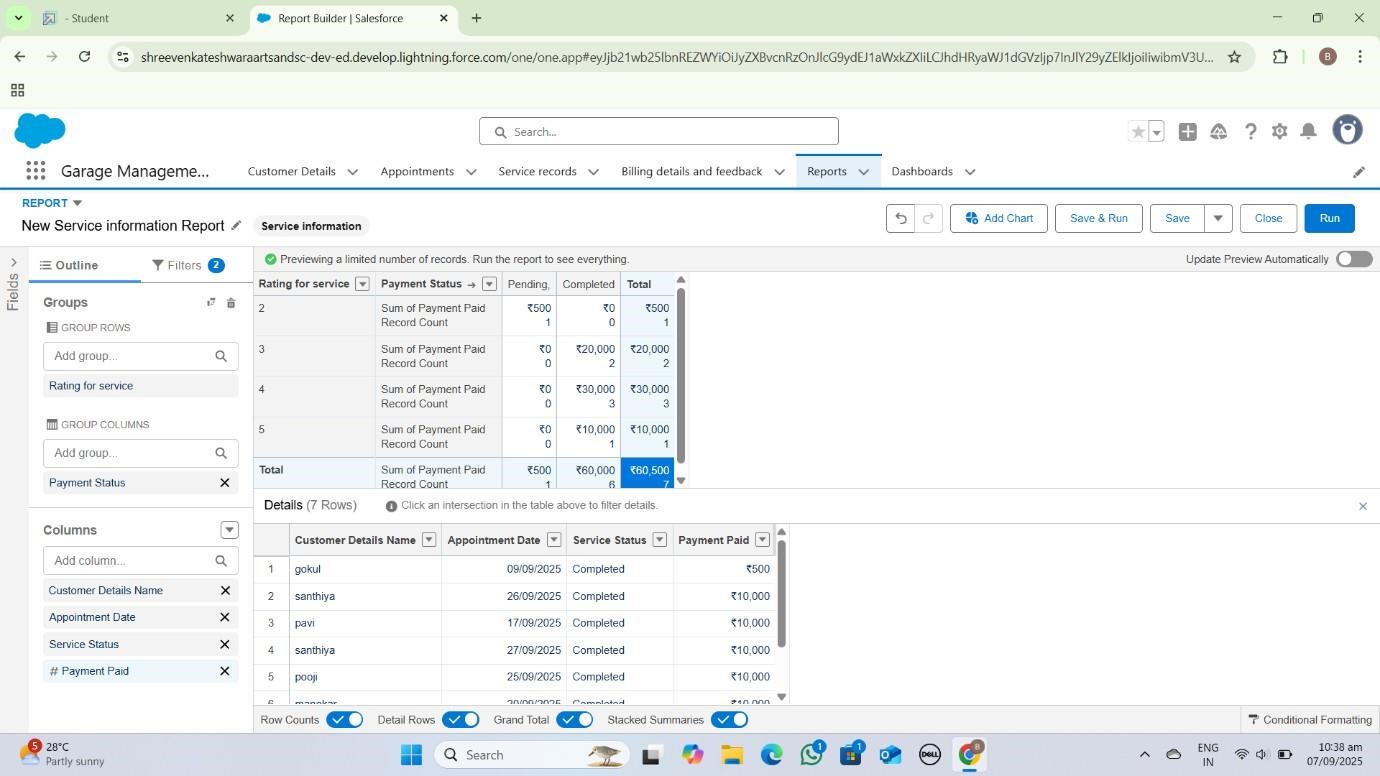
**Sharing A Report Folder:**



**Create Report Type:**



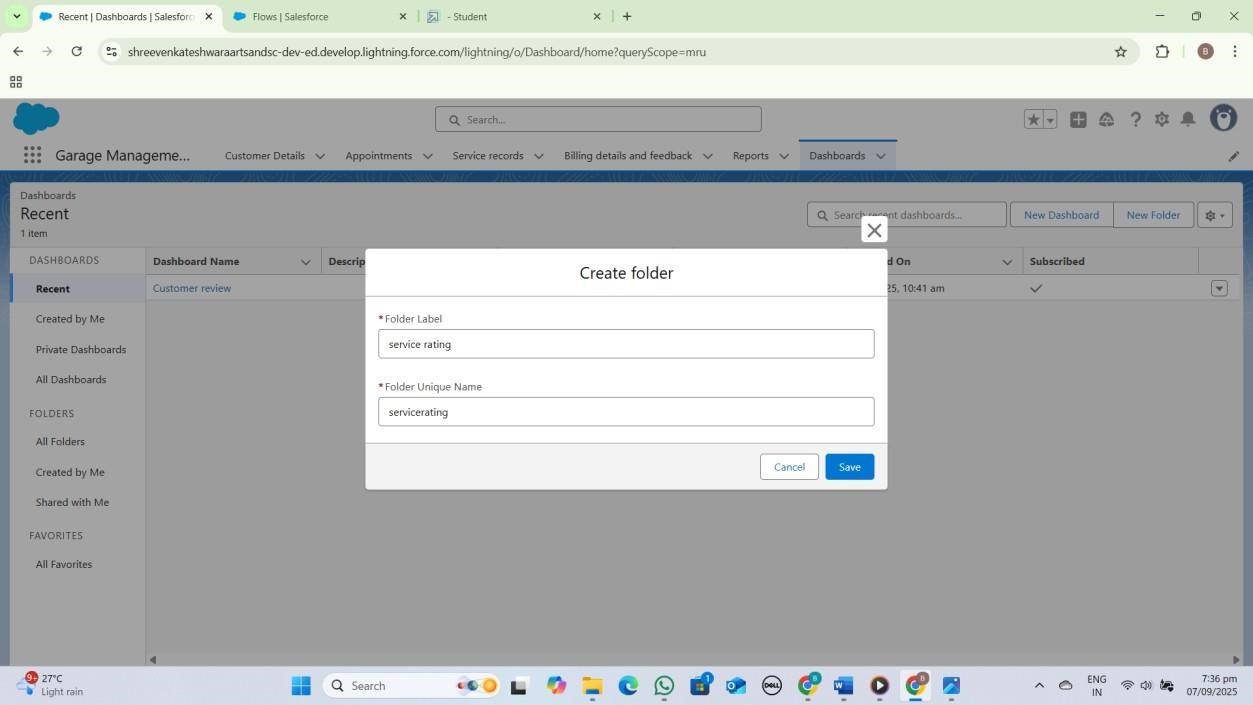
**Create Report:**



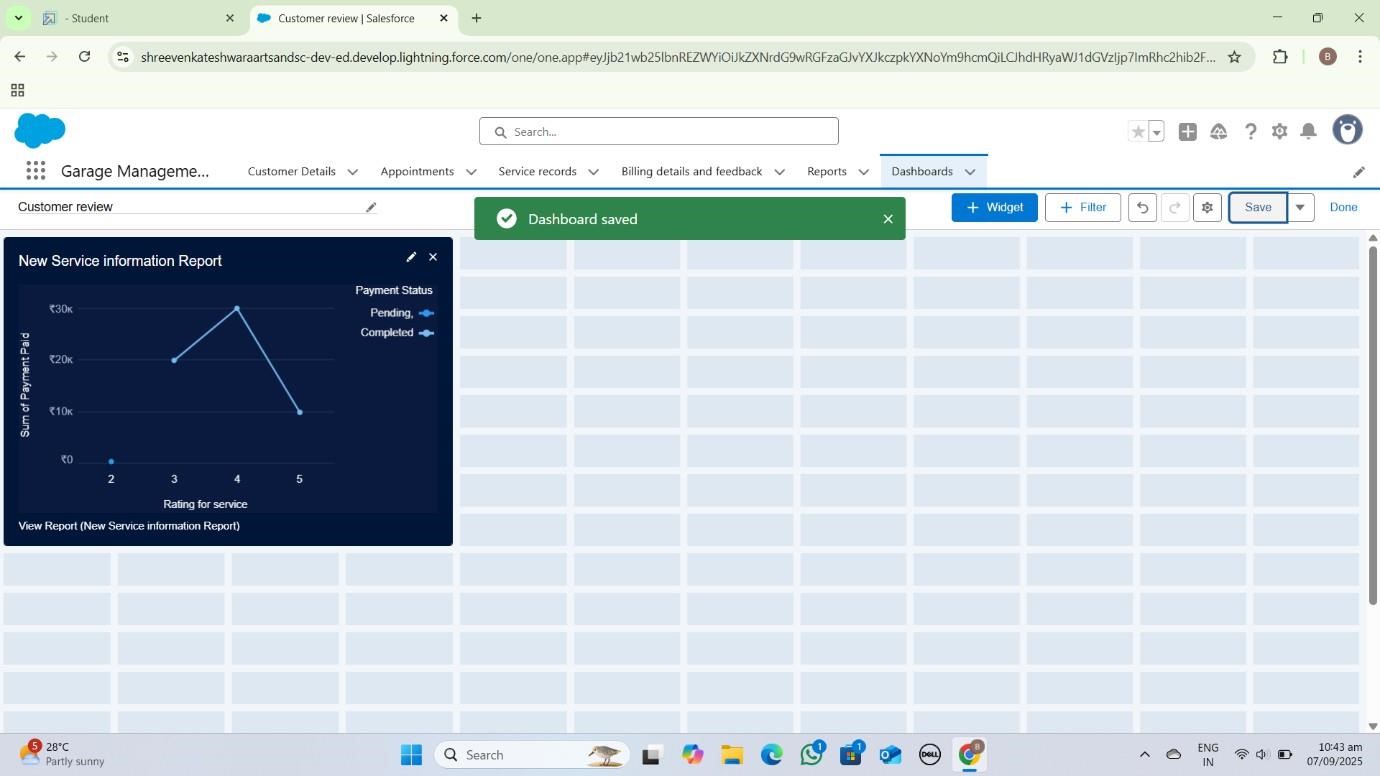
**Dashboards:**

A Garage Management System (GMS) dashboard displays key metrics like \*Appointment Schedule\*, \*Revenue\*, and \*Inventory Levels\*. It provides a centralized view of garage operations and performance.

**Create Dashboard Folder:**



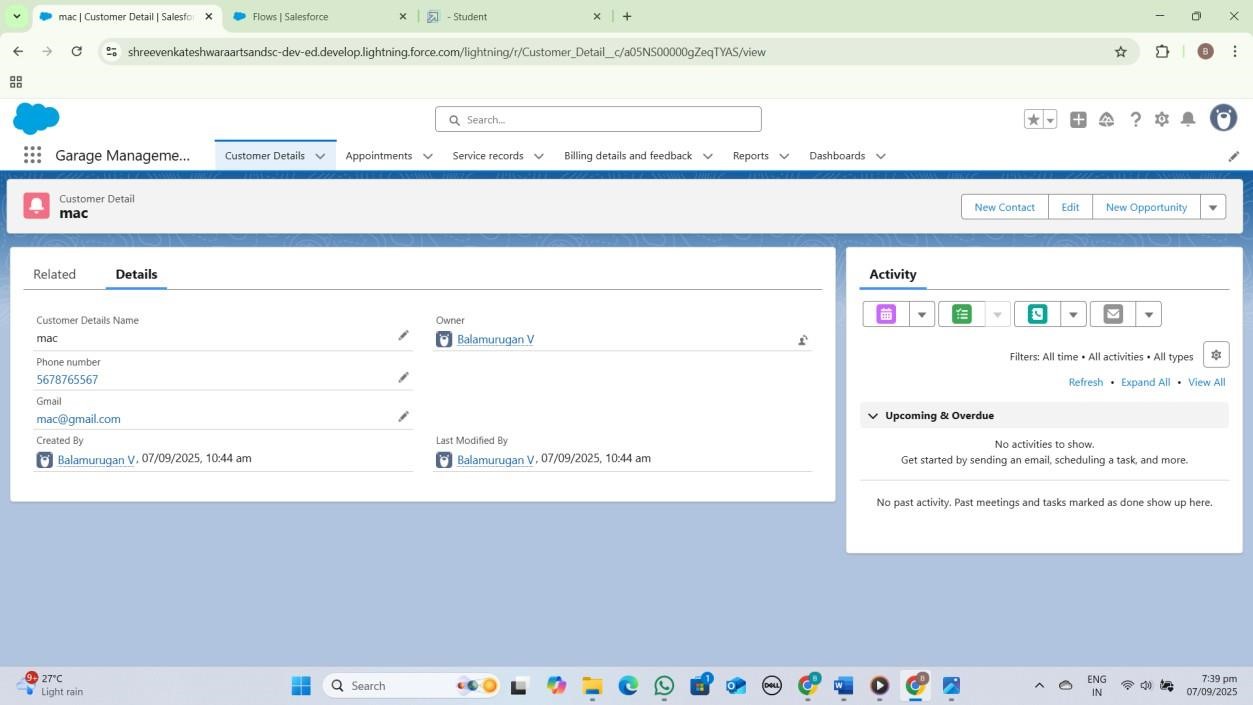
Create Dashboard:

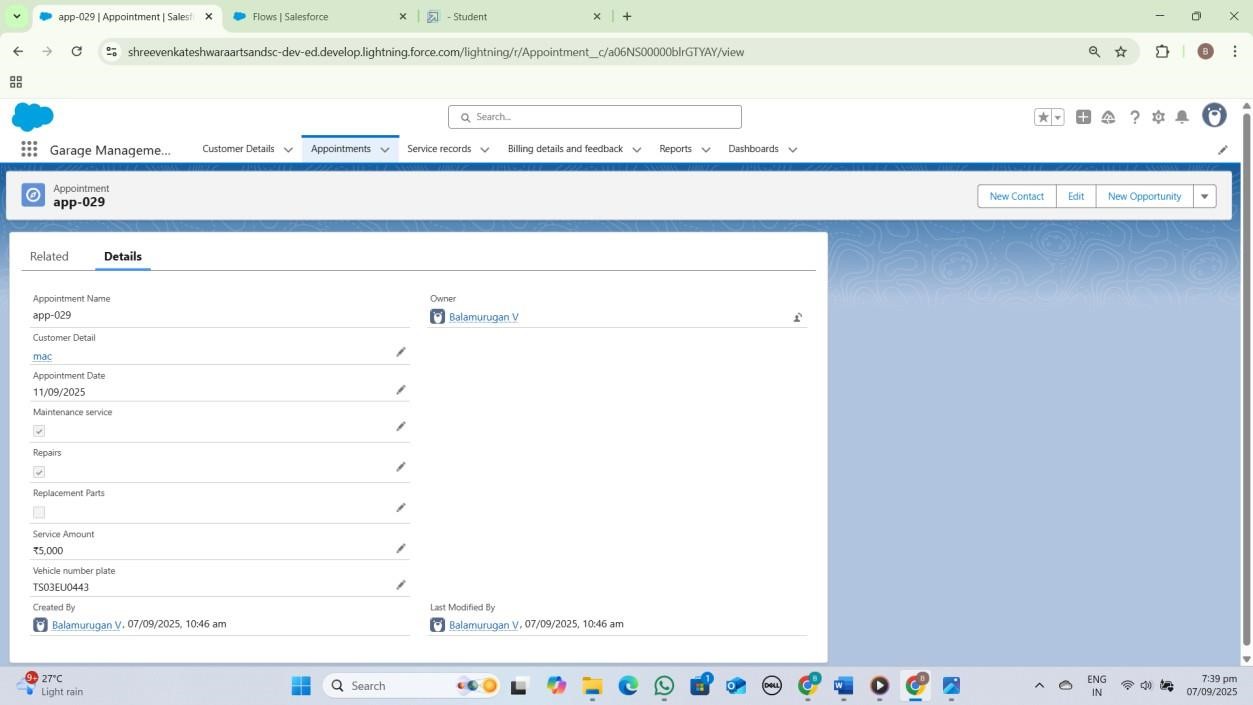


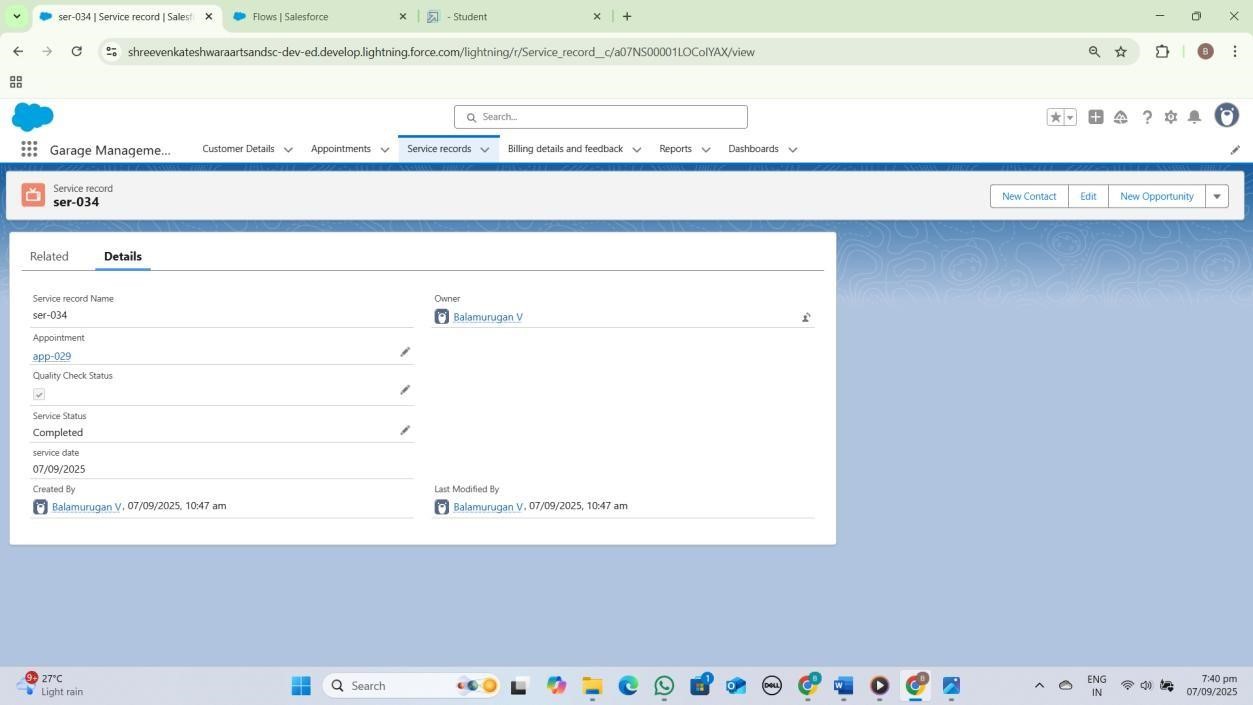
**User Adoption:**

User adoption of a Garage Management System (GMS) requires \*effective training\* and \*ongoing support\* to ensure staff can utilize the system efficiently. This leads to improved productivity and customer satisfaction.

**Creating Records:**







**CONCLUSION:**

The Garage Management System (GMS) plays a vital role in modernizing and streamlining the operations of automobile service centers. By automating tasks such as customer management, vehicle tracking, service scheduling, billing, and inventory control, the system reduces manual effort, minimizes errors, and saves valuable time.