

GARAGE MANAGEMENT SYSTEM

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:

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

Specific Outcomes:

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

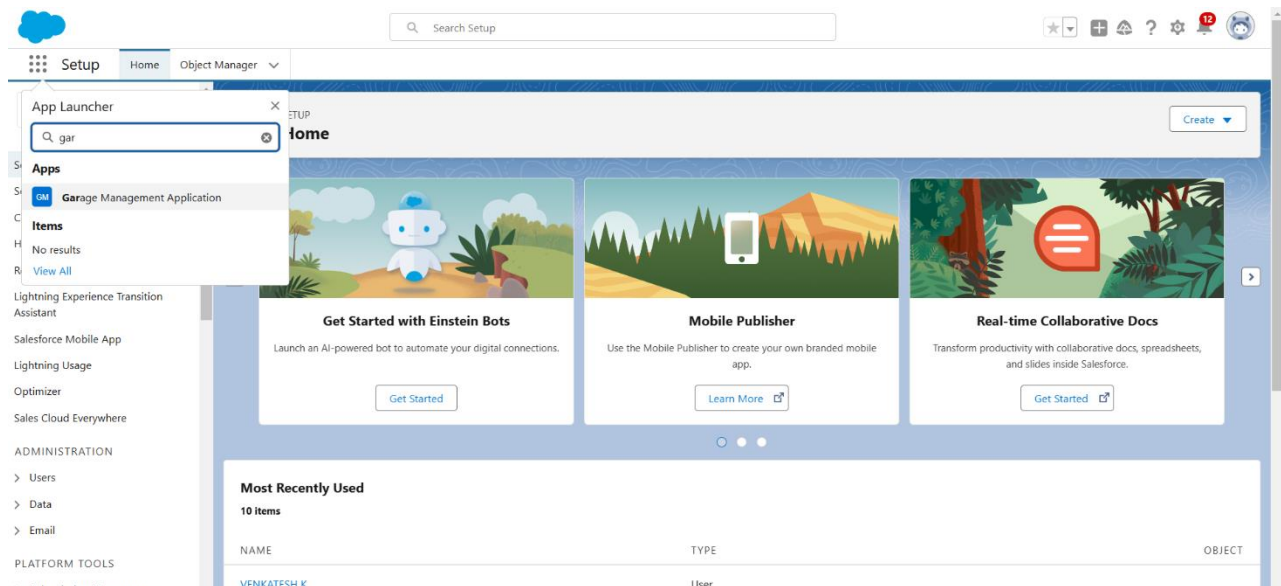
3. Salesforce Key Features and Concepts Utilized

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

4. Detailed Steps to Solution Design

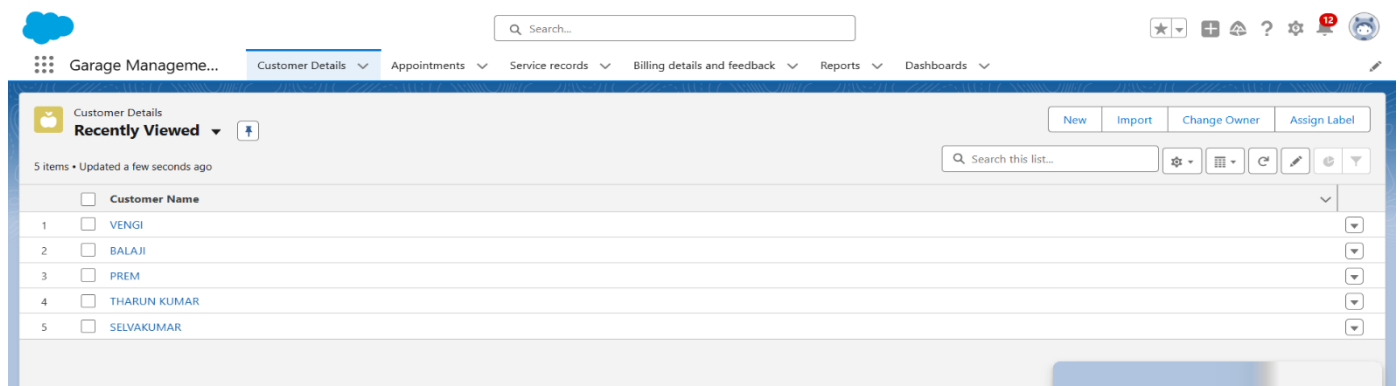
- **Data Model:** Define entities like Customer, Vehicle, Service Record, and Inventory Item.
- **User Interface:** Create custom page layouts for service scheduling and customer check-ins.
- **Business Logic:** Set up Process Builder and Flow to automate notifications and inventory updates.
- **Screenshots:**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

APP LAUNCHER :

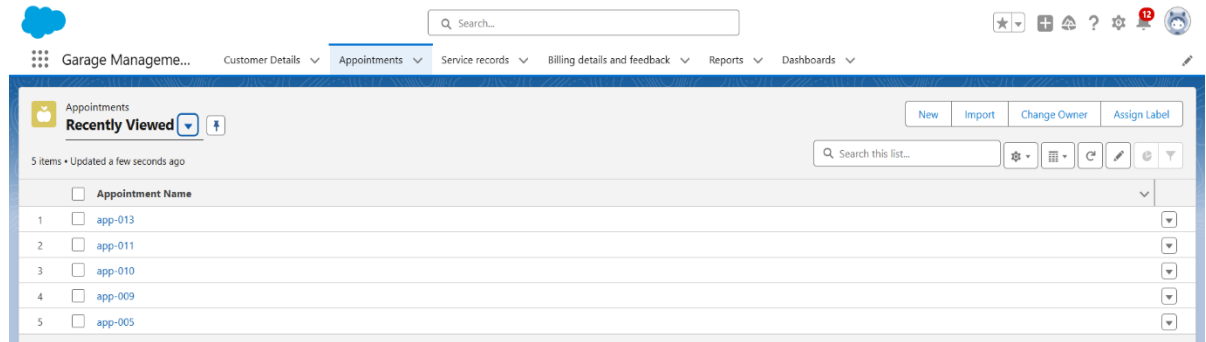


GARAGE MANAGEMENT SYSTEM :

1. Customer Details



2. Appointments



Appointments

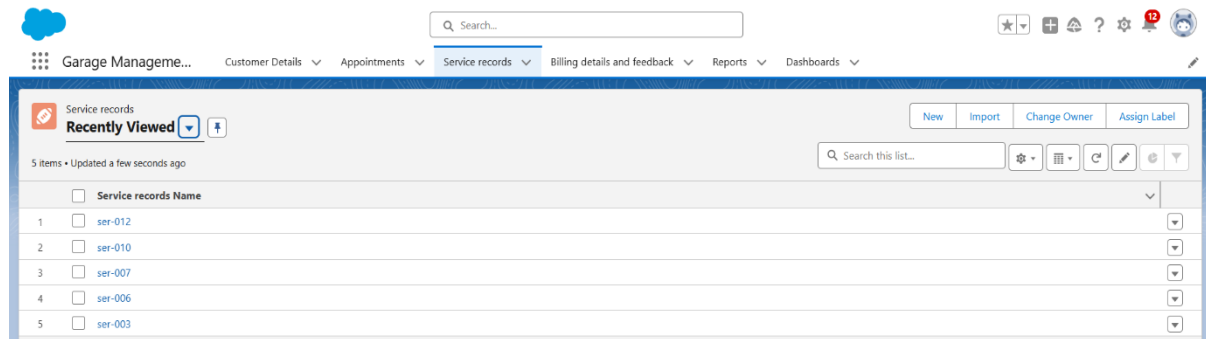
Recently Viewed

5 items • Updated a few seconds ago

Search this list...

	Appointment Name	
1	app-013	
2	app-011	
3	app-010	
4	app-009	
5	app-005	

3. Service Record



Service records

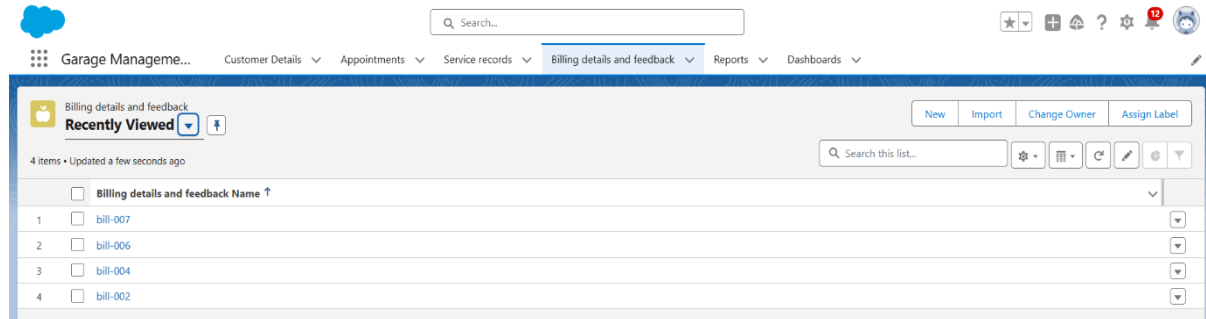
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Search this list...

	Service records Name	
1	ser-012	
2	ser-010	
3	ser-007	
4	ser-006	
5	ser-003	

4. Billing details and feedback Object



Billing details and feedback

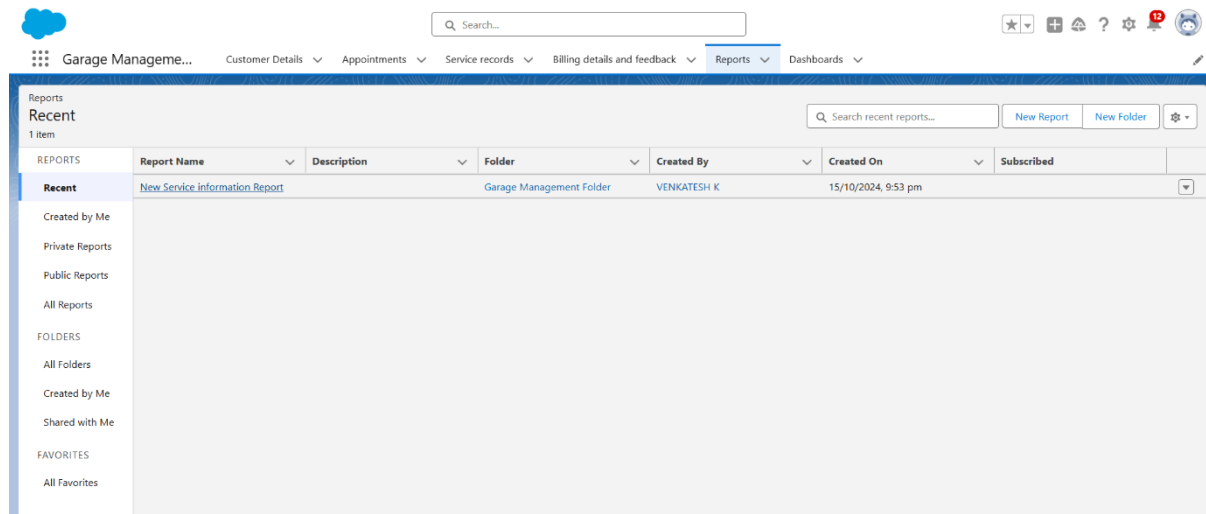
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	Billing details and feedback Name ↑	
1	bill-007	
2	bill-006	
3	bill-004	
4	bill-002	

5. Reports



Reports

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	VENKATESH K	15/10/2024, 9:53 pm	

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

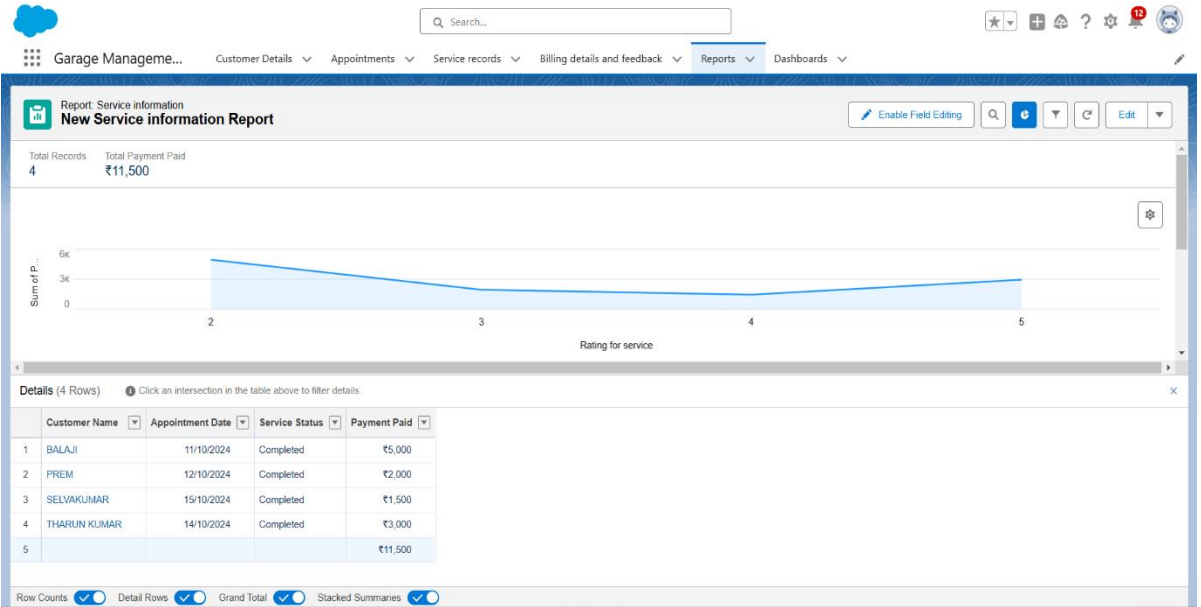
All Folders

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FAVORITES

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6. Dashboards

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

Dashboards
Recent
1 item

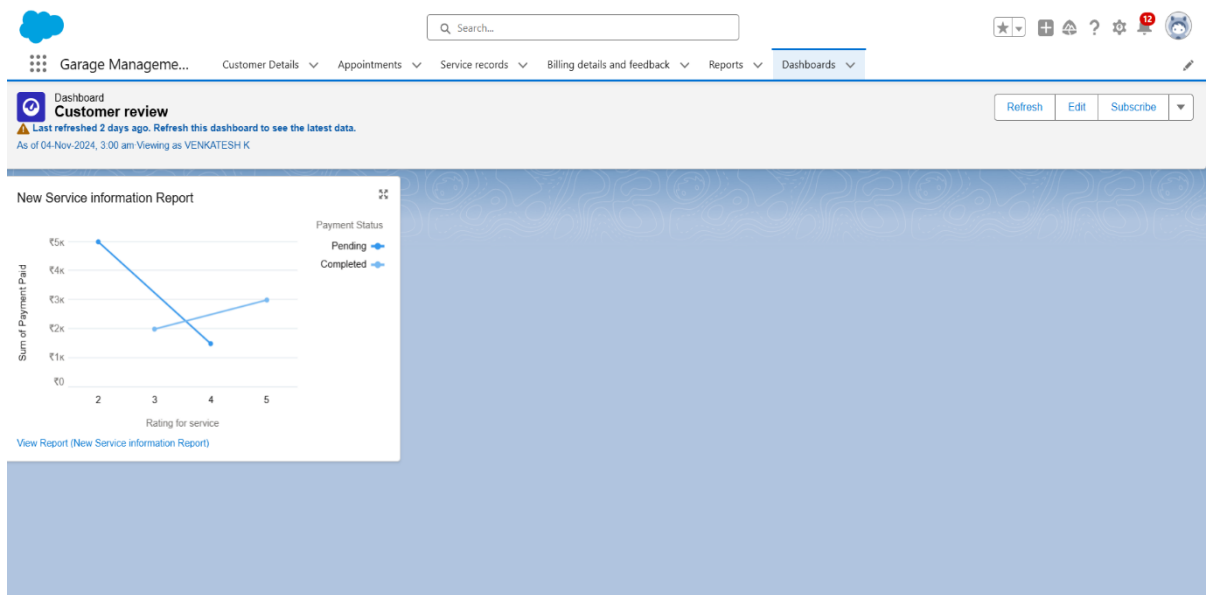
Search recent dashboards... New Dashboard New Folder

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Customer review		Service Rating	VENKATESH K	15/10/2024, 10:15 pm	<input checked="" type="checkbox"/>

Created by Me
Private Dashboards
All Dashboards

FOLDERS
All Folders
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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:** Enables 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 Management System** 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.