

GARAGE MANAGEMENT SYSTEM

College Name: Kumaraguru College of Liberal Arts and Science

College Code: bruax

TEAM ID: NM2025TMID25583

TEAM MEMBERS: 4

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Introduction

The **Garage Management System** built on Salesforce helps garages run more smoothly by simplifying everyday operations. It keeps track of vehicle servicing and repairs, manages spare parts, and stores customer information in one place. Mechanics' performance can be monitored, while invoices are generated automatically to save time and reduce errors. With easy-to-read reports and dashboards, garage owners get a clear view of their business, allowing them to make smarter decisions, improve efficiency, and provide a better experience for their customers.

Purpose of the Garage Management System

The Garage Management System in Salesforce is designed to make garage operations easier and more efficient by automating key tasks such as service tracking, spare parts management, billing, and customer records. The system provides accurate reports and interactive dashboards for better business monitoring, supports mechanics in working more productively, and ensures customers receive well-organized and timely service. Ultimately, it helps garages save time, reduce errors, and deliver a smoother customer experience.

What You Will Learn

- **Set up your Salesforce Developer Org** and get hands-on with the platform.
- **Design custom objects and fields** to manage key records like Customers, Appointments, Services, and Billing.
- **Connect your data** by building relationships between objects.
- **Implement security controls** using profiles, roles, and sharing rules.
- **Automate routine tasks** with Flows and Apex triggers to save time and reduce manual work.
- **Build insightful reports and dashboards** to track performance and make data-driven decisions.
- **Apply Salesforce CRM concepts** to a real-world garage management scenario.

Creating Developer Account:

By using this URL - <https://orgfarm-f331f6164a-dev-ed.develop.lightning.force.com/lightning>

Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud.

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- ✓ Go further with Apex code
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- ✓ Harmonize your data with Data Cloud
- ✓ Ground Agentforce with structured and unstructured data
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First name: KANITHRA ✓ Last name: S ✓

Job title: student ✓ Work email: skanithra6@gmail.co ✓

Company: KUMARAGURU COLL ✓ Country/Region: India ✓

State/Province: Tamil Nadu ✓

Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☒ I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement. I acknowledge, as described in the

Created objects: Customer Details, Appointment, Service records, Billing details and feedback

Setup > OBJECT MANAGER

Customer Details

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

Restrictions Rules

Scoping Rules

Object Access

Triggers

Details

Description

API Name: Customer_Details__c

Custom

Singular Label: Customer Details

Plural Label: Customer Details

Enable Reports: ✓

Track Activities: ✓

Track Field History: ✓

Deployment Status: Deployed

Help Settings: Standard salesforce.com Help Window

Student x Billing Amount F x Appointment | S x Report Types | S x Developer Cons x Recently Viewed x Customer Detail x New Tab x + -

orgfarm-ee0314743e-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgK000001rprp/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Appointment

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

Scoping Rules

Object Access

Triggers

Details

Description

API Name
Appointment_c

Custom
✓

Singular Label
Appointment

Plural Label
Appointments

Enable Reports
✓

Track Activities

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

27°C Partly cloudy 6:59 PM 9/4/2025

Student x Billing Amount F x Service records | S x Report Types | S x Developer Cons x Recently Viewed x Customer Detail x New Tab x + -

orgfarm-ee0314743e-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgK000001rptR/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Service records

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

Scoping Rules

Object Access

Triggers

Details

Description

API Name
Service_records_c

Custom
✓

Singular Label
Service records

Plural Label
Service records

Enable Reports
✓

Track Activities

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

27°C Partly cloudy 6:59 PM 9/4/2025

Student | Billing Amount F | Billing details and | Report Types | S | Developer Cons | Recently Viewed | Customer Detail | New Tab

orgfarm-ee0314743e-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011gK000001rpv3/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Billing details and feedback

Details Edit Delete

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

Scoping Rules

Object Access

Triggers

Description

API Name
Billing_details_and_feedback_c

Custom
✓

Singular Label
Billing details and feedback

Plural Label
Billing details and feedback

Enable Reports
✓

Track Activities

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

27°C Partly cloudy

Search

ENG IN 7:00 PM 9/4/2025

Creating Custom Tab:

Login | Salesforce | Home | Salesforce | Tabs | Salesforce

https://orgfarm-45e06a388f-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2Fsetup%2Fui%2FobjectCustomTabWizard.jsp%3FretURL%3D%252Fsetup%...

Search Setup

Setup Home Object Manager

Q tabs

User Interface

Rename Tabs and Labels

Tabs

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

SETUP

Tabs

New Custom Object Tab

Help for this Page

Step 1: Enter the Details Step 1 of 3

Choose the custom object for this new custom tab. Fill in other details.

New Custom Object Tab

Required Information

Select an existing custom object or create a new custom object now

Object Customer Detail

Tab Style Rich

(Optional) Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab.

Splash Page Custom Link --None--

Enter a short description.

Description

Next Cancel

26°C Partly cloudy

Search

ENG IN 10:34 AM 9/12/2025

Lightning App BuilderApp SettingsPagesGarage Management ApplicationHelp

App Settings

App Details & BrandingApp OptionsUtility Items (Desktop Only)Navigation ItemsUser Profiles

App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

App Details

* App NameGarage Management Application

* Developer NameGarage_Management_Application

DescriptionEnter a description...

App Branding

Image

Upload

Primary Color Hex Value

#0070D2

Org Theme Options

☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview

GM

Garage Management Appli...

DUPLICATE RULES

Login | SalesforceHome | SalesforceDuplicate Rules | Salesforce

https://orgfarm-45e06a388f-dev-ed.develop.lightning.force.com/lightning/setup/DuplicateRules/page?address=%2F0Bm%2Fe%3Fsetupid%3DDuplicateRules%26SubjectType%3D01lgK000002...

SetupHomeObject Manager

DUPL

Data

Duplicate Management

Duplicate Error Logs

Duplicate Rules

Matching Rules

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

SETUP

Duplicate Rules

Duplicate Rule Edit

SaveSave & NewCancel

Rule Details

Rule NameCustomer Detail duplicate

Description

ObjectCustomer Detail

Record-Level Security

☒ Enforce sharing rules

☐ Bypass sharing rules

Actions

Specify what happens when a user tries to save a duplicate record.

Action On Create

Allow

☒ Alert

☒ Report

Action On Edit

Allow

☐ Alert

☐ Report

Alert Text

Use one of these records?

Matching Rules

Define how duplicate records are identified

Compare Customer Detail WithCustomer Detail

Matching RuleMatching customer details

Matching Criteria

(Customer Detail: Email EXACT Match(Blank = FALSE)) AND (Customer Detail: Phone_number EXACT Match(Blank = FALSE))

Field Mapping

☒ Mapping Selected

ENG - SAGame score

Search

ENG IN

10:01 PM9/12/2025

Browser tabs: Login | Salesforce, Home | Salesforce, Duplicate Rules | Salesforce

URL: <https://orgfarm-45e06a388f-dev-ed.develop.lightning.force.com/lightning/setup/DuplicateRules/page?address=%2F0BmgK000003pQJ7%3Fsetupid%3DDuplicateRules>

Search Setup

Setup Home Object Manager

Q DUPL

Data

Duplicate Management

Duplicate Error Logs

Duplicate Rules

Matching Rules

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

SETUP Duplicate Rules

Customer Detail Duplicate Rule

Customer Detail duplicate

Help for this Page

Duplicate Rule Detail [Edit] [Delete] [Clone] [Activate]

Order 1 of 1 [Reorder]

Rule Name	Customer Detail duplicate
Description	
Object	Customer Detail
Record-Level Security	Enforce sharing rules
Action On Create	Allow
Operations On Create	<input checked="" type="checkbox"/> Alert <input checked="" type="checkbox"/> Report
Action On Edit	Allow
Operations On Edit	<input type="checkbox"/> Alert <input type="checkbox"/> Report
Alert Text	Use one of these records?
Active	<input type="checkbox"/>
Matching Rule	<input checked="" type="checkbox"/> Matching customer details <input checked="" type="checkbox"/> Mapped
Matching Criteria	(Customer Detail: Email EXACT MatchBlank = FALSE) AND (Customer Detail: Phone_number EXACT MatchBlank = FALSE)
Conditions	
Created By	KANITHIRAS, 9/12/2025, 10:01 PM
Modified By	KANITHIRAS, 9/12/2025, 10:01 PM

[Edit] [Delete] [Clone] [Activate]

Microsoft Store

ENG - SA Game score

Search

ENG IN 10:01 PM 9/12/2025

PROFILE:

Browser tabs: Login | Salesforce, Home | Salesforce, Profiles | Salesforce

URL: <https://orgfarm-45e06a388f-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F00egK000004x6DZ%2Fe%3FretURL%3D%252F00egK000004x6DZ%253Fs...>

Search Setup

Setup Home Object Manager

Q PROF

Users

Profiles

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

SETUP Profiles

Data Share Targets

Data Share Target Connection

Work Types

Work Type Groups

Custom Object Permissions

	Basic Access				Data Administration		
	Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields
Appointments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Billing details and feedback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

	Basic Access				Data Administration		
	Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields
Customer Detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service records	<input type="checkbox"/>	<input type="checkbox"/>	<input 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

Password question requirement: Cannot contain password

Maximum invalid login attempts: 10

Lockout effective period: 15 minutes

Trending videos A Big Bold Beau...

Search

ENG IN 10:11 PM 9/12/2025

Setup | Profiles

Search Setup

Profiles

Profile: Student Profile

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile:

Login IP Ranges [0] | Enabled Apex Class Access [0] | Enabled External Data Source Access [0] | Enabled Named Credential Access [0] | Enabled External Credential Principal Access [0] | Enabled Custom Metadata Type Access [0] | Enabled Custom Setting Definitions Access [0] | Enabled Flow Access [0] | Enabled Service Presence Status Access [0] | Enabled Custom Permissions [0]

Profile Detail

Name	Student Profile
User License	Analytics Cloud Integration User
Description	
Created By	KANITHRA S. 9/13/2025, 12:04 AM
Modified By	KANITHRA S. 9/13/2025, 12:04 AM

Page Layouts

Standard Object Layouts	Global	Location Group Assignment	Location Group Assignment Layout [View Assignment]
Email Application	Global Layout [View Assignment]	Macro	Macro Layout [View Assignment]
Home Page Layout	Not Assigned [View Assignment]	Object Milestone	Object Milestone Layout [View Assignment]
Account	Home Page Default [View Assignment]	Operating Hours	Operating Hours Layout [View Assignment]
Alternative Payment Method	Account Layout [View Assignment]	Opportunity	Opportunity Layout [View Assignment]
Appointment Invitation	Alternative Payment Method Layout [View Assignment]	Opportunity Product	Opportunity Product Layout [View Assignment]

ROLES:

Setup | Roles

Search Setup

Roles

Role: sales person

Below is the list of users assigned to this role. Click Edit to modify the role name. Click Assign Users to Role to assign existing users to this role. Click New User to create a user for this role.

Hierarchy: KUMARAGURU COLLEGE OF LIBERAL ARTS AND SCIENCE > CEO > CEO > Manager > sales person

Users in sales person Role [0]

Role Detail

Label	sales person	Role Name	sales_person
This role reports to	Manager	Role Name as displayed on reports	
Modified By	KANITHRA S. 9/12/2025, 10:19 PM	Sharing Groups	Role, Role and Internal Subordinates
Opportunity Access	Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunities		
Case Access	Users in this role can edit all cases associated with accounts that they own, regardless of who owns the cases		

Users in sales person Role

Assign Users to Role | New User

Users in sales person Role Help [?]

No records to display

USERS:

The screenshot shows the Salesforce Setup interface with the 'Users' section selected. The 'New User' form is displayed, containing the following fields:

- General Information:**
 - First Name: Niklaus
 - Last Name: Mikaelson
 - Alias: nmika
 - Email: divyadharshini166@gmail.c
 - Username: divyadharshini166@gmail.c
 - Nickname: User175774581419423676
 - Title:
 - Company: STUDENT
 - Department:
 - Division:
- Role and License:**
 - Role: Manager
 - User License: Salesforce
 - Profile: Manager
- Active and User Type:**
 - Active: ☒
 - Marketing User: ☐
 - Offline User: ☐
 - Knowledge User: ☐
 - Flow User: ☐
 - Service Cloud User: ☐
 - Site.com Contributor User: ☐
 - Site.com Publisher User: ☐
 - WDC User: ☐
 - Data.com User Type: --None--
 - Data.com Monthly Addition Limit: Default Limit (300)
 - Accessibility Mode (Classic Only): ☐
 - High Contrast Palette on Charts: ☐

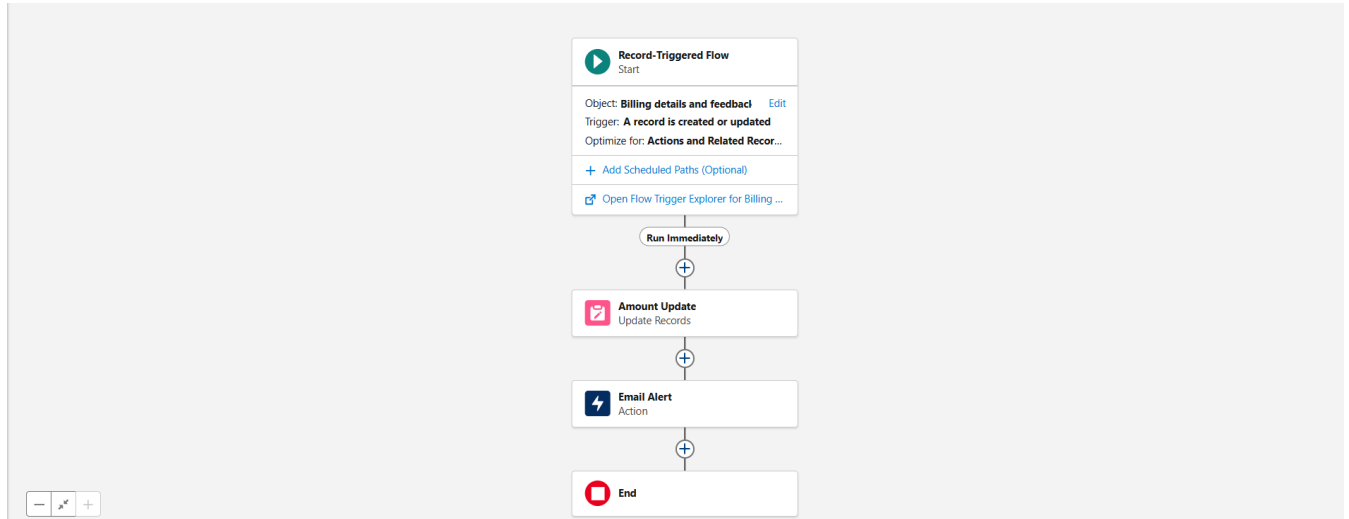
PUBLIC GROUP:

The screenshot shows the Salesforce Setup interface with the 'Public Groups' section selected. The 'New Public Group' form is displayed, containing the following fields:

- Group Information:**
 - Label: Sales Team
 - Group Name: Sales_Team
 - Grant Access Using Hierarchies: ☒
- Search:**
 - Search: Roles
 - for: [Empty]
 - Find
- Available Members:**
 - Role: Customer Support, North America
 - Role: Director, Channel Sales
 - Role: Director, Direct Sales
 - Role: Eastern Sales Team
 - Role: Installation & Repair Services
 - Role: Manager
 - Role: Marketing Team
 - Role: SVP, Customer Service & Support
 - Role: SVP, Human Resources
 - Role: SVP, Sales & Marketing
 - Role: VP, International Sales
 - Role: VP, Marketing
 - Role: VP, North American Sales
 - Role: Western Sales Team
- Selected Members:**
 - Role: Sales person

Sharing Setting:

Implemented Flows for monthly rent and payment success



Apex:

```
File Edit Debug Test Workspace Help < >
AmountDistributionHandler.apxc
Code Coverage: None API Version: 64 Go

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    for(Appointment__c app : listApp){
11
12        if(app.Maintenance_service__c == true && app.Repairs__c == true && app.Replacement_Parts__c == true){
13
14            app.Service_Amount__c = 10000;
15
16        }
17    }
18 }

Logs Tests Checkpoints Query Editor View State Progress Problems
User Application Operation Time Status Read Size
Filter Click here to filter the log list
```

AmountDistributionHandler.apexAmountDistribution.apex

Code Coverage: NoneAPI Version: 64Go To


```
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 }
```

LogsTestsCheckpointsQuery EditorView StateProgressProblems

User	Application	Operation	Time	Status	Read	Size
------	-------------	-----------	------	--------	------	------

FilterClick here to filter the log list

Reports:



Employee Manage... Home Employees Assets Asset Services Projects ProjectTasks Reports Dashboards

Reports

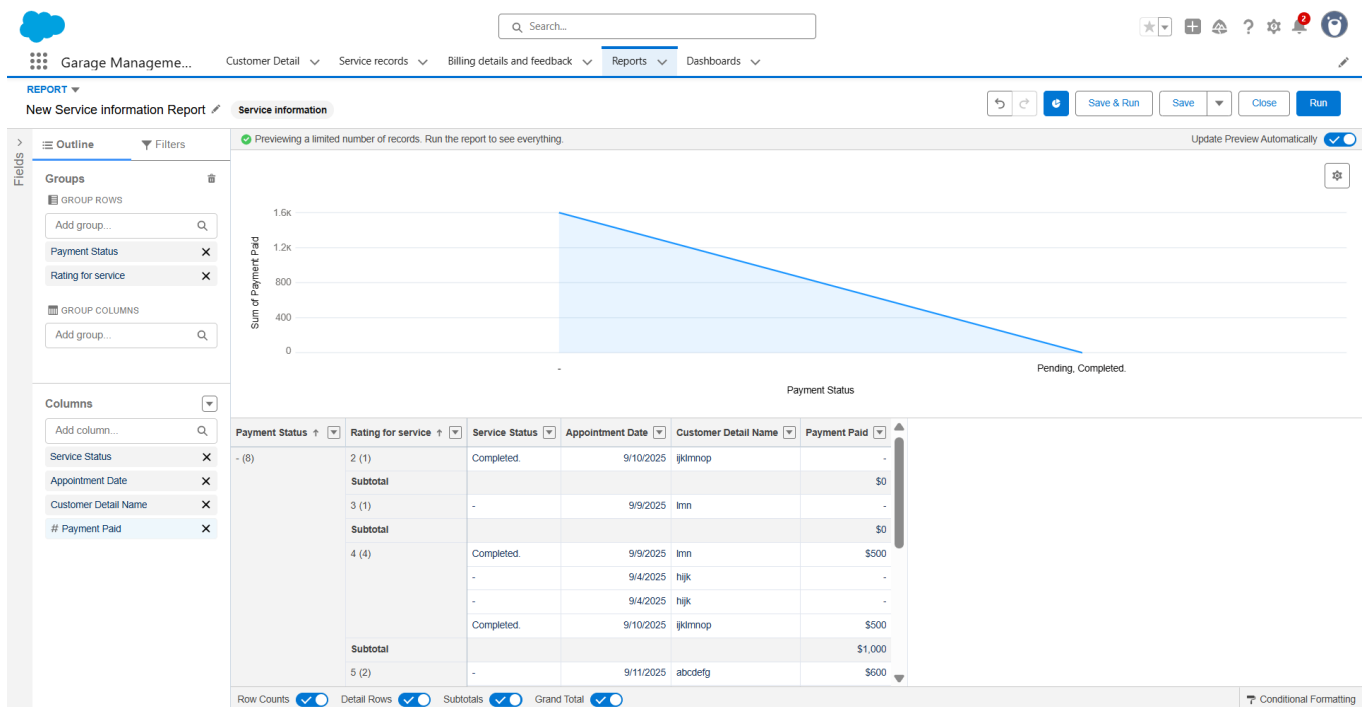
Recent

2 items

[New Report](#) [New Folder](#)

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Employee's working on projects report		Private Reports	Employee Project	5/6/2023, 9:33 am	
Created by Me	Assets assigned to Employees		Private Reports	Employee Project	5/6/2023, 9:36 am	
Private Reports						
Public Reports						
All Reports						

FOLDERS



Create Dashboard Folder

Create folder

* Folder Label

Service Rating

* Folder Unique Name

ServiceRating

Cancel

Save

Create Dashboard

New Dashboard

* Name
Customer review

Description

Folder
Service Rating

Select Folder

Cancel Create

Select Report

Reports

Recent

Created by Me

Private Reports

Public Reports

All Reports

Folders

Created by Me

Shared with Me

Select Report

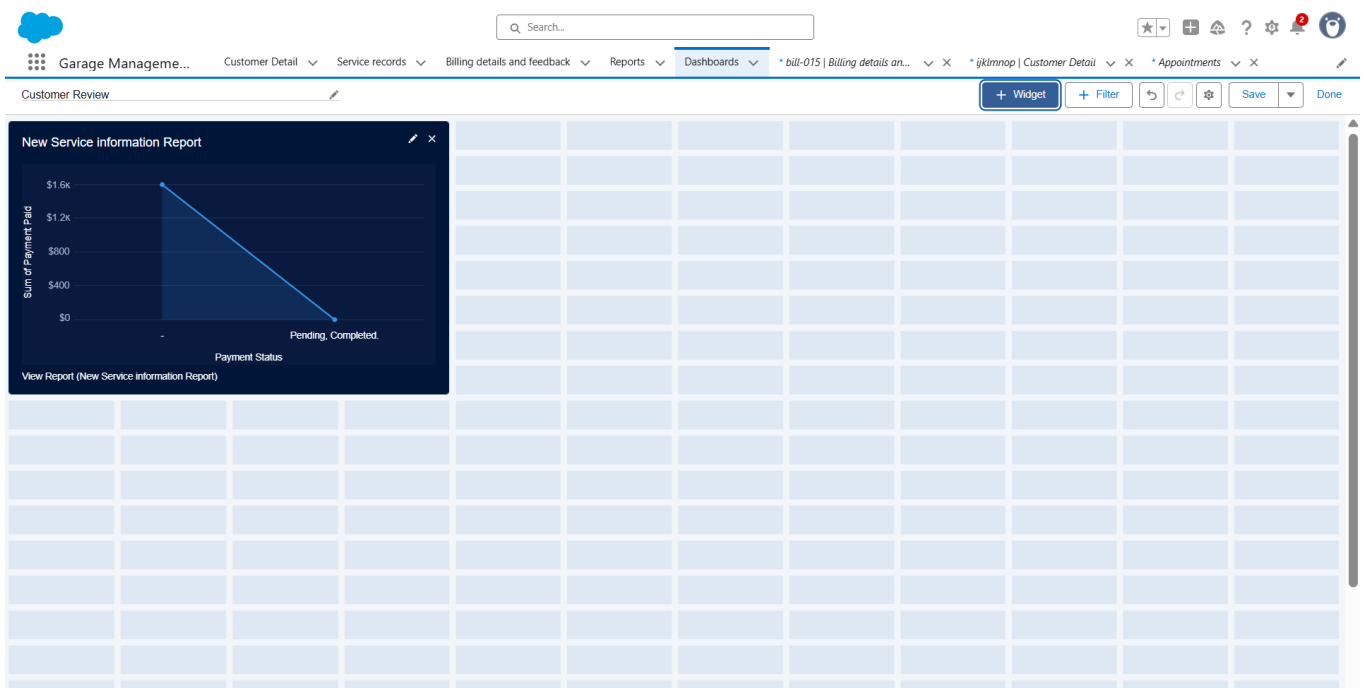
Search Reports and Folders...

Reports and Folders

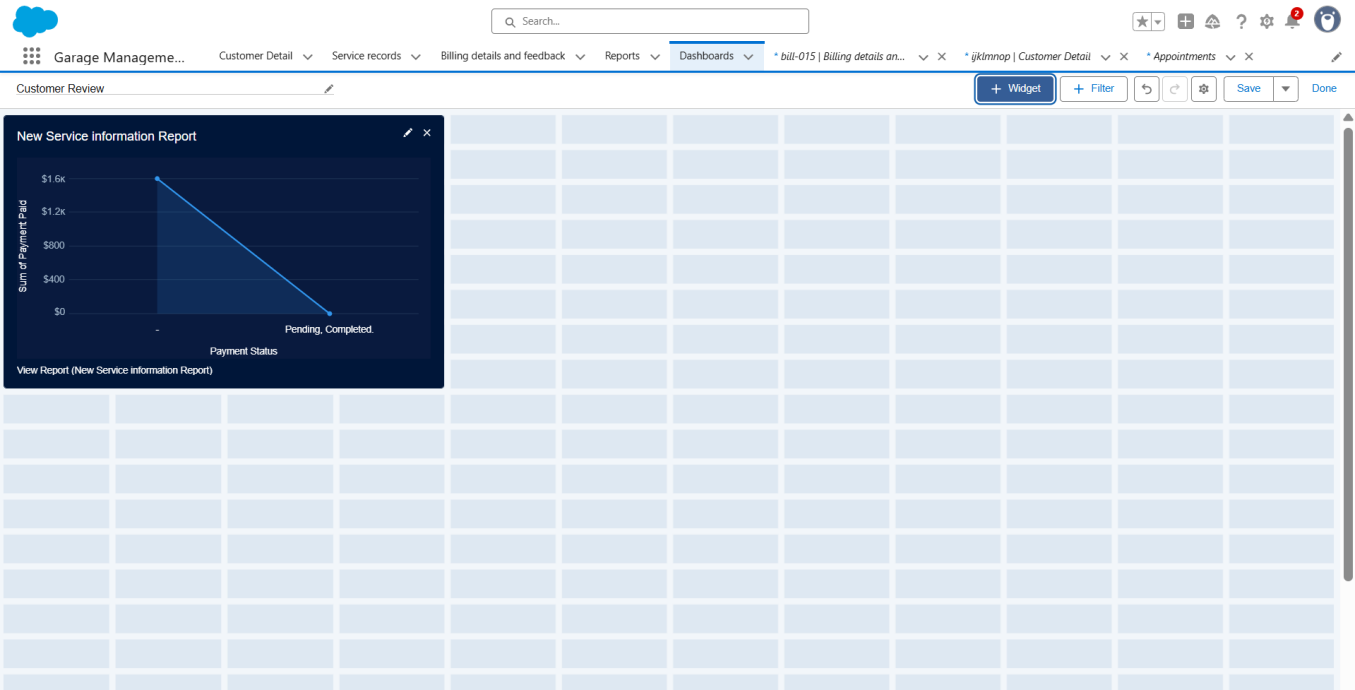
New Service Information Report
project 2 - 16-Oct-2023, 3:20 pm - Garage Management Folder

All Bot Sessions Last 30 days
Automated Process - 28-Aug-2023, 10:04 am - Einstein Bot Reports Summer '23

Cancel Select



FINAL OUTPUT



The screenshot displays a "Service records" page for a specific record labeled "ser-015". The page has a header with "Service records" and "ser-015", and buttons for "New Contact", "Edit", and "New Opportunity". The main content is divided into "Related" and "Details" sections. The "Details" section lists various attributes of the service record, including the owner's name, contact information, appointment details, and service status. The table below summarizes the data shown in the "Details" section.

Attribute	Value
Service records Name	ser-015
Owner	KANITHRA S
Phone number	
Gmail	skanithra6@gmail.com
Appointment	app-015
Quality Check Status	<input checked="" type="checkbox"/>
Service Status	Completed.
Created Date	10/18/2025
service date	10/18/2025
Created By	KANITHRA S, 9/13/2025, 9:04 AM
Last Modified By	KANITHRA S, 9/13/2025, 9:06 AM

ADVANTAGES & DISADVANTAGES

ADVANTAGES:

- **Streamlined operations** – Automates key tasks such as billing, service tracking, and inventory management.
- **Smarter decisions** – Offers real-time reports and dashboards for quick and informed decision-making.
- **Higher efficiency** – Boosts mechanic productivity and helps deliver better customer experiences.
- **Fewer mistakes** – Minimizes errors that often come with manual record keeping.
- **Flexible and scalable** – Easily customized and expanded within Salesforce to fit growing business needs.

DISADVANTAGES:

- **Technical expertise required** – Proper Salesforce setup and customization demand skilled resources.
- **Internet dependency** – The system cannot function offline, requiring stable connectivity.
- **Cost considerations** – Initial setup, licensing, and customization may involve significant expenses.
- **Training needs** – Staff must be trained to use the system effectively and take full advantage of its features

CONCLUSION

The Garage Management System in Salesforce offers a reliable and efficient way to handle everyday garage operations. By bringing together service tracking, inventory control, billing, and reporting in a single platform, it helps reduce manual work and ensures smoother workflows. While the system does require proper setup, investment, and staff training, the long-term benefits—such as higher productivity, improved accuracy, and greater customer satisfaction—make it a smart and future-ready solution for modern garage businesses.

APPENDIX

```
trigger [TriggerName] on [ObjectName] (before|after events) {  
  
    // Trigger logic goes here  
  
}  
  
trigger AmountDistribution on Appointment__c (before insert, before update)  
  
if ((Trigger.isBefore && Trigger.isInsert) || Trigger.isUpdate) {  
  
    AmountDistributionHandler.amountDist(Trigger.new);  
  
}
```


}

}