

# Proposed Solution - Garage Management System

## ### Overview

The Garage Management System (GMS) leverages Salesforce to automate workflows, manage customers, and enhance operational efficiency.

## ### Workflow Explanation

1. Customers are registered through the Customer Details object.
2. Appointments are created and linked to customer records.
3. Service records are auto-generated with quality checks and service statuses.
4. Billing and feedback are connected to service records for payment tracking and rating collection.

## ### Salesforce Integration

- **Objects:** Custom Salesforce objects for structured data management.
- **Automation:** Record-triggered flows for updating and sending email alerts.
- **Apex Logic:** Triggers for automatic service cost calculation.
- **Analytics:** Dashboards and reports for performance insights.

## ### Diagram

The workflow diagram below represents how each module interacts in Salesforce.

Customer → Appointment → Service Record → Billing & Feedback

Salesforce Automation Flow

Garage Management System - Workflow Diagram

