

# **Garage Management System**

**College Name:** Sri Ramakrishna College of Arts and Science For Women.

**College Code:** bru28

**TEAM ID:** NM2025TMID24118

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# 1. INTRODUCTION

## 1.1 Project Overview

The Garage Management System (GMS) is designed to optimize automotive repair operations by simplifying service management, enhancing efficiency, and strengthening customer relationships. With an intuitive interface and robust features, it ensures a seamless experience for both customers and staff, enabling garages to remain competitive in the market.

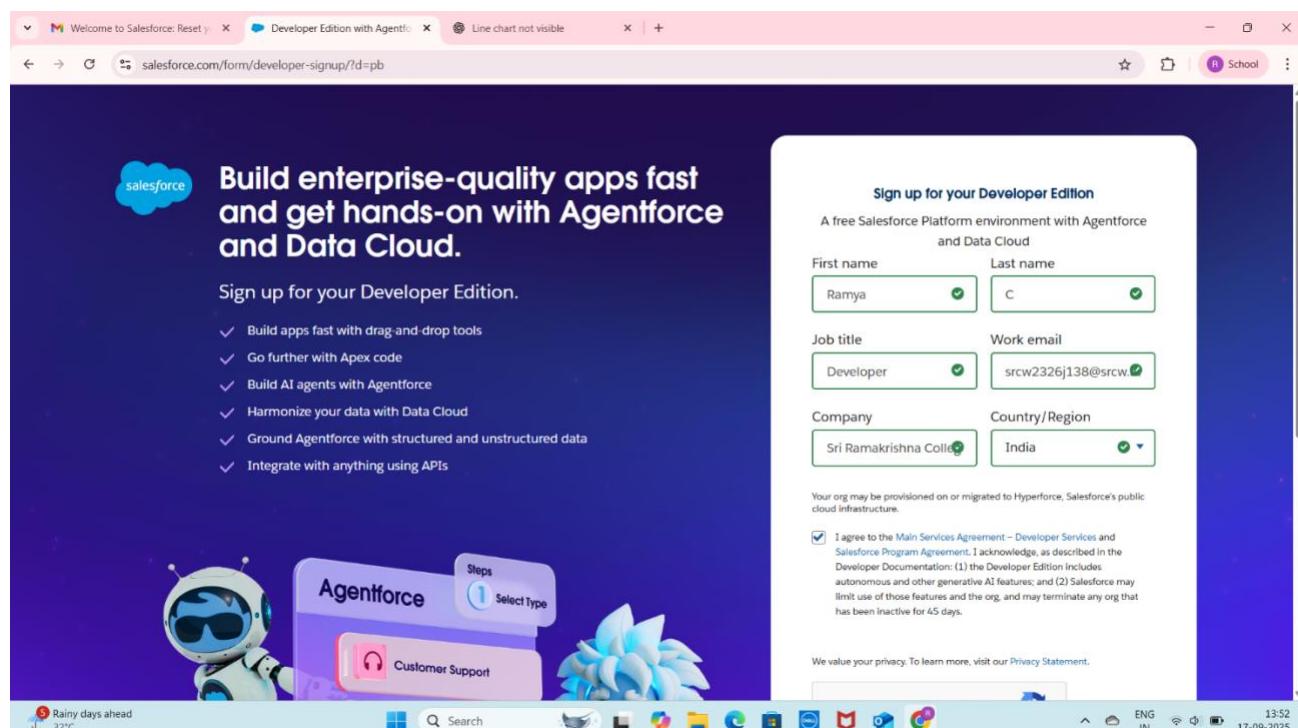
## 1.2 Purpose

The purpose of the Garage Management System (GMS) is to streamline operations in automotive repair facilities by providing a user-friendly, efficient platform that enhances service quality, improves workflow management, and strengthens customer relationships.

# 2. DEVELOPMENT PHASE

Creating Developer Account:

By using this URL - <https://naanmudhalvan.smartinternz.com>



- Created **Objects** : Customer Details, Appointments, Service records, Billing details and feedback.

The screenshot shows the Salesforce Setup interface under 'Object Manager'. The left sidebar lists various configuration options like Fields & Relationships, Page Layouts, and Record Types. The main 'Details' tab is selected for the 'Customer Details' object. The API Name is set to 'Customer\_Details\_c'. Other settings include Custom (checked), Singular Label ('Customer Details'), Plural Label ('Customer Details'), and several checkboxes for Reports, Activities, and Field History, all of which are checked. Deployment status is set to 'Deployed'.

The screenshot shows the Salesforce Setup interface under 'Object Manager'. The left sidebar lists various configuration options. The main 'Details' tab is selected for the 'Appointment' object. The API Name is set to 'Appointment\_c'. Other settings include Custom (checked), Singular Label ('Appointment'), Plural Label ('Appointments'), and several checkboxes for Reports, Activities, and Field History, all of which are checked. Deployment status is set to 'Deployed'.

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Billing details and feedback**

**Details**

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

**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

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Service records**

**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

**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

- Created Custom Tabs for all the Objects that has been Created.

**Custom Tabs**

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

**Custom Object Tabs**

No Custom Object Tabs have been defined.

**Web Tabs**

No Web Tabs have been defined.

**Visualforce Tabs**

No Visualforce Tabs have been defined.

**Lightning Component Tabs**

No Lightning component tabs have been defined.

**Lightning Page Tabs**

No Lightning Page Tabs have been defined.

Action	Label	Tab Style	Description
Edit   Del	Appointments	Alarm clock	
Edit   Del	Billing details and feedback	Boat	
Edit   Del	Customer Detail	Bell	
Edit   Del	Service records	Credit card	

**Web Tabs**

No Web Tabs have been defined.

**Visualforce Tabs**

No Visualforce Tabs have been defined.

- Developed Lightning App with relevant tabs.

The screenshot shows the "Lightning Experience App Manager" page within the Salesforce Setup. The left sidebar includes links for "Salesforce Mobile App", "Data", "Apps" (selected), "Connected Apps", "External Client Apps", and "Lightning Bolt". The main content area displays a table of 27 items, sorted by App Name. The columns include App Name, Developer Name, Description, Last Modified, App Type, and Vis... (Visible). Examples of listed apps include "Content", "Data Cloud", "Data Manager", "Digital Experiences", "Garage Management Application", "Lightning Usage App", "Marketing CRM Classic", "My Service Journey", "Platform", "Queue Management", "Sales", "Sales Cloud Mobile", and "Salesforce CRM Content".

### New Lightning App

#### 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 Name (1)  
Garage Management Application

\* Developer Name (1)  
Garage\_Management\_Application

Description (1)  
Enter a description...

##### App Branding

Image (1)

Primary Color Hex  
Value (1) #0070D2

Org Theme Options  
 Use the app's image and color instead of the org's custom theme

Next

## New Lightning App

### App Options

#### Navigation and Form Factor 1

##### \* Navigation Style

- Standard navigation
- Console navigation

##### \*Supported Form Factors

- Desktop and phone
- Desktop
- Phone

#### Setup and Personalization 1

##### Setup Experience

- Setup (full set of Setup options)
- Service Setup
- Data Cloud Setup

##### App Personalization Settings

- Disable end user personalization of nav items in this app
- Disable temporary tabs for items outside of this app
- Use Omni-Channel sidebar

Back

Next

## New Lightning App

### Utility Items (Desktop Only)

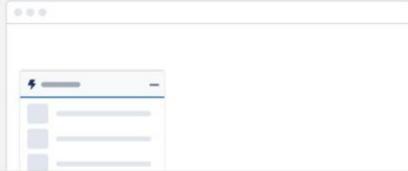
Give your users quick access to productivity tools and add background utility items to your app.

Add Utility Item

Utility Bar Alignment 1

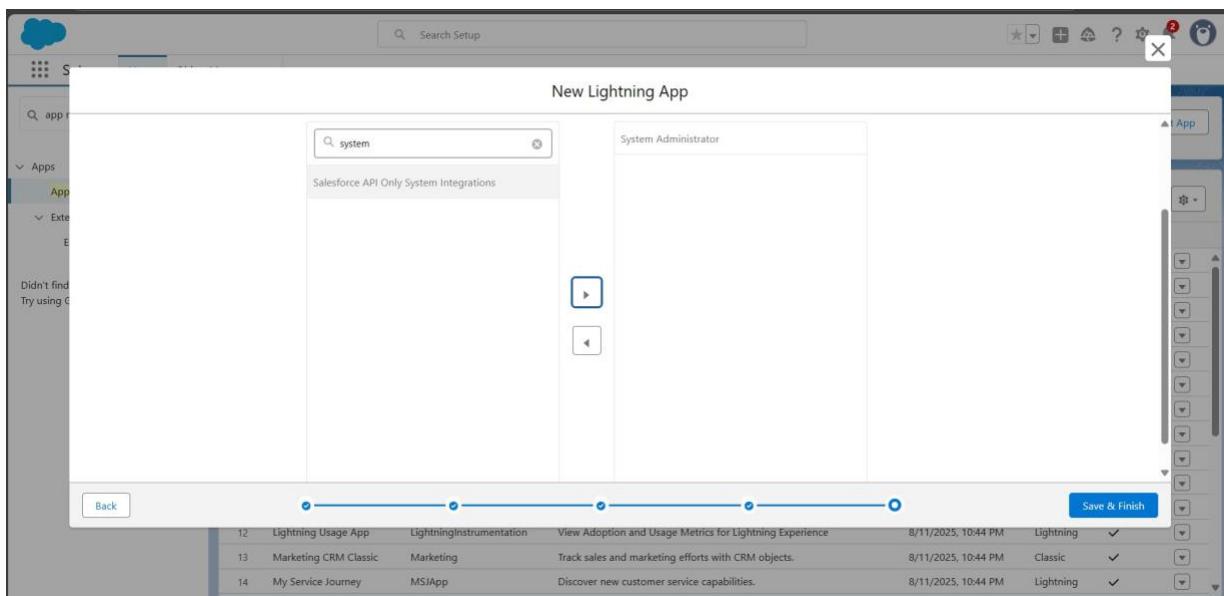
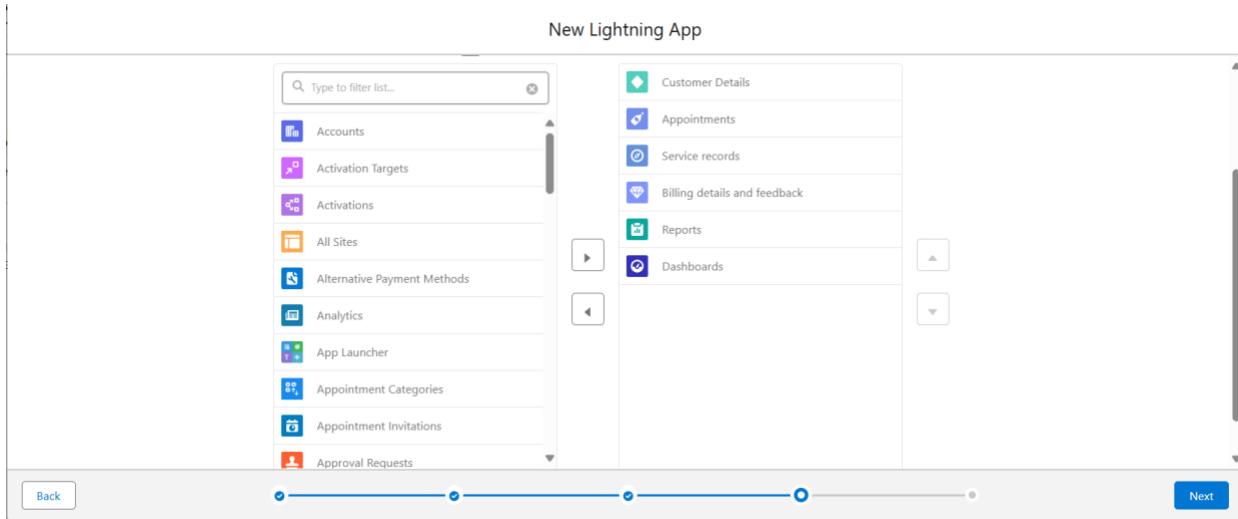
Default

The utility bar is a fixed footer that opens components in docked panels. Available only when the app is viewed in Lightning Experience on a desktop.



Back

Next



- Created **fields** for: Customer Details Object, Lookup, Checkbox, Date Fields, Currency, Text, Picklist, Formula and Service Records Object

The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. The page title is 'Customer Details'. On the left, there is a sidebar with various setup options like Details, Page Layouts, Lightning Record Pages, etc. The main content area is titled 'Fields & Relationships' and lists six items, sorted by Field Label. The table columns are FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Details Name	Name	Text(80)		✓
Gmail	Gmail__c	Email		▼
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone number	Phone_number__c	Phone		▼

The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. The page title is 'Appointment'. On the left, there is a sidebar with various setup options like Details, Page Layouts, Lightning Record Pages, etc. The main content area is titled 'Fields & Relationships' and lists five items, sorted by Field Label. The table columns are FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		▼
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

The screenshot shows the Salesforce Setup interface under the Object Manager. The left sidebar lists various object settings like Fields & Relationships, Page Layouts, and Buttons. The main pane displays the details for the 'Service records' object. The API Name is set to 'Service\_records\_\_c'. The singular label is 'Service records' and the plural label is also 'Service records'. Under the 'Details' tab, there are sections for Description, API Name, Custom, Singular Label, and Plural Label. On the right, there are buttons for Edit and Delete, and a list of deployment status and help settings.

The screenshot shows the Salesforce Setup interface under the Object Manager. The left sidebar lists various object settings. The main pane displays the 'Fields & Relationships' section for the 'Billing details and feedback' object. It shows five items: Billing details and feedback Name (Field Label), Name (Field Name), Auto Number (Data Type), CreatedBy (Controlling Field), and ✓ (Indexed). Other fields listed include Created By, Last Modified By, Owner, and Service records.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number	CreatedBy	✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Service records	Service_records__c	Lookup(Service records)		✓

SETUP > OBJECT MANAGER  
**Customer Details**

**Fields & Relationships**  
6 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Details Name	Name	Text(80)		✓
Gmail	Gmail__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone number	Phone_number__c	Phone		

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

SETUP > OBJECT MANAGER  
**Appointment**

**Fields & Relationships**  
9 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date/Time		
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		

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

SETUP > OBJECT MANAGER

## Service records

Fields & Relationships		Fields & Relationships				
		6 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Appointment	Appointment__c	Lookup(Appointment)		<input checked="" type="checkbox"/>
		Created By	CreatedById	Lookup(User)		<input type="checkbox"/>
		Last Modified By	LastModifiedById	Lookup(User)		<input type="checkbox"/>
		Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
		Quality Check Status	Quality_Check_Status__c	Checkbox		<input type="checkbox"/>
		Service records Name	Name	Auto Number		<input checked="" type="checkbox"/>

SETUP > OBJECT MANAGER

## Billing details and feedback

Fields & Relationships		Fields & Relationships				
		6 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Billing details and feedback Name	Name	Auto Number		<input checked="" type="checkbox"/>
		Created By	CreatedById	Lookup(User)		<input type="checkbox"/>
		Last Modified By	LastModifiedById	Lookup(User)		<input type="checkbox"/>
		Owner	OwnerId	Lookup(User,Group)		<input checked="" type="checkbox"/>
		Payment Paid	Payment_Paid__c	Currency(18, 0)		<input type="checkbox"/>
		Service records	Service_records__c	Lookup(Service records)		<input checked="" type="checkbox"/>



Fields & Relationships				
7 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedBy	Lookup(User)		▼
Last Modified By	LastModifiedBy	Lookup(User)		▼
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		▼
Rating for service	Rating_for_service__c	Text(1)		▼
Service records	Service_records__c	Lookup(Service records)		✓



Setup Home Object Manager ▾

SETUP > OBJECT MANAGER  
**Service records**

Fields & Relationships				
7 Items, Sorted by Field Label				
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 records Name	Name	Auto Number		✓
Service Status	Service_Status_c	Picklist		▼

Setup > OBJECT MANAGER

### Billing details and feedback

Fields & Relationships				
8 Items, Sorted by Field Label				
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Billing details and feedback Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Payment Status	Payment_Status__c	Picklist		
Rating for service	Rating_for_service__c	Text(1)		
Service records	Service_records__c	Lookup(Service records)		✓

Setup > OBJECT MANAGER

### Service records

Fields & Relationships				
8 Items, Sorted by Field Label				
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		

- Created the **Validation rule** for: Appointment object, Billing Details and Feedback objects.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes tabs for Home, Object Manager, and a search bar. Below the navigation is a sidebar with links to various setup features like Details, Fields & Relationships, Page Layouts, and Lightning Record Pages. The main content area is titled "Validation Rules" under "Billing details and feedback". It displays one item: "rating\_should\_be\_less\_than\_5" with an active status, modified by "ramya c" on 9/10/2025 at 1:01 AM. The error location is "Rating for service" and the message is "rating should be from 1 to 5". A "New" button is visible in the top right corner of the list view.

This screenshot shows the detailed view of the validation rule "rating\_should\_be\_less\_than\_5" for the "Billing details and feedback" object. The page title is "Billing details and feedback Validation Rule". The "Validation Rule Detail" section shows the following configuration:

Field	Value
Rule Name	rating_should_be_less_than_5
Error Condition Formula	NOT( REGEX( Rating_for_service__c , '[1-5][!1]' ))
Error Message	rating should be from 1 to 5
Description	
Created By	Laavanya_K, 9/5/2025, 3:59 PM
Active	✓
Error Location	Rating for service
Modified By	Laavanya_K, 9/5/2025, 3:59 PM

The left sidebar contains the same list of setup features as the previous screenshot. A "Help for this Page" link is located in the top right corner of the main content area.

- Create **duplicate rules** to Customer details Object for: Matching and Duplicate.

The screenshot shows the Salesforce Setup interface under the Matching Rules section. A matching rule named "Matching customer details" is displayed. The rule is set for the "Customer Details" object and uses the criteria "(Customer Details: Gmail EXACT MatchBlank = FALSE) AND (Customer Details: Phone\_number EXACT MatchBlank = FALSE)". It was created by Laavanya K on 9/5/2025, 4:08 PM and modified by the same user on 9/5/2025, 4:09 PM.

The screenshot shows the Salesforce Setup interface under the Duplicate Rules section. A duplicate rule named "Customer Detail duplicate" is displayed. The rule is set for the "Customer Details" object and uses the criteria "(Customer Details: Gmail EXACT MatchBlank = FALSE) AND (Customer Details: Phone\_number EXACT MatchBlank = FALSE)". It was created by Laavanya K on 9/5/2025, 4:20 PM and modified by the same user on 9/5/2025, 4:20 PM.

- Created Profiles for: Manager and Sales Person.

The screenshot shows the Salesforce Setup interface with the following details:

- Profile Name:** Manager
- User License:** Salesforce
- Description:** Created by ramya.c on 9/10/2025, 9:44 AM
- Modified By:** ramya.c on 9/16/2025, 3:56 AM
- Page Layouts:**
  - Standard Object Layouts:
 

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

The screenshot shows the Salesforce Setup interface with the following details:

- Profile Name:** Standard User
- User License:** Salesforce
- Description:** Created by salesforce.com, inc. on 8/31/2025, 4:37 PM
- Modified By:** Laavanya.K on 9/5/2025, 7:18 PM
- Page Layouts:**
  - Standard Object Layouts:
 

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

- Created Roles and Role Hierarchy for: Manager and Another.

The screenshot shows the Salesforce Setup Roles page. On the left, there's a sidebar with a search bar and sections for Users (Roles is selected), Feature Settings, Sales, Service, and Case Teams. The main area is titled "Role Edit Manager". It contains fields for Label ("Manager"), Role Name ("Manager"), and "This role reports to" ("CEO"). There's also a field for "Role Name as displayed on reports" which is empty. At the bottom are "Save", "Save & New", and "Cancel" buttons. A help link "Help for this Page" is in the top right corner.

This screenshot shows the same Salesforce Setup Roles page, but the role being edited is now "sales person". The fields are identical to the "Manager" role: Label ("sales person"), Role Name ("sales\_person"), and "This role reports to" ("Manager"). The "Role Name as displayed on reports" field is also empty. The "Help for this Page" link is visible in the top right.

## ● Created Users and Another user.

**User Detail**

Name	Niklaus Mikaelson	Role	Manager
Alias	nmika	User License	Salesforce
Email	shabsut786@gmail.com [Verify]	Profile	Manager
Username	ramya@19.com	Active	<input checked="" type="checkbox"/>
Nickname	nk	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (United States)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<input type="checkbox"/> View
Delegated Approver		Data.com User Type	<input type="checkbox"/> <a href="#">Edit</a>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/> <a href="#">Edit</a>
Receive Approval Request Emails	Only if I am an approver	Debug Mode	<input type="checkbox"/> <a href="#">Edit</a>
Federation ID		Hints	<input type="checkbox"/> <a href="#">Edit</a>

**All Users**

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> <a href="#">Edit</a>	c_ramya	src	srcw2326138803@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> <a href="#">Edit</a>	Chatter Expert	Chatter	chatty.00dg00000afq9uab.dpycgbu4vx@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/> <a href="#">Edit</a>	EPIC_OrgFarm	QEPIC	epic_a98c47df05e6@orgfarm_salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> <a href="#">Edit</a>	george_jill	jil	shabsut786@gmail.com	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/> <a href="#">Edit</a>	Mikaelson_Niklaus	nmika	ramya@19.com	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/> <a href="#">Edit</a>	sweet_privy	pswee	privy@sweet.com	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/> <a href="#">Edit</a>	User_Integration	Integ	Integration@00dg00000afq9uab.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/> <a href="#">Edit</a>	User_Security	sec	Insightssecurity@00dg00000afq9uab.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

- Created new Public Groups.

The screenshot shows the Salesforce Setup interface with the following details:

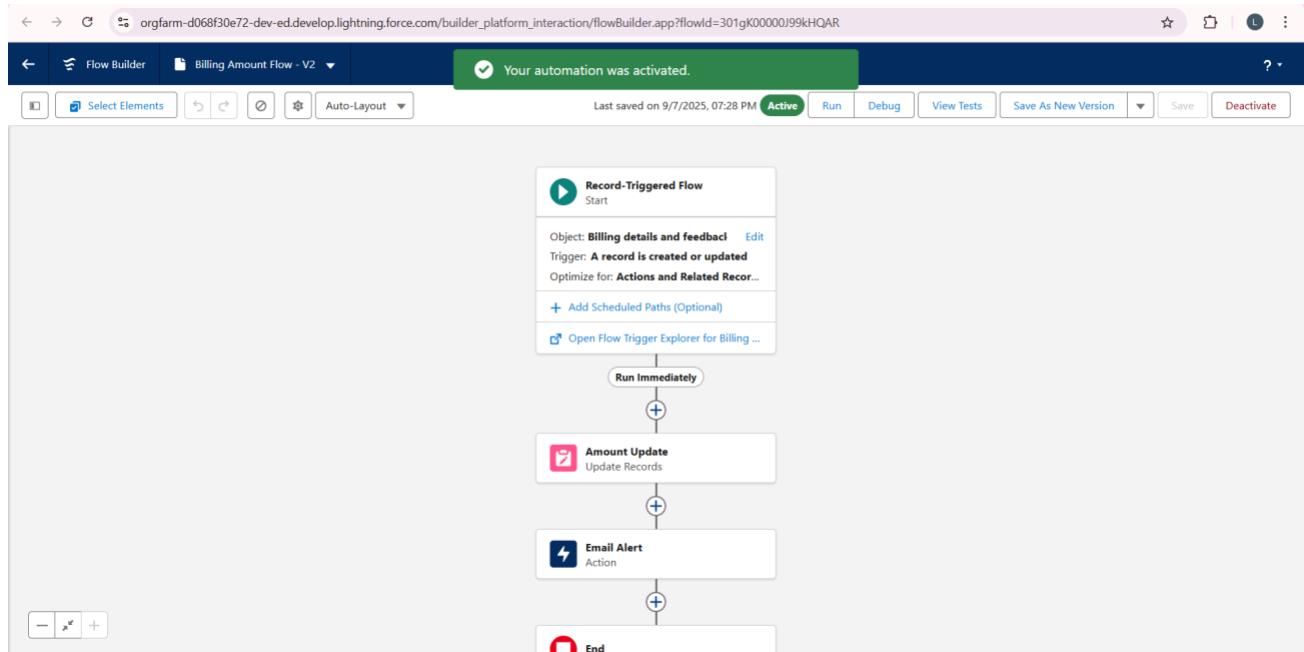
- Page Header:** orgfarm-d068f30e72-dev-ed.develop.lightning.force.com/lightning/setup/PublicGroups/page?address=%2Fsetup%2Fown%2Fgroupedit.jsp%3Fid%3D00GgK000004RGCr%26retURL%3D%252F...
- Left Navigation Bar:** Shows sections like Users, Feature Settings, Company Settings, and Company Calendars and Resources. The "Public Groups" option is selected.
- Central Content Area:**
  - Group Information:** A modal window titled "Public Groups". It contains fields for "Label" (set to "sales team") and "Group Name" (set to "sales\_team"). There is also a checkbox for "Grant Access Using Hierarchies" which is checked.
  - Members:** A grid showing "Available Members" (empty) and "Selected Members" (one member: "Role: sales person"). Buttons for "Add" and "Remove" are present between the two columns.

- Created the Sharing Setting.

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** orgfarm-d068f30e72-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/page?address=%2Fsetup%2Fown%2FshareRule.jsp%3Fid%3D02egK000001fyz%26entity%3Da02%2... Help for this Page ?
- Left Navigation Bar:** Shows sections like Security, Guest User Sharing Rule Access Report, and Sharing Settings. The "Sharing Settings" option is selected.
- Central Content Area:**
  - Sharing Rule Details:** A modal window titled "Sharing Settings". It shows a "Service records Sharing Rule" section with the following configuration:
    - Label:** Sharing setting
    - Rule Name:** Sharing\_setting
    - Description:** (empty)
    - Share with:** Role: sales person, Role: Manager
    - Access Level:** Read/Write
    - Created By:** Laavanya.K, 9/5/2025, 6:47 PM

- Created Flow - Billing amount flow.



The screenshot shows the Flows page in the Salesforce Setup interface with the following details:

- Section:** Flows
- Buttons:** Flow Trigger Explorer, New Flow
- Table Headers:** Flow Label, Process Type, Active, Temp..., Package State, Packa..., Last Mo..., Last Modified D...
- Table Data:**

Flow Label	Process Type	Active	Temp...	Package State	Packa...	Last Mo...	Last Modified D...
Reset Password	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Reship Order Flow	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Return Item Flow	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Review Approval Request	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
RMA Create Credit Memo and Ensure Refunds Flow	Autolaunched Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
RMA Return Items	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Send Appointment Invitation to Actionable List Mem...	Salesforce Scheduler Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Set Payment Rates	Salesforce Scheduler Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Update Service Status	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unmanaged	Laavanya K	9/5/2025, 8:29 PM	
Verify Identity	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Voice Calls Routed to Agents and Queues	Omni-Channel Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Voice Calls Routed to Basic Queue with Case Creation	Omni-Channel Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			

- Developed **Apex Triggers:**  
Created Apex Class called AmountDistributionHandler.

The screenshot shows the Salesforce IDE interface with the following details:

- Header:** orgfarm-d068f30e72-dev-ed.develop.my.salesforce.com/\_ui/common/apex/debug/ApexCSIPage
- Menus:** File, Edit, Debug, Test, Workspace, Help
- Toolbar:** Code Coverage: None, API Version: 64, Go To
- Code Editor:** The file is named AmountDistributionHandler.apxc. The code implements a static method amountDist that takes a list of Appointment\_\_c objects and adds a Service\_Amount\_\_c field to each. The logic checks if Maintenance\_service\_\_c, Repairs\_\_c, and Replacement\_Parts\_\_c are true, setting the service amount to 10000.

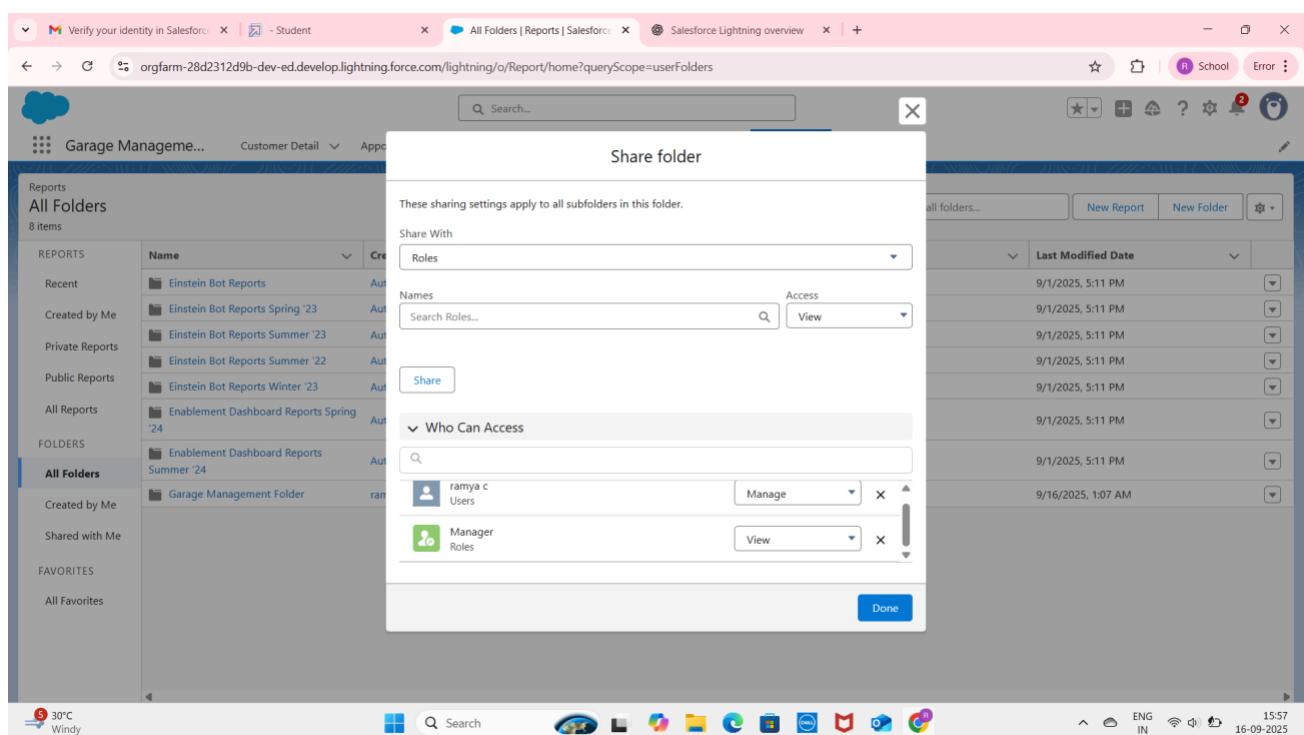
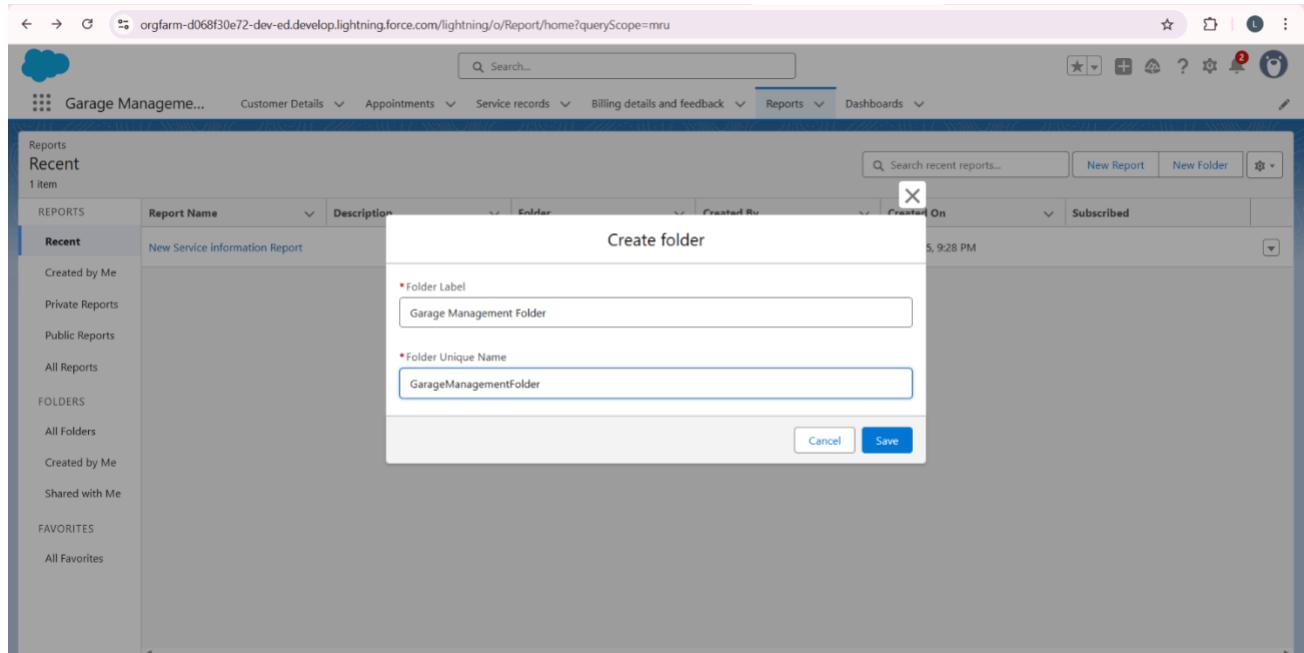
```
1 public class AmountDistributionHandler {  
2  
3  
4  
5     public static void amountDist(list<Appointment__c> listApp){  
6  
7         list<Service_records__c> serList = new list <Service_records__c>();  
8  
9  
10        for(Appointment__c app : listApp){  
11            if(app.Maintenance_service__c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

- Bottom Navigation:** Logs, Tests, Checkpoints, Query Editor, View State, Progress, Problems (highlighted in orange)
- Bottom Filter:** Name, Line, Problem

Created an Apex trigger called AmountDistribution.

```
trigger AmountDistribution on Appointment__c (before insert, before update) {
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate){
        AmountDistributionHandler.amountDist(trigger.new);
    }
}
```

- Created Report folders, Report type, Report and shared Report folder.



CustomReportTypeLightning/070gk000005PvJZQAO/edit?setup\_step=object&setup\_origin=detail

**Setup** Home Object Manager

Search Setup

report types

Feature Settings

- Analytics
- Reports & Dashboards
- Report Types**

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

## 2 Define Report Records Set

Select related objects to define which records are included in reports using this report type.

**A Customer Details**  
Primary Object

**B Appointments**  
A to B Relationship:  
 Each "A" record must have at least one related "B" record.  
 "A" records may or may not have related "B" records.

**C Service records**  
B to C Relationship:  
 Each "B" record must have at least one related "C" record.  
 "B" records may or may not have related "C" records.

**D Billing details and feedback**

Cancel Save

Verify your identity in Salesforce - Student

All Folders | Reports | Salesforce | Report Types | Salesforce | Salesforce Lightning overview

Search Setup

report

Feature Settings

- Analytics
- Reports & Dashboards
  - Access Policies
  - Historical Trending
  - Report Types**
  - Reporting Snapshots
  - Reports and Dashboards
  - Settings
- Security

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

## update information for the custom report type

**Details**

Display Label	Service information
API Name	Service_information
Description	Service information
Created By	ramya c, 9/16/25, 4:02 PM
Store in Category	other
Deployment	Deployed
Modified By	ramya c, 9/16/25, 4:03 PM

**Object Relationships**

Customer Detail (A)

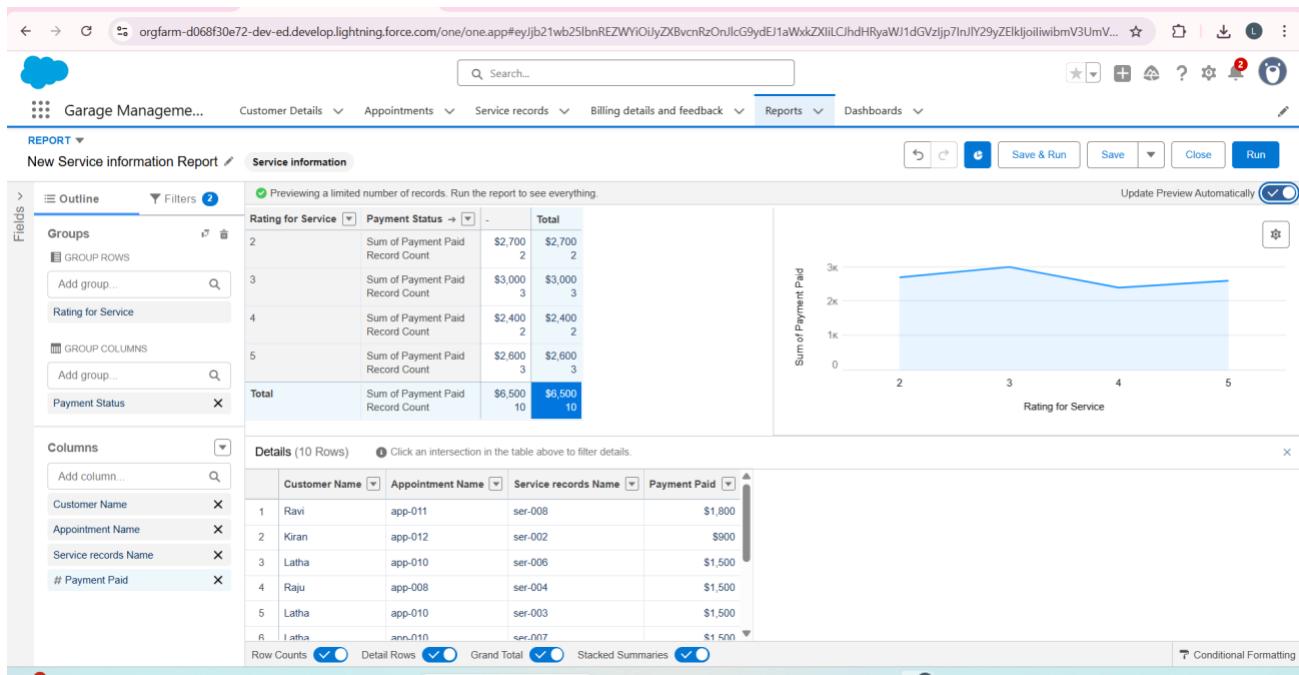
- with at least one related record from Appointments (B)
- with at least one related record from Service records (C)
- with at least one related record from Billing details and feedback (D)

Fields

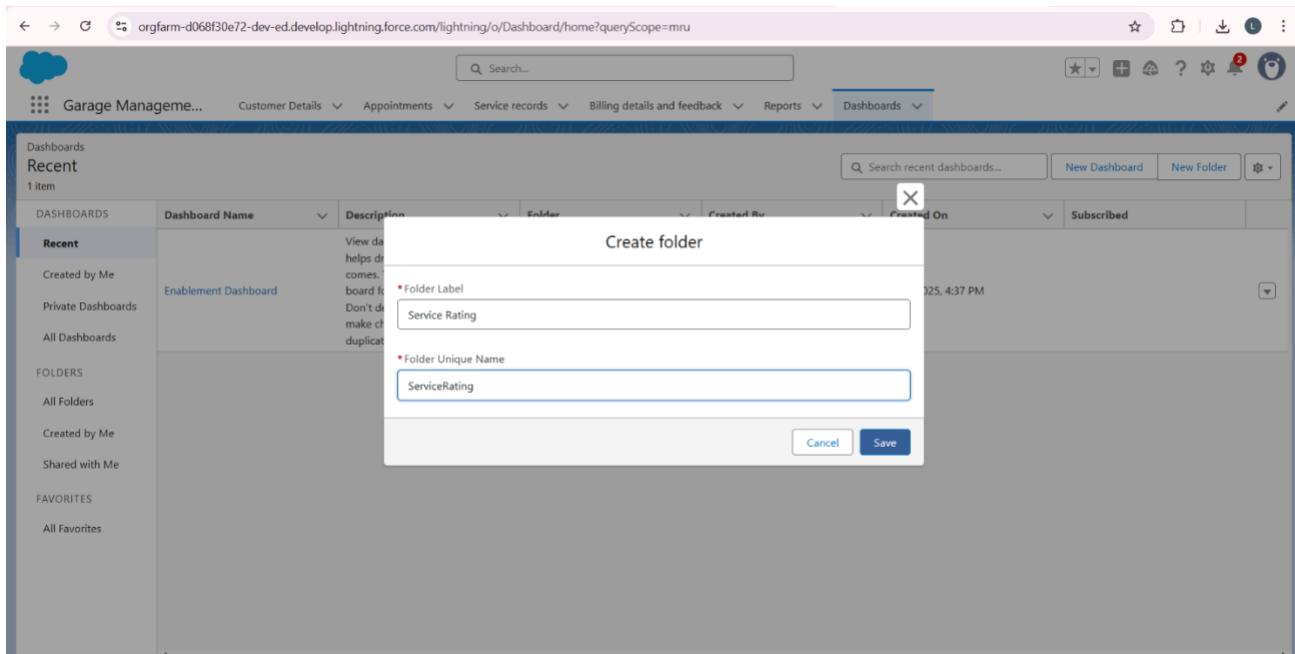
Source Object	Included Fields
Customer Detail	10
Appointments	14
Service records	10
Billing details and feedback	0

30°C Windy

ENG IN 16:03 16-09-2025



- Created Dashboards and Dashboard folders.



Salesforce Lightning overview

Verify your identity in Salesforce - Student

All Folders | Reports | Salesforce

orgfarm-28d2312d9b-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=userFolders

Share folder

These sharing settings apply to all subfolders in this folder.

Share With:

- Roles
- Names

Who Can Access:

- ramya c (Users)
- Manager Roles

Done

Garage Management System

Customer Detail App

Reports All Folders 8 items

RECENT REPORTS

- Recent
- Created by Me
- Private Reports
- Public Reports
- All Reports

FOLDERS

- All Folders
- Created by Me
- Shared with Me

FAVORITES

- All Favorites

30°C Windy

Search

New Report New Folder

Last Modified Date

9/1/2025, 5:11 PM

9/16/2025, 1:07 AM

ENG IN 15:57 16-09-2025

Welcome to Salesforce: Reset your password

All Folders | Dashboards | Sales| Users | Salesforce

orgfarm-28d2312d9b-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home?queryScope=userFolders

Garage Management System

Customer Detail App

Dashboards All Folders 3 items

DASHBOARDS

- Recent
- Created by Me
- Private Dashboards
- All Dashboards

FOLDERS

- All Folders
- Created by Me
- Shared with Me

FAVORITES

- All Favorites

Rain coming 2:38 pm

Search

New Dashboard New Folder

Last Modified By

9/1/2025, 5:11 PM

9/1/2025, 5:11 PM

9/17/2025, 1:06 AM

ramya c

14:32 ENG IN 17-09-2025

Welcome to Salesforce: Reset your password

Customer review | Salesforce

- Student

Garage Management Folder | Line chart not visible

orgfarm-28d2312d9b-dev-ed.lightning.force.com/lightning/r/Dashboard/01ZgL000003rLEHUA2/view?queryScope=userFolders

Garage Management...

Customer Detail Appointments Service records Billing details and feedback Reports Dashboards

Customer review

Add Widget

X-Axis Range: Automatic

Decimal Places: Automatic

Sort By: Rating for Service

Then Sort By: Payment Status

Custom Link:

Max Groups Displayed: 100

Preview: New Service information Report

Sum of Payment Paid

Payment Status

\$0 \$5k \$10k \$15k

Rating for Service

View Report (New Service information Report)

Cancel Add

31°C Partly sunny

Search

ENG IN 13:41 17-09-2025

Welcome to Salesforce: Reset your password

New Service information Report

- Student

Line chart not visible

orgfarm-28d2312d9b-dev-ed.lightning.force.com/lightning/r/Report/00OgL000005BLizUAG/view

Garage Management...

Customer Detail Appointments Service records Billing details and feedback Reports Dashboards

Report: Service information

### New Service information Report

Total Records: 10 Total Payment Paid: \$15,300

Sum of Payment Paid

Rating for Service

15k

16k  
12k  
8k  
4k  
0

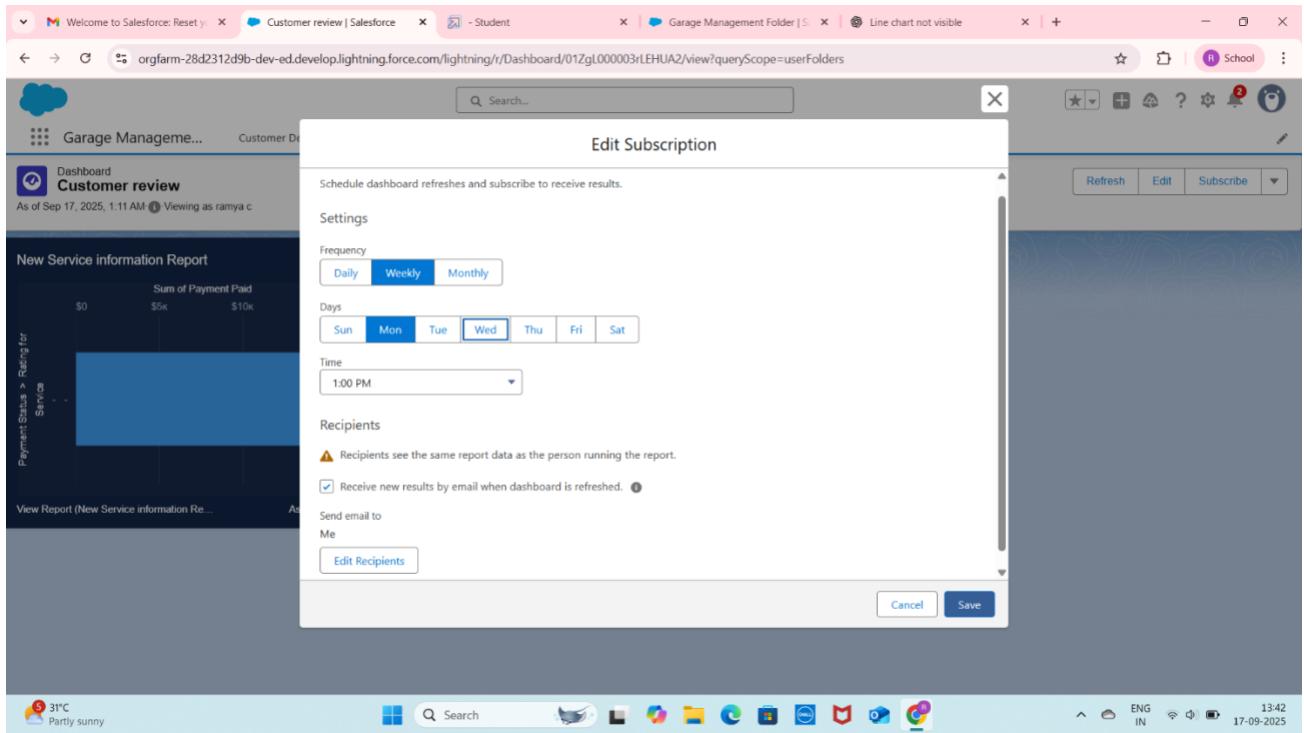
Rating for Service	Payment Status	Customer Detail Name	Appointment Date	Payment Paid	Service Status
- (10)	- (10)	Alex	9/25/2025	\$3,200	Completed

Row Counts: Detail Rows: Subtotals: Grand Total:

31°C Partly sunny

Search

ENG IN 13:41 17-09-2025



### 3. ADVANTAGES & DISADVANTAGES

#### Advantages of Garage Management System:

- **Centralized Data Management** – All customer, vehicle, and service records are stored in one place, improving accessibility and reducing data duplication.
- **Improved Customer Experience** – Automated service reminders, transparent billing, and quick updates enhance customer trust and satisfaction.
- **Operational Efficiency** – Streamlines job scheduling, inventory tracking, and billing, reducing manual effort and errors.
- **Scalability** – Built on Salesforce, the system can easily expand with additional modules or features as the business grows.

- **Integration Capabilities** – Seamlessly integrates with CRM, payment systems, and other Salesforce apps for smooth workflows.
- **Analytics & Reporting** – Real-time dashboards and reports help managers track performance, revenue, and customer trends.

#### **Disadvantages of Garage Management System:**

- **Cost of Implementation** – Licensing, customization, and ongoing Salesforce subscription costs may be high for small garages.
- **Learning Curve** – Staff may require training to adapt to Salesforce's interface and features.
- **Customization Dependency** – Advanced requirements often need Salesforce developers/consultants, increasing dependency.
- **Internet Reliance** – Being a cloud-based system, uninterrupted internet is essential for smooth operations.
- **Overhead for Small Businesses** – Smaller repair shops may find the system more complex than needed for basic operations.

---

## **4. CONCLUSION**

The Garage Management System streamlines operations, enhances customer satisfaction, and supports business growth, making it a reliable solution for modern automotive repair facilities.

---

# 5. RESULTS

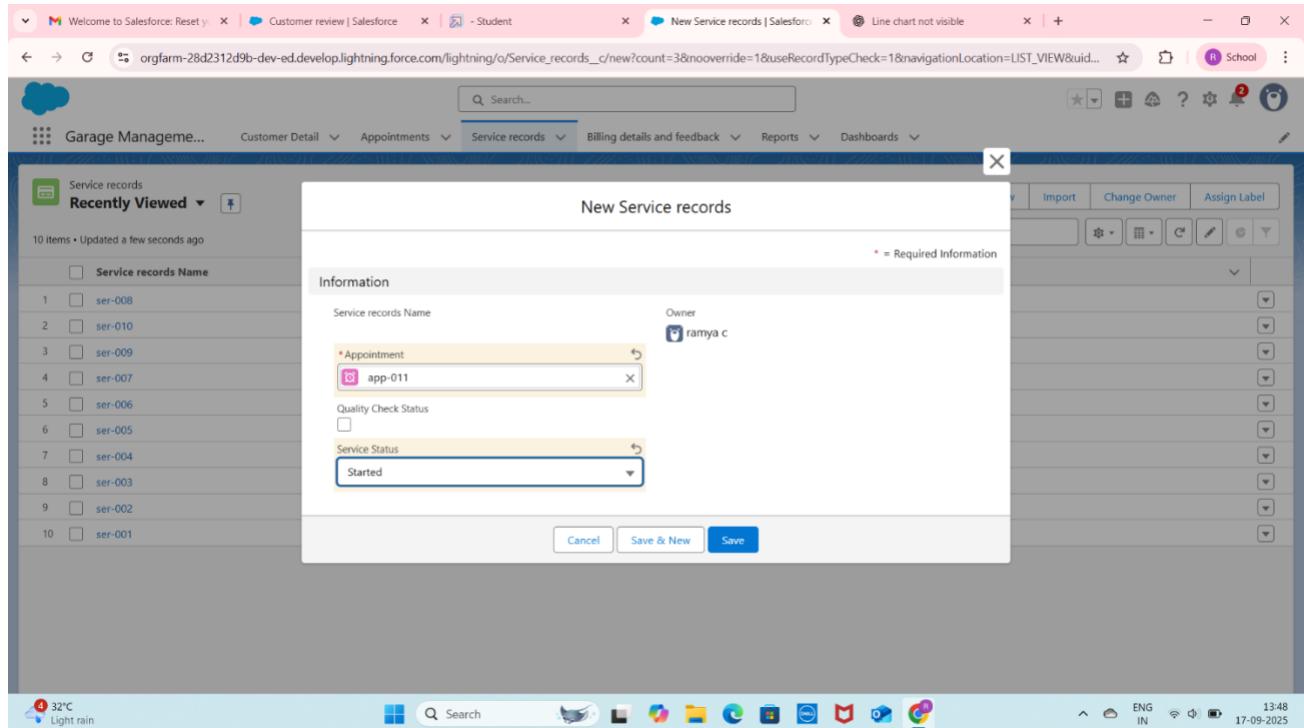
## Output Screenshots:

The screenshot shows the Salesforce Home page. At the top, there's a search bar and a navigation bar with links like Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, and More. A blue cloud icon is in the top-left corner. On the left, the App Launcher is open, showing the "Garage Management Application" under Apps. It also lists several items: Capability Navigator, Data Use Legal Basis, Engagement Channel Types, Legal Entities, Payment Gateway Logs, and View More. Below the launcher, there are several dashboard cards: "Plan My Accounts" (0 Accounts, 0 Upcoming Activity, 0 Past Activity, 0 No Activity), "Grow Relationships" (0 Contacts, 0 Upcoming Activity, 0 Past Activity, 0 No Activity), "Build Pipeline" (Leads owned by me and created in the last 30 days, 0 Upcoming Activity), "My Goals" (Set personal weekly or monthly goals for emails, calls, and meetings), and "Today's Events" (represented by a small chart). A "To Do List" button is at the bottom left.

This screenshot shows the Garage Management application within the Salesforce environment. The top navigation bar includes links for Customer Detail, Appointments, Service records, Billing details and feedback, Reports, and Dashboards. A "New Customer Detail" modal window is open in the center. The modal has fields for "Customer Detail Name" (Mac), "Phone number" (5678765567), and "Gmail" (mac@gmail.com). It also shows the "Owner" as ramya c. The modal has "Cancel", "Save & New", and "Save" buttons. To the left of the modal, a "Recently Viewed" list shows 10 items: Riya, Ron, Alia, Neha, Emma, Raj, Sara, Aman, Alex, and John Smith. The bottom of the screen shows the Windows taskbar with various pinned icons and the date/time (17-09-2025).

The screenshot shows a Salesforce Lightning interface for a "Garage Management" application. A modal window titled "Customer Detail" is open, prompting for appointment details. The "Appointment Name" field contains "Mac". Under "Maintenance service", "Repairs" is selected. The "Appointment Date" is set to "1/11/2025". The "Vehicle number plate" field contains "TS30EU0443". The "Service Amount" and "Payment Paid" fields are empty. The "Rating for Service" dropdown is set to "-None--". The "Payment Status" dropdown is also empty. At the bottom of the modal are "Cancel", "Save & New", and "Save" buttons. The background shows a list of "Recently Viewed" appointments, all labeled "app-001" through "app-010". The system status bar at the bottom indicates "31°C Partly sunny" and the date "17-09-2025".

The screenshot shows a Salesforce Lightning interface for a "Garage Management" application. A modal window titled "Service records" is open, displaying details for "ser-011". The "Service records Name" is "ser-011". The "Appointment" is linked to "app-011". The "Quality Check Status" is marked as "In effect". The "Service Status" is "Started". The "service date" is "9/17/2025". The "Created By" is "ramya.c." on "9/17/2025, 1:18 AM". The "Last Modified By" is also "ramya.c." on "9/17/2025, 1:18 AM". The modal includes "New Contact", "Edit", and "New Opportunity" buttons. The background shows a navigation bar with tabs like "Customer Detail", "Appointments", "Service records", "Billing details and feedback", "Reports", and "Dashboards". The system status bar at the bottom indicates "Rain warning" and the date "17-09-2025".



Welcome to Salesforce: Reset your password

Customer review | Salesforce - Student

ser-011 | Service records | Sales

Line chart not visible

Search...

Garage Management...

Customer Detail Appointments Service records Billing details and feedback Reports Dashboards

Service records ser-011

Service records "ser-011" was saved.

New Contact Edit New Opportunity

Related Details

Service records Name: ser-011

Owner: ramya.c

Appointment: app-011

Quality Check Status:

Service Status: Completed

Service date: 9/17/2025

Created By: ramya.c, 9/17/2025, 1:18 AM

Last Modified By: ramya.c, 9/17/2025, 1:19 AM

Rain warning In effect

Search

13:49 17-09-2025

## 6. APPENDIX

- Source Code: Provided in Apex Classes and Triggers

### **To create apex class (AmountDistributionHandler)**

```
public class AmountDistributionHandler {  
  
    public static void amountDist(list<Appointment__c> listApp){  
  
        list<Service_records_c> serList = new list <Service_records_c>();  
  
        for(Appointment__c app : listApp){  
  
            if(app.Maintenance_service_c == true && app.Repairs_c == true &&  
app.Replacement_Parts_c == true){  
  
                app.Service_Amount__c = 10000;  
  
            }  
  
            else if(app.Maintenance_service_c == true && app.Repairs_c ==  
true){  
  
                app.Service_Amount__c = 5000;  
  
            }  
  
            else if(app.Maintenance_service_c == true &&  
app.Replacement_Parts_c == true){  
  
                app.Service_Amount__c = 8000;  
  
            }  
        }  
    }  
}
```

```
else if(app.Repairs_c == true && app.Replacement_Parts_c ==  
true){  
  
    app.Service_Amount__c = 7000;  
  
}  
  
else if(app.Maintenance_service__c == true){  
  
    app.Service_Amount__c = 2000;  
  
}  
  
else if(app.Repairs_c == true){  
  
    app.Service_Amount__c = 3000;  
  
}  
  
else if(app.Replacement_Parts_c == true){  
  
    app.Service_Amount__c = 5000;  
  
}  
  
}  
  
}
```

### **AmountDistribution - Apex Trigger:**

```
trigger AmountDistribution on Appointment__c (before insert, before  
update) {  
  
    if(trigger.isbefore && trigger.isinsert || trigger.isupdate){  
  
        AmountDistributionHandler.amountDist(trigger.new);  
  
    }  
  
}
```

---