

Project title : **Garage Management System**

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Project Overview

The Garage Management System is a software application developed to streamline and digitize the daily operations of an automobile garage. It provides a single platform to manage customer details, appointments, service records, billing, feedback, and reports efficiently.

The system allows garage staff to store and access **customer and vehicle information**, schedule and monitor **service appointments**, record detailed **service reports**, and generate accurate **bills and invoices**. It also includes a **feedback module** to capture customer reviews and a **dashboard with reports** that provide insights such as the number of services completed, revenue generated, and overall customer satisfaction.

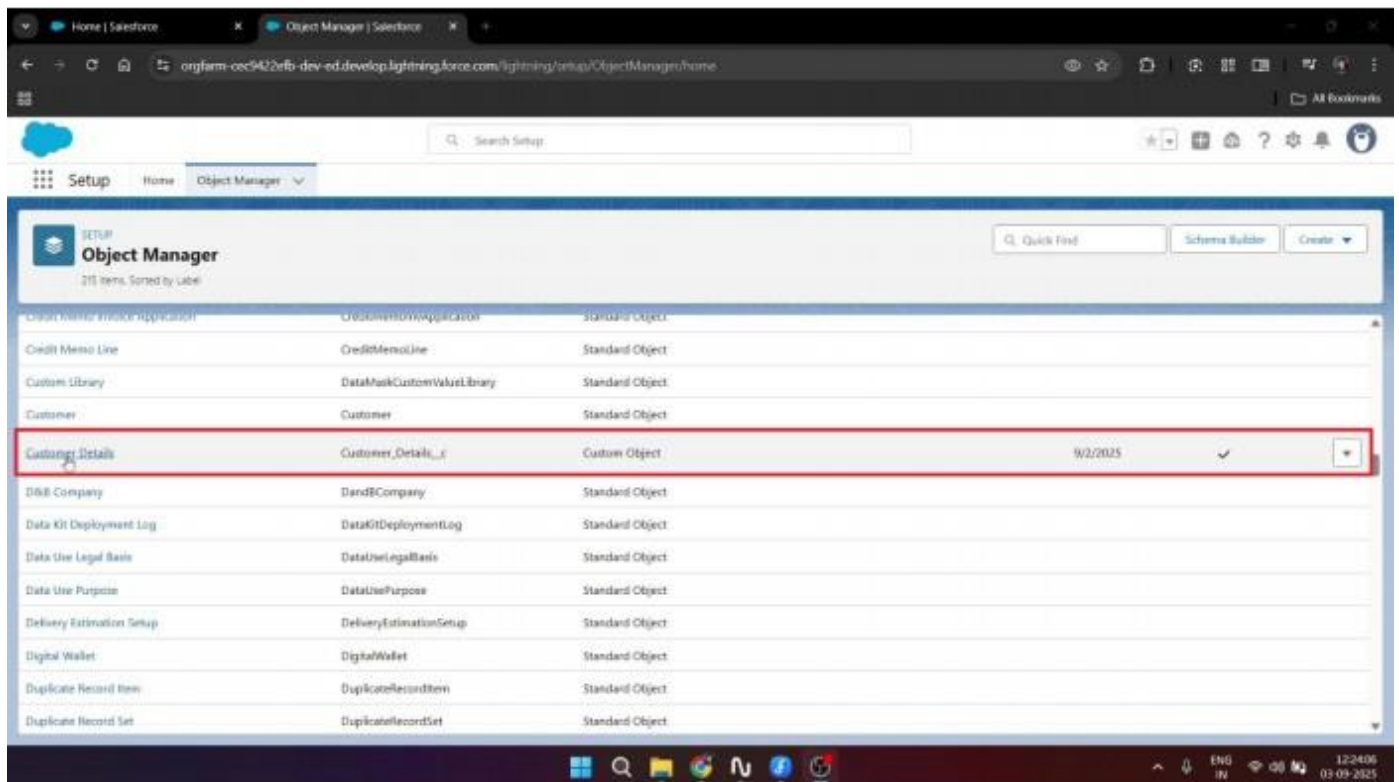
By automating manual tasks and centralizing all information, the Garage Management System minimizes errors, saves time, improves customer experience, and enhances overall productivity. It ensures smoother business operations and supports better decision-making for garage management.

Objectives

1. **To automate garage operations** by replacing manual record-keeping with a digital system.
2. **To maintain accurate customer and vehicle information** in a centralized database for quick access.
3. **To manage appointments efficiently**, allowing customers to book, reschedule, or cancel services easily.
4. **To generate detailed service reports** that track work performed, spare parts used, and costs.
5. **To provide accurate billing and invoicing**, reducing calculation errors and ensuring transparency.
6. **To collect and analyze customer feedback** for improving service quality and customer satisfaction.
7. **To offer dashboards and reports** that provide insights into daily operations, revenue, and performance trends.
8. **To enhance productivity and time management** by reducing paperwork and repetitive manual tasks.
9. **To improve decision-making** for garage management through real-time data and reporting tools.

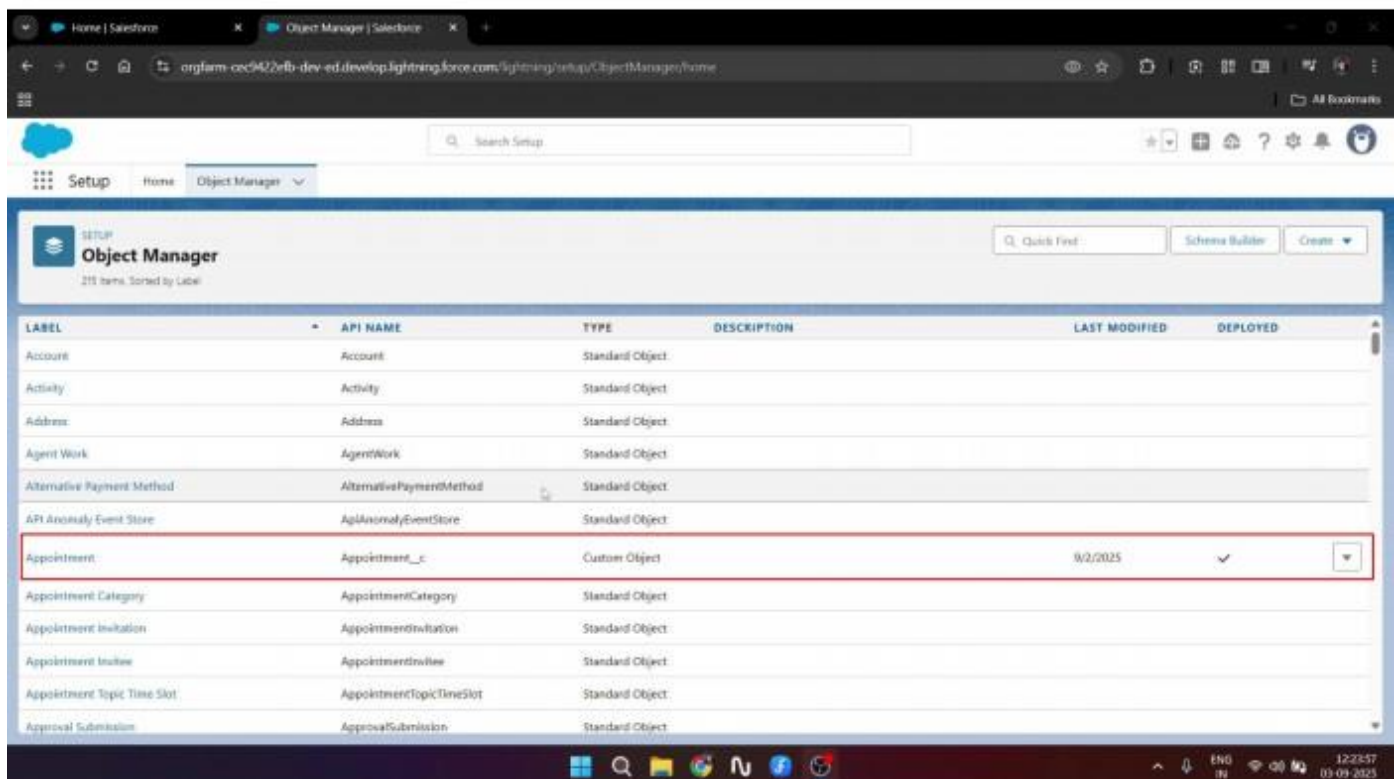
Needed Components & Its details

- **Fully active Salesforce account** (new account or existing account)
- **Objects in Salesforce** : Customer Details, Appointment, Service Records, Billing Details And Feedback



The screenshot shows the Salesforce Object Manager interface. The 'Customer Details' object is highlighted with a red box. The interface includes a search bar, a 'Quick Find' button, and a 'Schema Builder' button. The table lists various objects, including 'Customer Details', 'DandB Company', 'Data Kit Deployment Log', 'Data Use Legal Basis', 'Data Use Purpose', 'Delivery Estimation Setup', 'Digital Wallet', 'Duplicate Record Item', and 'Duplicate Record Set'.

Label	API Name	Type	Last Modified	Deployed
Customer Details	Customer_Details__c	Custom Object	9/2/2025	✓
DandB Company	DandBCompany	Standard Object		
Data Kit Deployment Log	DataKitDeploymentLog	Standard Object		
Data Use Legal Basis	DataUseLegalBasis	Standard Object		
Data Use Purpose	DataUsePurpose	Standard Object		
Delivery Estimation Setup	DeliveryEstimationSetup	Standard Object		
Digital Wallet	DigitalWallet	Standard Object		
Duplicate Record Item	DuplicateRecordItem	Standard Object		
Duplicate Record Set	DuplicateRecordSet	Standard Object		



The screenshot shows the Salesforce Object Manager interface. The 'Appointment' object is highlighted with a red box. The interface includes a search bar, a 'Quick Find' button, and a 'Schema Builder' button. The table lists various objects, including 'Appointment', 'Appointment Category', 'Appointment Invitation', 'Appointment Invoice', 'Appointment Topic Time Slot', and 'Approval Submission'.

Label	API Name	Type	Last Modified	Deployed
Appointment	Appointment__c	Custom Object	9/2/2025	✓
Appointment Category	AppointmentCategory	Standard Object		
Appointment Invitation	AppointmentInvitation	Standard Object		
Appointment Invoice	AppointmentInvoice	Standard Object		
Appointment Topic Time Slot	AppointmentTopicTimeSlot	Standard Object		
Approval Submission	ApprovalSubmission	Standard Object		

Home | Salesforce | Object Manager | Salesforce

orgfarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager
215 Items, Sorted by Label

Quick Find Schema Builder Create

Scorecard Association	ScorecardAssociation	Standard Object		
Scorecard Metric	ScorecardMetric	Standard Object		
Seller	Seller	Standard Object		
Service Appointment	ServiceAppointment	Standard Object		
Service Appointment Attendee	ServiceAppointmentAttendee	Standard Object		
Service Contract	ServiceContract	Standard Object		
Service records	Service_records_c	Custom Object	9/2/2025	✓
Service Resource	ServiceResource	Standard Object		
Service Resource Skill	ServiceResourceSkill	Standard Object		
Service Territory	ServiceTerritory	Standard Object		
Service Territory Member	ServiceTerritoryMember	Standard Object		
Service Territory Work Type	ServiceTerritoryWorkType	Standard Object		
Service Territory Work Type	ServiceTerritoryWorkType	Standard Object		

Windows taskbar: 12:24:14 03-09-2025

Home | Salesforce | Object Manager | Salesforce

orgfarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager
215 Items, Sorted by Label

Quick Find Schema Builder Create

Authorization Form Consent	AuthorizationFormConsent	Standard Object		
Authorization Form Data Use	AuthorizationFormDataUse	Standard Object		
Authorization Form Text	AuthorizationFormText	Standard Object		
Billing details and feedback	Billing_details_and_feedback_c	Custom Object	9/2/2025	✓
Business Brand	BusinessBrand	Standard Object		
Buyer Group	BuyerGroup	Standard Object		
Campaign	Campaign	Standard Object		
Campaign Member	CampaignMember	Standard Object		
Card Payment Method	CardPaymentMethod	Standard Object		
Cart	WebCart	Standard Object		
Cart Adjustment Basis	WebCartAdjustmentBasis	Standard Object		
Cart Adjustment Group	WebCartAdjustmentGroup	Standard Object		

Windows taskbar: 12:24:01 03-09-2025

• Custom tabs

The screenshot shows the Salesforce Setup interface for Custom Tabs. The left sidebar contains a search bar with 'tabs' entered and a list of navigation items: 'User Interface', 'Rename Tabs and Labels', and 'Tabs' (which is highlighted). Below this is a message: 'Didn't find what you're looking for? Try using Global Search.' The main content area is titled 'Custom Tabs' and includes a 'Help for this Page' link. It explains that custom tabs can be created to extend Salesforce functionality. Below the text are three sections: 'Custom Object Tabs' (with a 'New' button and a 'What is This?' link), 'Web Tabs' (with a 'New' button and a 'What is This?' link), and 'Visualforce Tabs' (with a 'New' button and a 'What is This?' link'). The 'Custom Object Tabs' section contains a table with four rows, each representing a different tab type: 'Appointments', 'Billing details and feedback', 'Customer Details', and 'Service records'. Each row has columns for 'Action', 'Label', 'Tab Style', and 'Description'. The 'Tab Style' column shows a 'Bookings' icon and a 'Bookings' label. The 'Web Tabs' and 'Visualforce Tabs' sections both show a message: 'No Web Tabs have been defined' and 'No Visualforce Tabs have been defined' respectively.

Action	Label	Tab Style	Description
Edit Del	Appointments	Bookings	
Edit Del	Billing details and feedback	Bookings	
Edit Del	Customer Details	Bookings	
Edit Del	Service records	Bookings	

• Lightning app

The screenshot shows the Salesforce Lightning Experience App Manager. The left sidebar contains a search bar with 'app' entered and a list of navigation items: 'Salesforce Mobile App', 'Data', 'Mass Transfer Approval Requests', 'Apps', 'App Manager' (which is highlighted), 'AppExchange Marketplace', 'Connected Apps', 'Connected Apps OAuth Usage', 'Manage Connected Apps', 'External Client Apps', 'External Client App Manager', 'OAuth Usage', 'Settings', 'Lightning Bolt', and 'Flow Designer'. The main content area is titled 'Lightning Experience App Manager' and includes a 'New Lightning App' button and a 'New External Client App' button. It displays a list of 27 items, sorted by App Name, filtered by All appresulants, and tabset type, App Type. The list has columns for 'App Name', 'Developer Name', 'Description', 'Last Modified', 'App Type', and 'Visible'. The 'App Name' column is highlighted. The 'App Name' column shows the following values: 'Bot Solutions', 'Community', 'Content', 'Data Cloud', 'Data Manager', 'Digital Experiences', 'Garage Management Application', 'Lightning Usage App', 'Marketing CRM Classic', 'My Service Journey', 'Platform', 'Queue Management', and 'Sales'. The 'Developer Name' column shows the following values: 'LightningBot', 'Community', 'Content', 'Audience360', 'DataManager', 'SalesforceCMS', 'Garage_Management_Application', 'LightningInstrumentation', 'Marketing', 'MSUApp', 'Platform', 'QueueManagement', and 'Sales'. The 'Description' column shows the following values: 'Discover and manage business solutions designed for your industry.', 'Salesforce CRM Communities', 'Salesforce CRM Content', 'Build a thorough and complete understanding of your customers.', 'Use Data Manager to view limits, monitor usage, and manage recipes.', 'Manage content and media for all of your sites.', 'View Adoption and Usage Metrics for Lightning Experience', 'Track sales and marketing efforts with CRM objects.', 'Discover new customer service capabilities.', 'The fundamental Lightning Platform', 'Create and manage queues for your business.', and 'The world's most popular sales force automation (SFA) solution'. The 'Last Modified' column shows the following values: '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '9/3/2025, 12:11 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', '8/29/2025, 10:14 AM', and '8/29/2025, 10:14 AM'. The 'App Type' column shows the following values: 'Lightning', 'Classic', 'Classic', 'Lightning', 'Lightning', 'Lightning', 'Lightning', 'Classic', 'Lightning', 'Classic', 'Lightning', and 'Classic'. The 'Visible' column shows the following values: 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', 'Yes', and 'Yes'. The 'Garage Management Application' row is highlighted with a red box.

App Name	Developer Name	Description	Last Modified	App Type	Visible
Bot Solutions	LightningBot	Discover and manage business solutions designed for your industry.	8/29/2025, 10:14 AM	Lightning	Yes
Community	Community	Salesforce CRM Communities	8/29/2025, 10:14 AM	Classic	Yes
Content	Content	Salesforce CRM Content	8/29/2025, 10:14 AM	Classic	Yes
Data Cloud	Audience360	Build a thorough and complete understanding of your customers.	8/29/2025, 10:14 AM	Lightning	Yes
Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manage recipes.	8/29/2025, 10:14 AM	Lightning	Yes
Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	8/29/2025, 10:14 AM	Lightning	Yes
Garage Management Application	Garage_Management_Application		9/3/2025, 12:11 AM	Lightning	Yes
Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	8/29/2025, 10:14 AM	Lightning	Yes
Marketing CRM Classic	Marketing	Track sales and marketing efforts with CRM objects.	8/29/2025, 10:14 AM	Classic	Yes
My Service Journey	MSUApp	Discover new customer service capabilities.	8/29/2025, 10:14 AM	Lightning	Yes
Platform	Platform	The fundamental Lightning Platform	8/29/2025, 10:14 AM	Classic	Yes
Queue Management	QueueManagement	Create and manage queues for your business.	8/29/2025, 10:14 AM	Lightning	Yes
Sales	Sales	The world's most popular sales force automation (SFA) solution	8/29/2025, 10:14 AM	Classic	Yes

- Fields and Relationships for created objects

Home | Salesforce Appointment | Salesforce

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01g00000004nf0 FieldsAndRelationships/view

Setup Home Object Manager

Appointment

Details

Fields & Relationships

11 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

Created By	CreatedById	Lookup(User)	
Customer Details	Customer_Details__c	Lookup(Customer Details)	✓
Last Modified By	LastModifiedById	Lookup(User)	
Maintenance service	Maintenance_service__c	Checkbox	
Owner	OwnerId	Lookup(User,Group)	✓
Repairs	Repairs__c	Checkbox	
Replacement Parts	Replacement_Parts__c	Checkbox	
Service Amount	Service_Amount__c	Currency(18, 0)	
Vehicle number plate	Vehicle_number_plate__c	Text(10) (Unique Case Sensitive)	✓

13:13:01 03-09-2025

Home | Salesforce Appointment | Salesforce

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01g00000004nf0 FieldsAndRelationships/view

Setup Home Object Manager

Appointment

Details

Fields & Relationships

11 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

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

13:12:36 03-09-2025

Home | Salesforce | Service records | Salesforce

mgfarm-cec9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011g00000004yl0/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

Service records

Details

Fields & Relationships

8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

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		

Windows Taskbar: 12:13:44 03-09-2025

- Validation Rules

Home | Salesforce | Appointment | Salesforce

mgfarm-cec9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011g00000004yl0/ValidationRules/view

Search Setup

Setup Home Object Manager

Appointment

Details

Validation Rules

1 Items, Sorted by Rule Name

New

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Vehicle	Vehicle number plate	Please enter valid number	✓	Aswin A, 9/3/2025, 12:47 AM

Windows Taskbar: 12:13:58 03-09-2025

Home | Salesforce

orgfarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gk00000104dc/ValidationRules/view

Search Setup

Setup Home Object Manager

STANDARD OBJECT MANAGER

Billing details and feedback

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

List View Button Layout

Restriction Rules

Validation Rules

1 Items, Sorted by Rule Name

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
rating_should_be_less_than_5	Rating for service	rating should be from 1 to 5	✓	Aarav A, 9/3/2025, 12:49 AM

Windows Taskbar: 12:20:09 03-09-2025

- **Matching & Duplicate Rules**

Home | Salesforce

Matching Rules | Salesforce

orgfarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/MatchingRules/page?address=9c2f10Dgk000000ibzZj

Search Setup

Setup Home Object Manager

matching rule

Data

Duplicate Management

Matching Rules

Didn't find what you're looking for? Try using Global Search.

Matching Rules

Matching Rule

Matching customer details

Help for this Page

Matching Rule Detail

Delete Clone Deactivate

Object	Customer Details
Rule Name	Matching customer details
Unique Name	Matching_customer_details
Description	
Matching Criteria	(Customer_Details) (Email) exact MATCHBANK = FALSE) AND (Customer_Details) (Phone_number) exact MATCHBANK = FALSE)
Status	Active
Created By	Aarav A, 9/3/2025, 12:52 AM
Modified By	Aarav A, 9/3/2025, 12:52 AM

Windows Taskbar: 12:27:27 03-09-2025

Home | Salesforce x Duplicate Rules | Salesforce x

orgfarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/DuplicateRules/page/address=%2F00mgk000001tpttr%2Fsmapi%30Duplicate...

Search Setup

Setup Home Object Manager

Q du

Data

- Duplicate Management
 - Duplicate Error Logs
 - Duplicate Rules
 - Matching Rules
- Feature Settings
 - Sales
 - Individual Settings
 - Products
 - Asset Settings
 - Product Schedules Settings
 - Product Settings
 - Salesforce Scheduler
 - Assignment Policies
 - Salesforce Scheduler Settings

Duplicate Rules

Customer Details Duplicate Rule: Customer Detail duplicate

Help for this Page

Duplicate Rule Detail [Edit] [Delete] [Close] [Deactivate]

Field	Value	Field	Value
Rule Name	Customer Detail duplicate	Order	1 of 1 [Reorder]
Description	Customer Details		
Object	Customer Details		
Record Level Security	Enforce sharing rules		
Action On Create	Allow	Operations On Create	Alert Report
Action On Edit	Allow	Operations On Edit	Alert Report
Alert Text	Use one of these records?		
Action	✓		
Matching Rule	✓ Matching customer details ✓ Missed	Matching Criteria	(Customer Details: Email exact MatchDeny = FALSE) AND (Customer Details: Phone exact MatchDeny = FALSE)
Conditions		Modified By	Admin A, 9/3/2025, 12:56 AM
Created By	Admin A, 9/3/2025, 12:55 AM		

[Edit] [Delete] [Close] [Deactivate]

- Profiles & Its custom object permissions

Home | Salesforce x Profiles | Salesforce x

orgfarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/Profiles/page/address=%2F00mgk000001tpttr%2Fsmapi%30Duplicate...

Search Setup

Setup Home Object Manager

Q profile

Users

- Profiles

Didn't find what you're looking for? Try using Global Search.

Profiles

Profile Edit Manager

Set the permissions and page layouts for this profile.

Profile Edit [Save] [Save & New] [Cancel]

Name: Manager

User License: Salesforce

Description:

Custom Profile: ✓

Custom App Settings [1] Required Information

App	Visible	Default	App	Visible	Default
All Tabs (standard__AllTabSet)	✓	○	My Service Journey (standard__WFLApp)	✓	○
Analytics Studio (standard__Insights)	✓	○	Quote Management (standard__QuoteManagement)	✓	○
App Launcher (standard__AppLauncher)	✓	○	Sales (standard__LightningSales)	✓	○
Approvals (standard__Approvals)	✓	○	Sales (standard__Sales)	✓	○
Automation (standard__FlowApp)	✓	○	Sales Cloud Mobile (standard__SalesCloudMobile)	✓	○
Built Solutions (standard__LightningBul)	✓	○	Sales Console	✓	○

Home | Salesforce

Profiles | Salesforce

nglarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/InheritanceProfiles/pageAddress=50100epk0000046kps502fe%3fref=RLI%3C%3C2

Search Setup

Setup Home Object Manager

profile

Users

Profiles

Didn't find what you're looking for? Try using Global Search.

Profiles

Standard Object Permissions

The permissions defined here control access to individual records within that object type is controlled by the sharing model. Set access levels based on the functional requirements for the profile. For example, create different groups of permissions for individual contributors, managers, and administrators. [How do I choose?](#)

	Data Access				Data Administration				Data Access				Data Administration		
	Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields		Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields
Custom Object Permissions															
Appointments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Customer Details	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing details and feedback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Service records	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Session Settings

Session Times Out After: 2 hours of inactivity

Session Security Level Required at Login: None

Password Policies

User passwords expire in: 90 days

Enforce password history: 3 passwords remembered

Minimum password length: 8

Password complexity requirement: Must include alpha and numeric characters

• Role & Role Hierarchy

Home | Salesforce

Roles | Salesforce

nglarm-ccc9422efb-dev-ed.develop.lightning.force.com/lightning/setup/roles/home

Search Setup

Setup Home Object Manager

roles

Users

Roles

Feature Settings

Sales

Contact Roles on Contracts

Contact Roles on Opportunities

Service

Case Teams

Case Team Roles

Contact Roles on Cases

Didn't find what you're looking for? Try using Global Search.

Roles

Creating the Role Hierarchy

You can build on the existing role hierarchy shown on this page. To insert a new role, click **Add Role**.

Your Organization's Role Hierarchy

COLLABORATOR

SteveMansanaGuru

- Add Role
- CEO: Edit | Del | Admin
 - Add Role
 - CFO: Edit | Del | Admin
 - Add Role
 - COO: Edit | Del | Admin
 - Add Role
 - Manager: Edit | Del | Admin
 - Add Role
 - salesperson: Edit | Del | Admin
 - SVP, Customer Service & Support: Edit | Del | Admin
 - Add Role
 - SVP, Human Resources: Edit | Del | Admin
 - Add Role
 - SVP, Sales & Marketing: Edit | Del | Admin
 - Add Role

• Users

Setup Home Object Manager

Users

All Users

On this page you can create, view, and manage users. To get more licenses, use the Your Account app. Let's Go

View: All Users Edit Create New User

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	A. Admin	221	221@salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Chatter Bot	ChatterBot	chatterbot@salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/>	System Administrator	System Administrator	systemadministrator@salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Manager	Manager	manager@salesforce.com	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/>	Salesperson	Salesperson	salesperson@salesforce.com	Salesperson	<input checked="" type="checkbox"/>	Salesperson
<input type="checkbox"/>	Standard Platform User	Standard Platform User	standardplatformuser@salesforce.com		<input checked="" type="checkbox"/>	Standard Platform User
<input type="checkbox"/>	Analytics Cloud Integration User	Analytics Cloud Integration User	analyticscloudintegrationuser@salesforce.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/>	Analytics Cloud Security User	Analytics Cloud Security User	analyticscloudsecurityuser@salesforce.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

• Public Group

Setup Home Object Manager

Public Groups

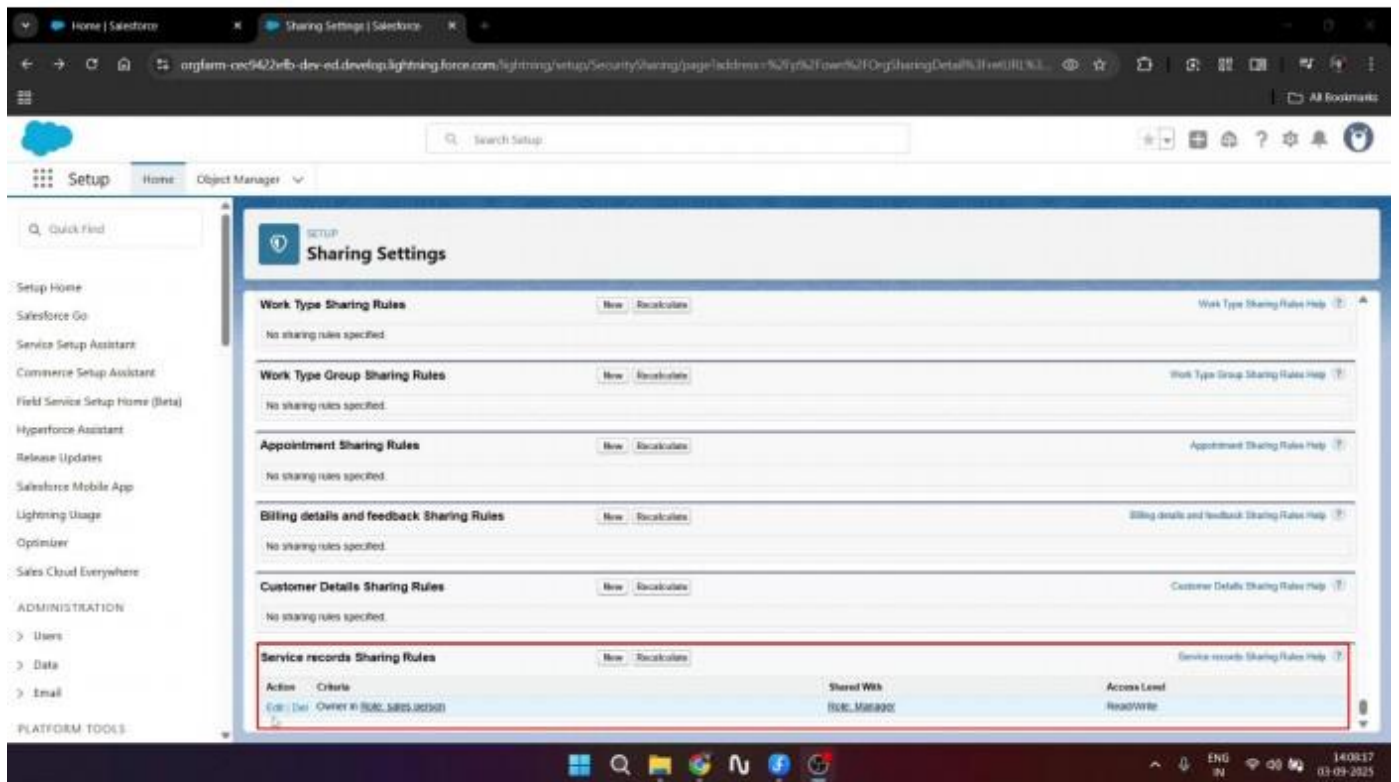
Public Groups

A public group is a set of users. It can contain individual users, other groups, the users in a particular role or territory, or the users in a role or territory plus all of the users below that role or territory in the hierarchy.

View: All Edit Create New User

Action	Label	Group Name	Created By	Created Date
<input type="checkbox"/>	Sales Team	Sales Team	A. Admin	3/3/2025, 1:32 AM

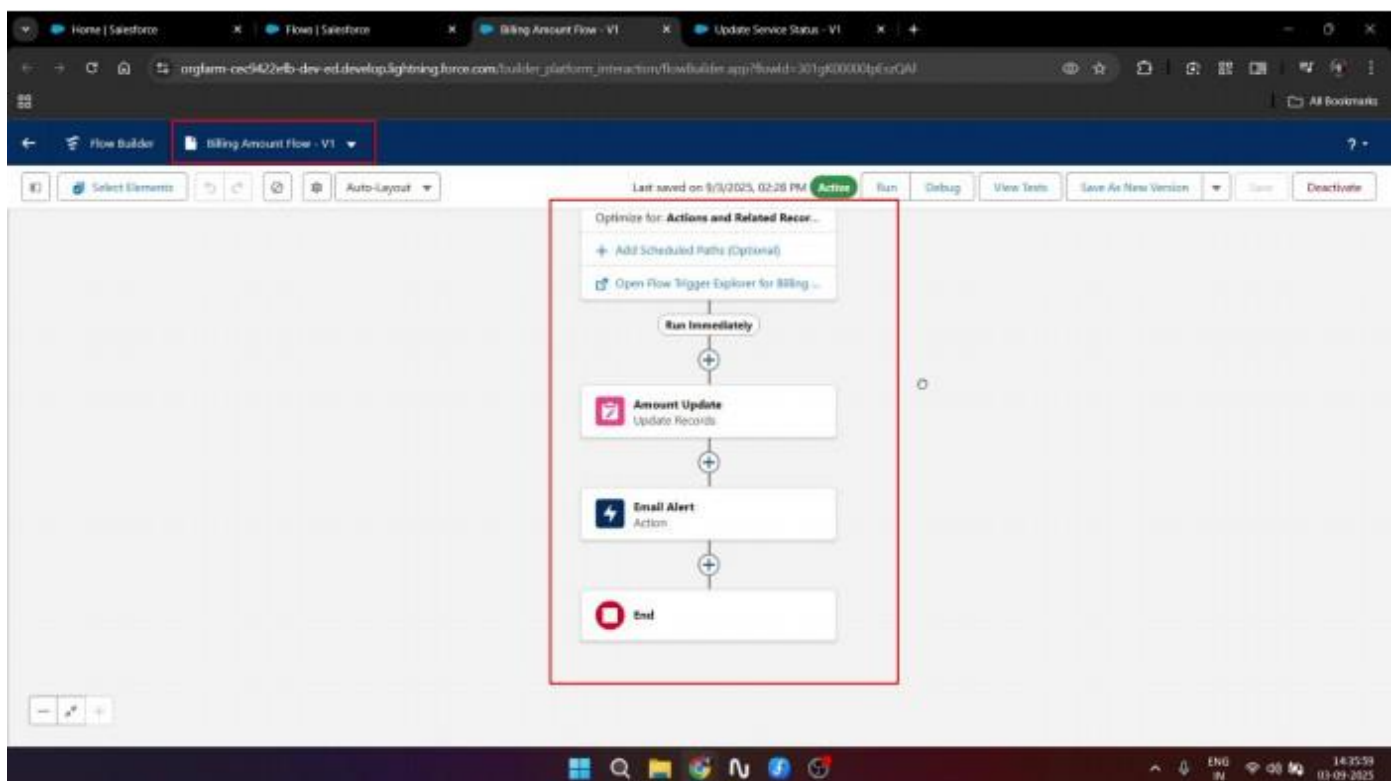
• Share Setting



The screenshot shows the Salesforce Setup interface with the 'Sharing Settings' page selected. The page displays various sharing rule categories, each with a 'New' and 'Recalculate' button. The 'Service records Sharing Rules' section is highlighted with a red box, showing a table with columns for Action, Criteria, Shared With, and Access Level.

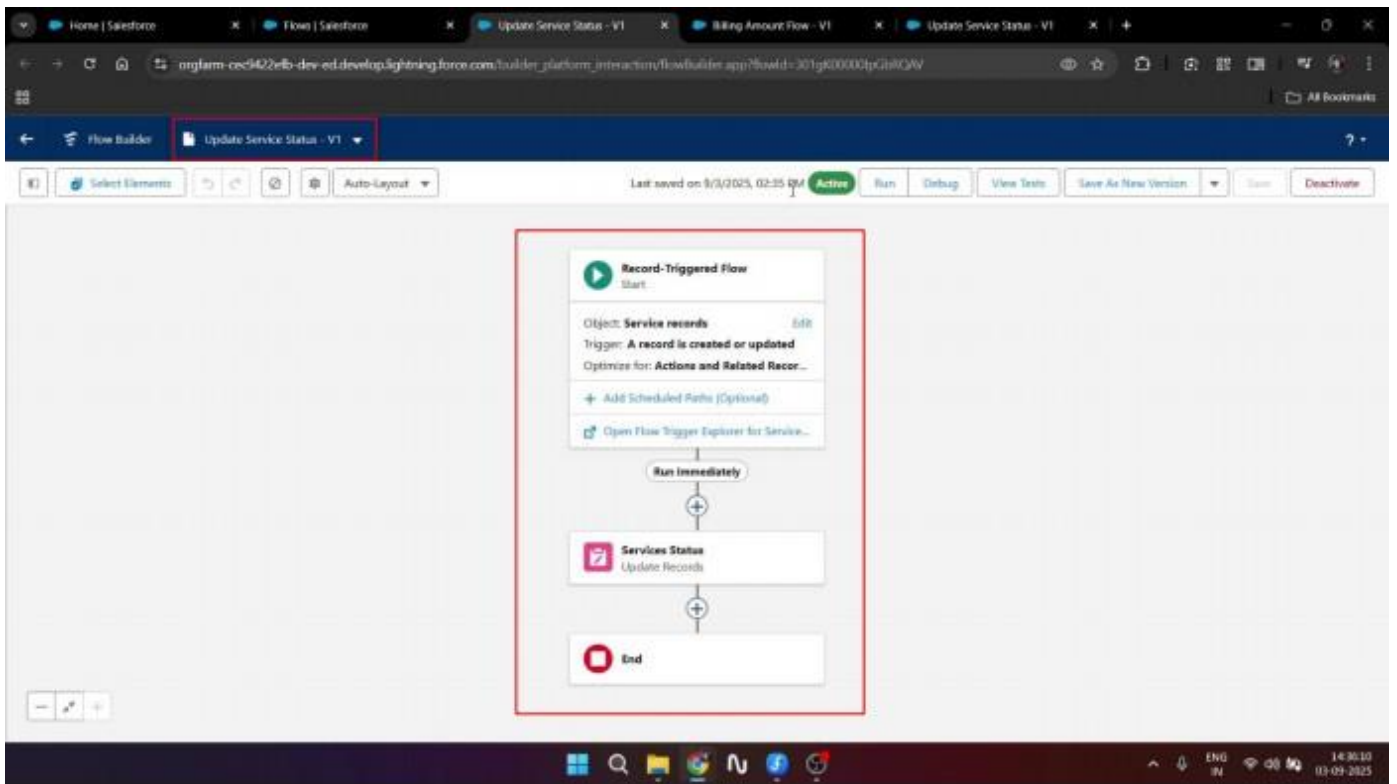
Action	Criteria	Shared With	Access Level
Del	Owner is BUC_SALES (005001)	BUC_Manage	Readwrite

• Flows



The screenshot shows the Salesforce Flow Builder interface for a flow named 'Billing Amount Flow - V1'. The flow is active and has been last saved on 9/3/2023, 02:28 PM. The flow diagram is highlighted with a red box, showing a sequence of steps: 'Run Immediately', 'Amount Update' (Update Records), 'Email Alert' (Action), and 'End'.

```
graph TD; Start([Start]) --> RunImmediately[Run Immediately]; RunImmediately --> AmountUpdate[Amount Update<br/>Update Records]; AmountUpdate --> EmailAlert[Email Alert<br/>Action]; EmailAlert --> End([End]);
```



- **Apex Handler (Apex class & Apex Trigger)**

The screenshot shows the Salesforce Developer Console with an Apex trigger named 'AppointmentDistributionApex' defined on the 'Appointment__c' object. The trigger is configured to run before insert and before update operations. The trigger logic is as follows:

```
1 trigger AmountDistribution on Appointment__c (before insert, before update) {  
2  
3  
4  
5     if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
6  
7         AmountDistributionHandler.amountDist(trigger.new);  
8  
9  
10    }  
11  
12  
13  
14  
15 }  
16  
17
```

The console also displays a table with columns: User, Application, Operation, Time, Status, Read, and Size. The bottom of the console shows a filter button and a link to filter the log list.

Home | Salesforce Developer Console

nglarm-ccc9422efb-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSPage

AmountDistributionHandler.apex

Code Coverage: None | API Version: 64

```
18
19 +     else if(app.Maintenance_service__c == true && app.Repairs__c == true){
20
21         app.Service_Amount__c = 5000;
22
23     }
24
25 +     else if(app.Maintenance_service__c == true && app.Replacement_Parts__c == true){
26
27         app.Service_Amount__c = 8000;
28
29     }
30
31 +     else if(app.Repairs__c == true && app.Replacement_Parts__c == true){
32
33         app.Service_Amount__c = 7000;
34     }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
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Filter Click here to filter the log list

14:55:37 03-09-2025

Home | Salesforce Developer Console

nglarm-ccc9422efb-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSPage

AmountDistributionHandler.apex

Code Coverage: None | API Version: 64

```
1 + public class AmountDistributionHandler {
2
3
4
5 +     public static void amountDist(list<Appointment__c> listApp){
6
7         list<Service_records__c> serList = new list<Service_records__c>();
8
9
10
11 +     for(Appointment__c app : listApp){
12
13         if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
14
15             app.Service_Amount__c = 10000;
16
17         }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
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14:55:38 03-09-2025

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nglarm-ccc9422efb-dev-ed.develop.my.salesforce.com/ ui/common/apex/debug/ApexCSPage

AmountDistributionHandler.apex

Code Coverage: None API Version: 64

```
45     app.Service_Amount__c = 3000;
46
47 }
48
49 * else if(app.Replacement_Parts__c == true){
50     |
51     app.Service_Amount__c = 5000;
52
53 }
54
55
56
57 }
58
59 }
60
61 }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
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14:55:37 03-09-2025

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nglarm-ccc9422efb-dev-ed.develop.my.salesforce.com/ ui/common/apex/debug/ApexCSPage

AmountDistributionHandler.apex

Code Coverage: None API Version: 64

```
33     app.Service_Amount__c = /void;
34
35 }
36
37 * else if(app.Maintenance_service__c == true){
38     |
39     app.Service_Amount__c = 2000;
40
41 }
42
43 * else if(app.Repairs__c == true){
44     |
45     app.Service_Amount__c = 3000;
46
47 }
48
49 * else if(app.Replacement_Parts__c == true){
50     |
```

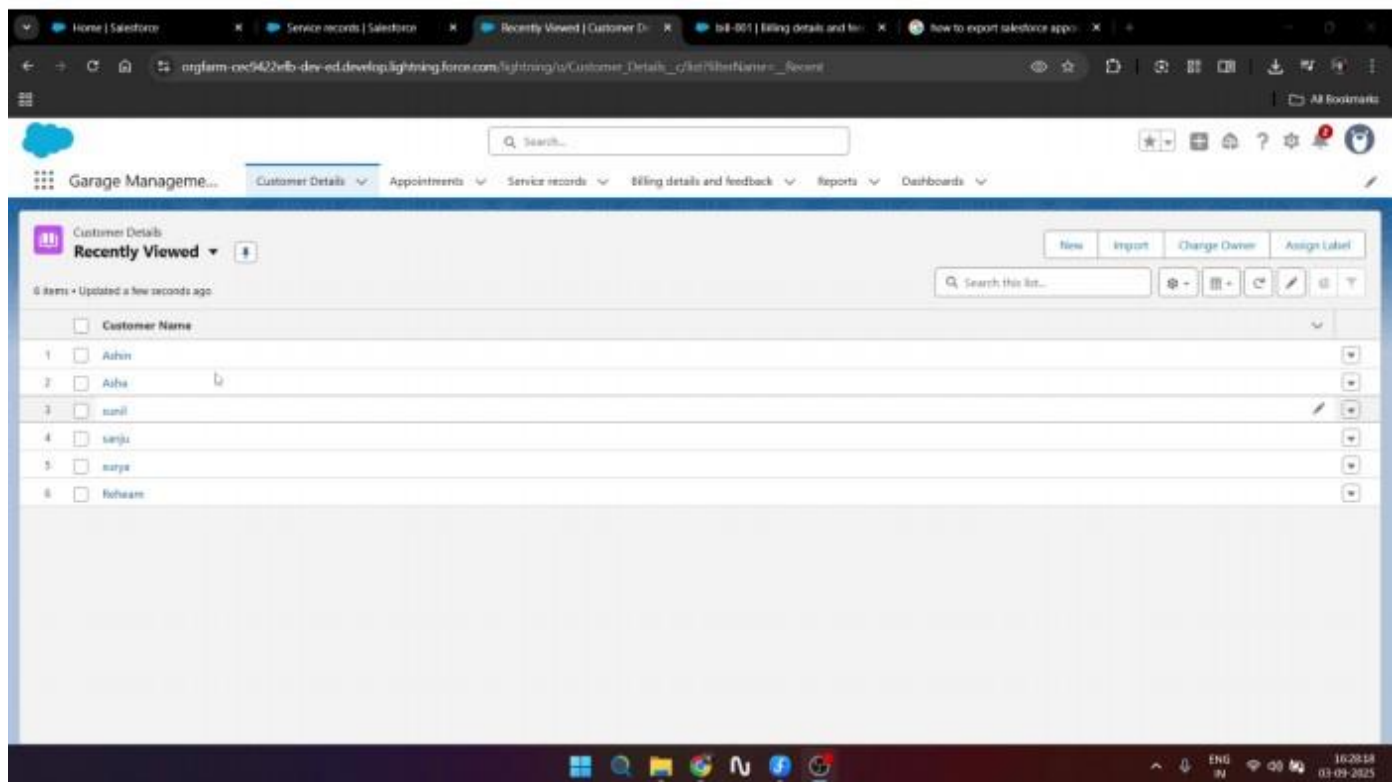
Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size
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Filter Click here to filter the log list

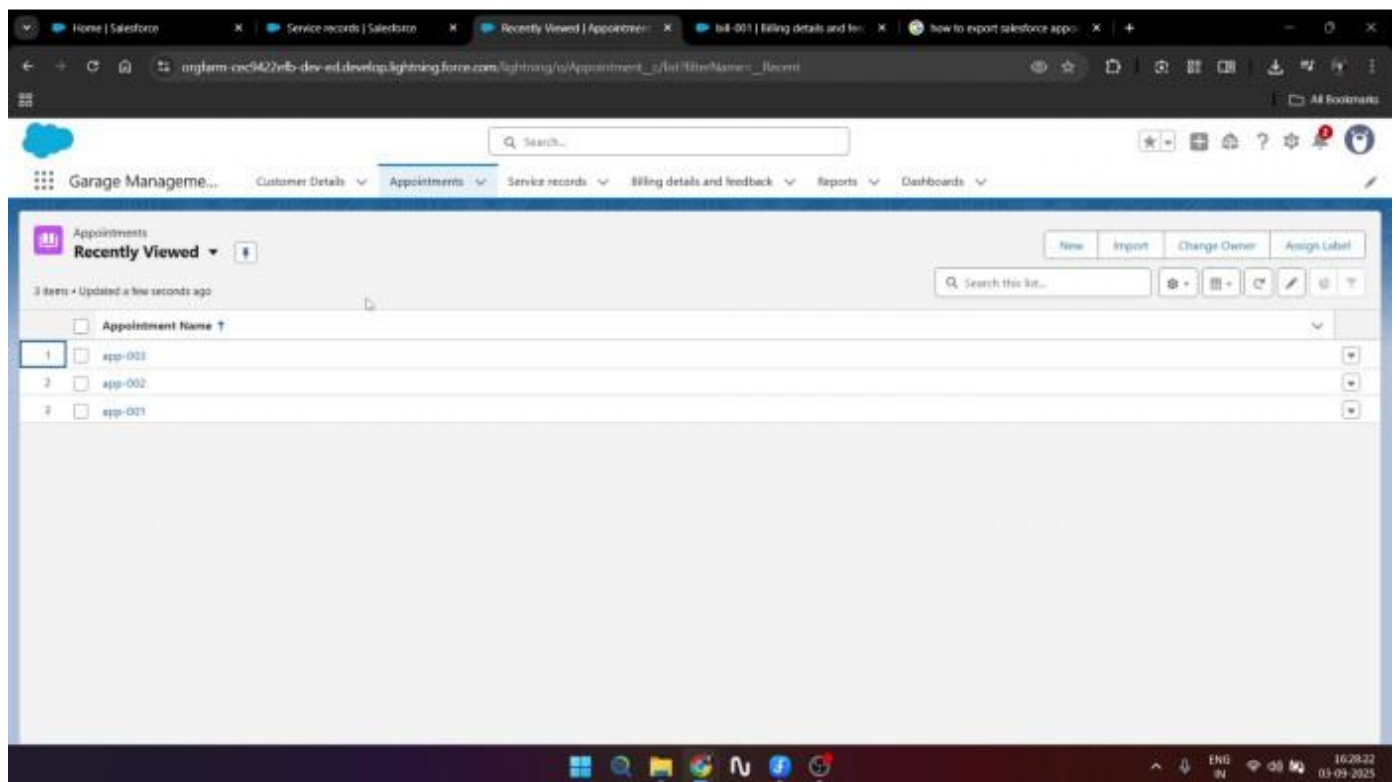
14:55:37 03-09-2025

Testing with some datas (Reports, Dashboard, etc...)



This screenshot shows the Salesforce interface for the 'Customer Details' page. The browser address bar indicates the URL: `orgflam-cxc9422efb-dev-ed.develop.lightning.force.com/lightning/u/Customer_Details_c?listFilterName=Recent`. The page header includes a search bar and navigation tabs: 'Garage Manage...', 'Customer Details', 'Appointments', 'Service records', 'Billing details and feedback', 'Reports', and 'Dashboards'. The 'Customer Details' section is active, showing a 'Recently Viewed' list of 6 items. The list has a search bar and action buttons: 'New', 'Import', 'Change Owner', and 'Assign Label'. The table columns are 'Customer Name' and 'Status'. The data rows are as follows:

	Customer Name	Status
1	Ashin	
2	Asha	
3	sanil	
4	sarju	
5	surya	
6	Rohaan	



This screenshot shows the Salesforce interface for the 'Appointments' page. The browser address bar indicates the URL: `orgflam-cxc9422efb-dev-ed.develop.lightning.force.com/lightning/u/Appointment_c?listFilterName=Recent`. The page header includes a search bar and navigation tabs: 'Garage Manage...', 'Customer Details', 'Appointments', 'Service records', 'Billing details and feedback', 'Reports', and 'Dashboards'. The 'Appointments' section is active, showing a 'Recently Viewed' list of 3 items. The list has a search bar and action buttons: 'New', 'Import', 'Change Owner', and 'Assign Label'. The table columns are 'Appointment Name' and 'Status'. The data rows are as follows:

	Appointment Name	Status
1	app-001	
2	app-002	
3	app-001	

Home | Salesforce | Service records | Salesforce | Recently Viewed | Service records | bill-001 | Billing details and feedback | how to export salesforce app

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/ui/Service_records__ofbill?filterName=Recent

Search...

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

Service records Recently Viewed

3 items • Updated a few seconds ago

Search this list...

Service records Name

1	<input type="checkbox"/>	ser-004	
2	<input type="checkbox"/>	ser-003	
3	<input type="checkbox"/>	ser-002	

Windows Taskbar: 16:28:24 03-09-2025

Home | Salesforce | Service records | Salesforce | Recently Viewed | Billing details | bill-001 | Billing details and feedback | how to export salesforce app

orgfam-coc9422efb-dev-ed.develop.lightning.force.com/lightning/ui/billing_details_and_feedback__ofbill?filterName=Recent

Search...

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

Billing details and feedback Recently Viewed

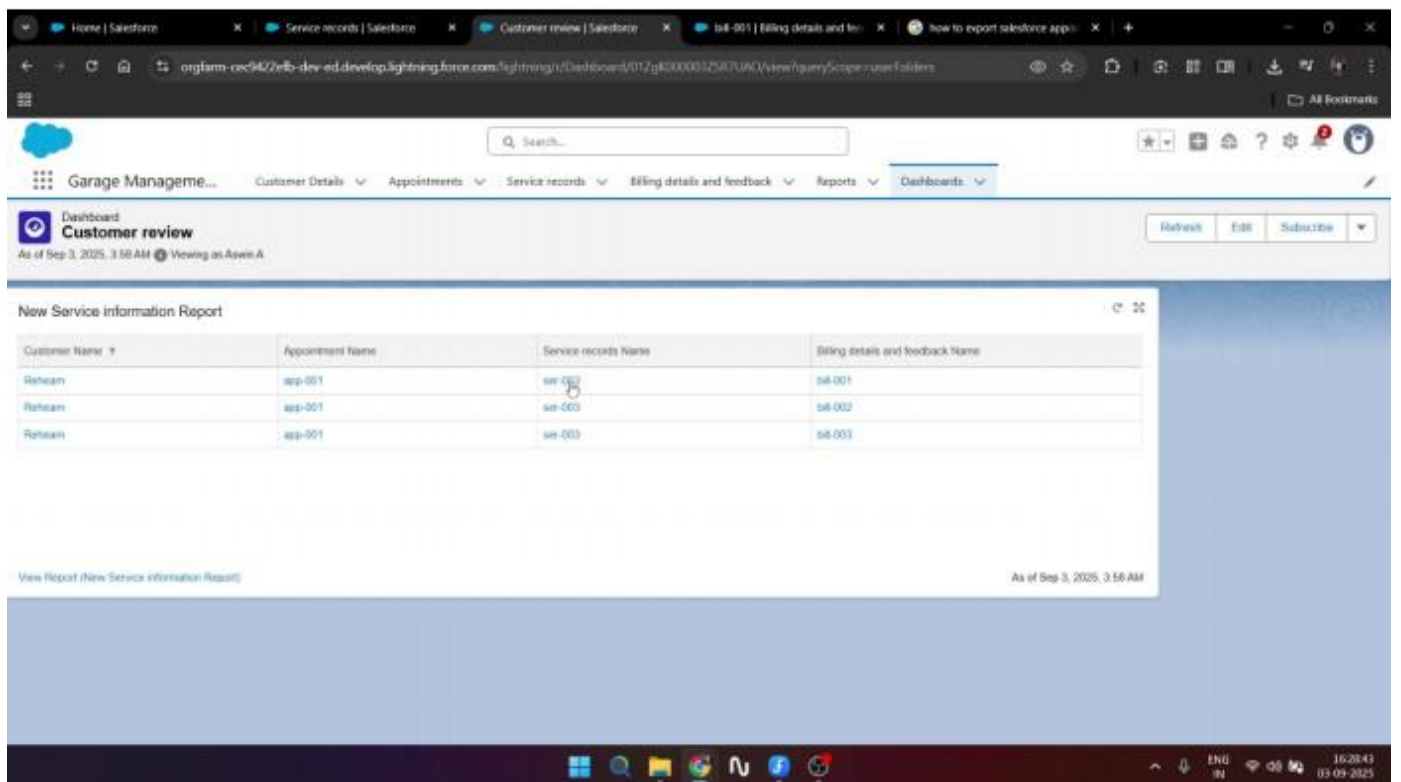
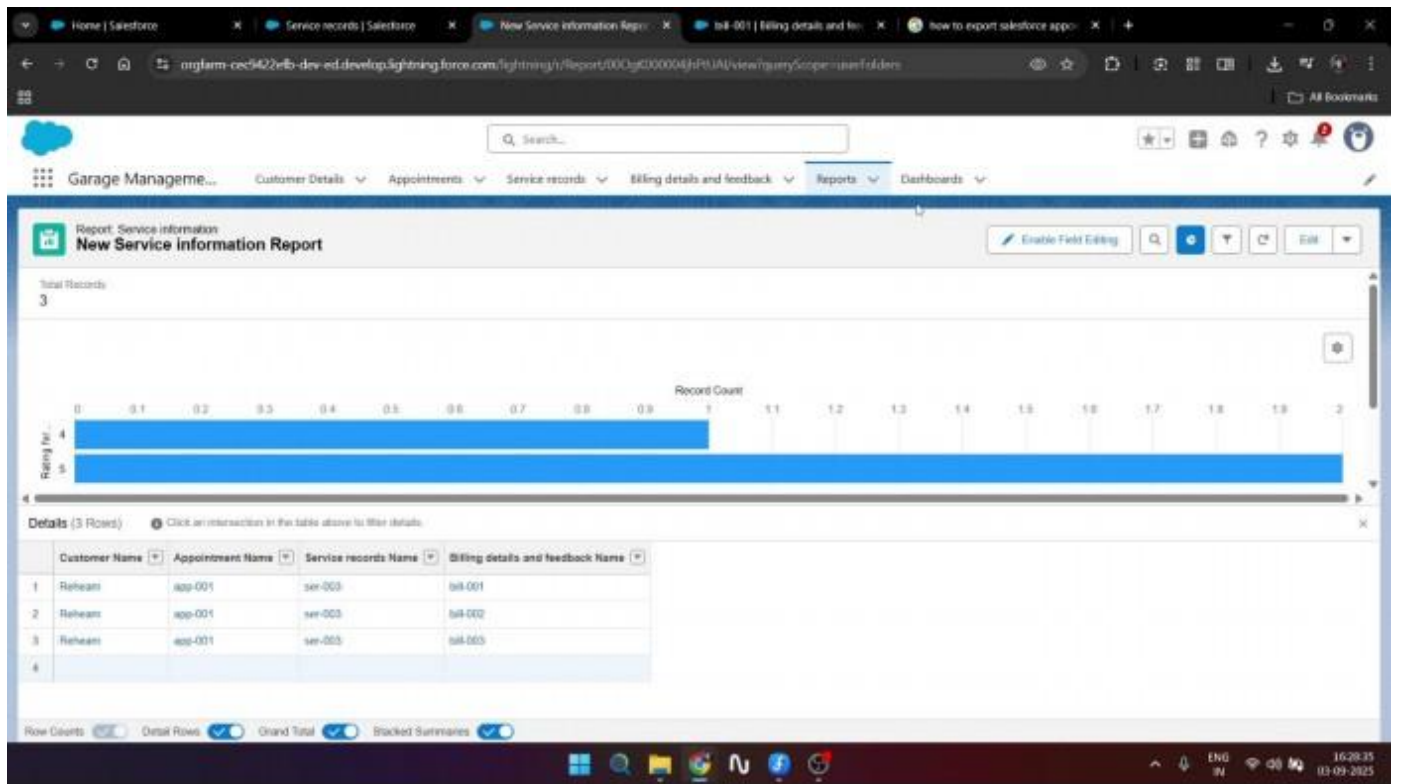
3 items • Updated a few seconds ago

Search this list...

Billing details and feedback Name

1	<input type="checkbox"/>	bill-003	
2	<input type="checkbox"/>	bill-002	
3	<input type="checkbox"/>	bill-001	

Windows Taskbar: 16:28:28 03-09-2025



What is a Validation Rule?

In Salesforce, **Validation Rules** are used to ensure the accuracy and consistency of data entered into records before they are saved. A validation rule consists of a formula that evaluates the data entered, an error message that is displayed if the rule is violated, and the location where the error appears (either near a specific field or at the top of the page). These rules can be applied to both standard objects such as Account, Contact, and Opportunity, as well as custom objects.

For example, a validation rule can prevent users from entering a close date earlier than today on an Opportunity, restrict discounts to a maximum of 30%, ensure that phone numbers contain exactly 10 digits, or confirm that a rating field has values only between 1 and 5. By implementing validation rules, Salesforce administrators can prevent incorrect data from being saved, improve data quality, and maintain reliable business processes across the system.

What is Approval processes?

In Salesforce, an **Approval Process** is an automated workflow that defines how a record (such as a Leave Request, Expense Report, Opportunity Discount, or any custom object record) is reviewed and approved within an organization. It ensures that important records go through the proper chain of approval before being finalized. An approval process specifies the steps a record must follow, the criteria for entry, the approvers, and the actions to take when a record is approved, rejected, recalled, or reassigned.

- **Entry Criteria:** Conditions that decide when a record should enter the approval process (e.g., Discount > 30%).
- **Approval Steps:** Define who approves the record at each stage (user, role, or queue).
- **Initial Submission Actions:** Actions triggered when a record is submitted (e.g., lock record, send email notification).
- **Approval/Rejection Actions:** Define what happens when a record is approved or rejected (e.g., update field values, send email, create tasks).

- **Final Actions:** Executed after the process is completed (either approved or rejected).

For example, in a Garage Management System, an approval process could be set up for high-value bills where any invoice above ₹50,000 requires manager approval before being finalized. Similarly, a service report involving warranty claims could go through an approval process by the warranty department before the repair is carried out.

By using approval processes, Salesforce helps businesses maintain control, enforce compliance, and ensure that only authorized records are finalized or acted upon.

What is Automation flows?

In Salesforce, Automation Flows (built using Flow Builder) are powerful tools that allow you to automate complex business processes without writing code. A Flow is an application inside Salesforce that collects data, performs logic, updates records, sends notifications, or takes other actions automatically based on defined conditions. They are part of Salesforce's Flow Automation Suite, which also includes Workflow Rules and Process Builder, but Flows are the most advanced and flexible option.

A Flow consists of elements (like Create, Update, Delete, Screen, Assignment), resources (variables, formulas, constants), and connectors (define the path between elements). Admins can design flows through a drag-and-drop interface. Flows can run in the background automatically or be triggered by user interactions.

Benefits

- Reduces manual effort and errors.
- Increases process efficiency and consistency.
- Improves customer experience through automation (like instant confirmations, reminders, and updates).
- Can replace older automation tools (Workflow Rules, Process Builder)

Future Enhancements

In the future, the Garage Management System can be improved by adding more advanced features. A chatbot can be integrated to help customers book appointments or get quick answers to their questions. Artificial Intelligence (AI) can be used to suggest services based on a vehicle's history. A mobile app can be developed so customers can easily access services from their phones. Online payment options can also be added for faster and easier billing. These enhancements will make the system more user-friendly, efficient, and modern.

Conclusion

The **Garage Management System** is designed to make garage operations simple, efficient, and well-organized. It brings all important tasks such as managing customer details, scheduling appointments, preparing service reports, generating bills, collecting feedback, and creating reports into a single system. This reduces the need for manual paperwork and helps the staff save time while avoiding mistakes.

By using this system, garages can provide faster and more accurate services to their customers, which improves customer satisfaction and trust. Managers can also get clear insights from reports and dashboards, which support better decision-making and business growth.

Overall, this project highlights how technology can transform the way garages work by making processes easier, quicker, and more reliable. In the future, the system can be enhanced with features like mobile applications, chatbots, and AI-based suggestions to make it even more powerful and customer-friendly.