

Garage-Master

1. Project Overview

This project is focused on developing a Garage Management System designed to streamline the day-to-day operations of an automotive repair shop. The goal is to create an efficient, user-friendly system using Salesforce to manage appointments, inventory, customer data, billing, and vehicle services. This project will enhance operational efficiency, improve customer experience, and support long-term growth for the garage by utilizing cloud-based CRM tools.

2. Objectives

List the specific, measurable goals the project intends to achieve. Examples:

Business Goals:

- a. Improve appointment scheduling efficiency and reduce customer wait times.
- b. Enhance inventory accuracy to prevent stock-outs and over-ordering.
- c. Provide clear, data-driven insights into garage performance and customer satisfaction.

Specific Outcomes:

- a. A custom solution for managing vehicle service records, inventory, and billing.
- b. Automated workflows for updating inventory and notifying customers.
- c. Interactive dashboards to track garage performance metrics.

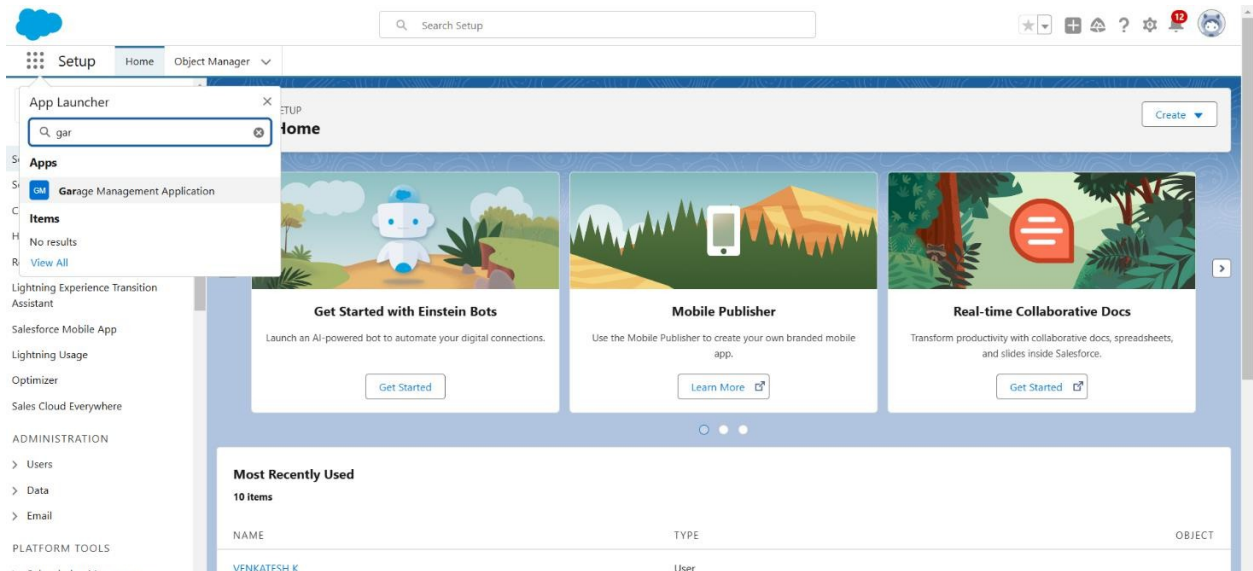
3. Salesforce Key Features and Concepts Utilized

- a. **Custom Objects and Fields:** To manage data for vehicles, customers, service details, and inventory.
- b. **Role-Based Access Control:** Ensures only authorized users can access sensitive data.
- c. **Automation Tools:** Salesforce Flows and Process Builder automate appointment reminders and inventory management.
- d. **Reports & Dashboards:** Provide insights into garage activities, such as parts usage and revenue.

4. Detailed Steps to Solution Design

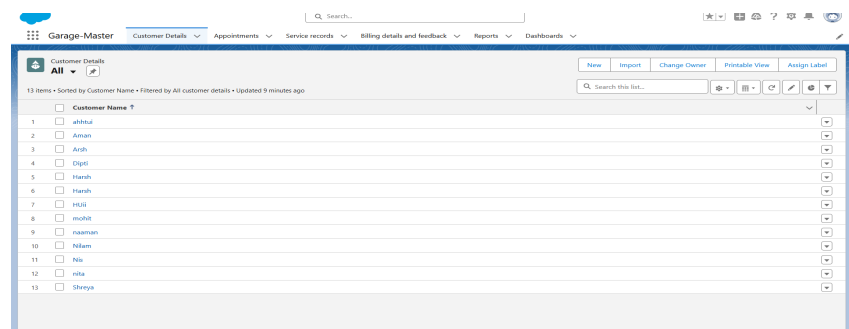
- **Data Model:** Define entities-like Customer, Vehicle, Service Record, and Inventory Item.
- **User Interface:** Create custom-page layouts for service scheduling and customer check-ins.
- **Business Logic:** Set up Process Builder-and Flow to automate notifications and inventory updates.
- **Screenshots:** Include relevant screenshots of custom objects, fields, and automation workflows to illustrate each design element.

APP LAUNCHER:

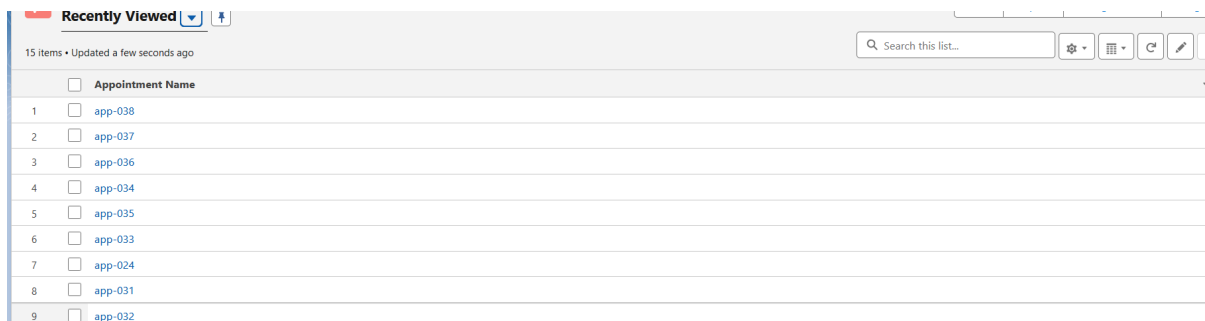


GARAGE MANAGEMENT SYSTEM :

1. Customer Details



2.Appointments



3. Service Record

Service records

Recently Viewed

NewImportChange OwnerAssign Label

14 items • Updated a few seconds ago

Search this list...

Service records Name

1ser-040

2ser-032

3ser-039

4ser-038

5ser-036

6ser-037

7ser-035

8ser-029

9ser-033

10ser-034

11ser-028

12ser-030

4. Billing details and feedback Object

Garage-Master

Customer Details

Appointments

Service records

Billing details and feedback

Reports

Dashboards

Billing details and feedback

Recently Viewed

NewImportChange OwnerAssign Label

8 items • Updated a few seconds ago

Search this list...

Billing details and feedback Name

1bill-065

2bill-089

3bill-088

4bill-087

5bill-072

6bill-071

7bill-066

8bill-067

5. Reports

Garage-Master

Customer Details

Appointments

Service records

Billing details and feedback

Reports

Dashboards

Reports

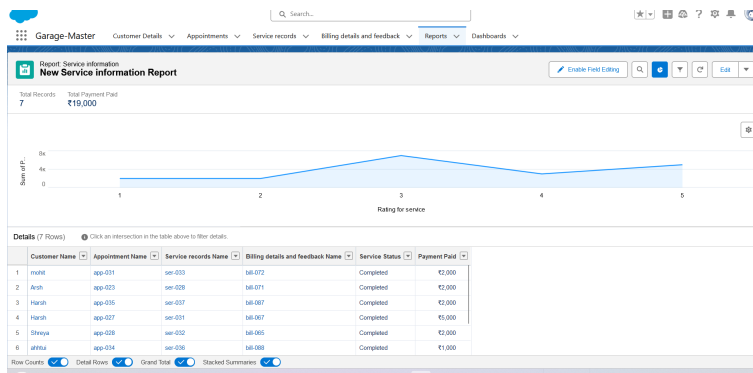
Recent

1 item

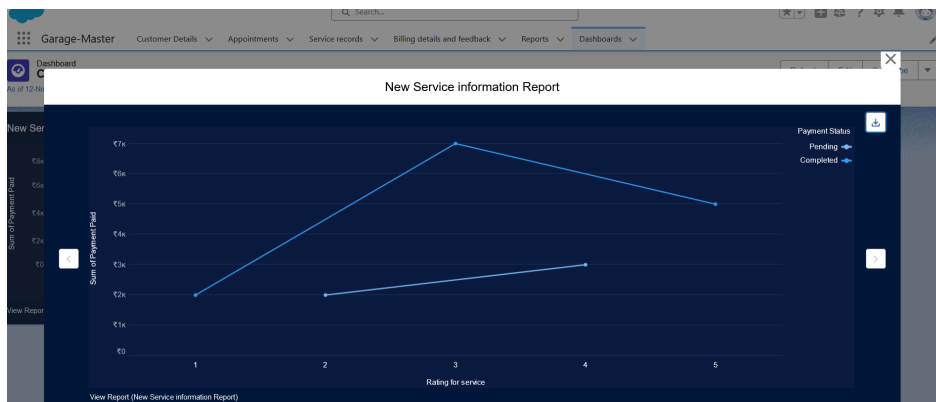
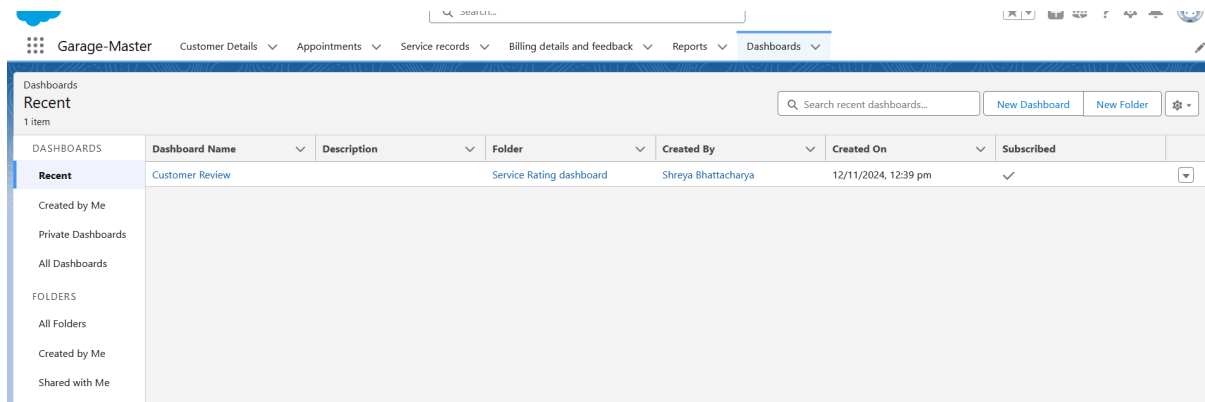
Search recent reports...

New ReportNew Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Service Information Report		Garage Management Folder	Shreya Bhattacharya	12/11/2024, 12:16 pm	
Created by Me						
Private Reports						
Public Reports						



6. Dashboards



5. Testing and Validation

- **Unit Testing:** Test Apex classes and triggers to ensure business logic works as intended.
- **User Interface Testing:** Validate that all user roles have access to appropriate fields and functionality.

6. Key Scenarios Addressed by Salesforce

- **Appointment Management:** Enable easy scheduling, reminders, and rescheduling for customers.
- **Inventory Control:** Automates parts tracking and reordering.
- **Billing and Invoicing:** Simplifies invoicing and keeps financial records up-to-date.

7. Conclusion

Summary of Achievements:

The **Garage-Master** project successfully delivered a customized solution that manages all core garage operations in a single platform. The system's automation and data tracking capabilities have greatly improved workflow efficiency and customer satisfaction, supporting scalable growth for the garage.

