

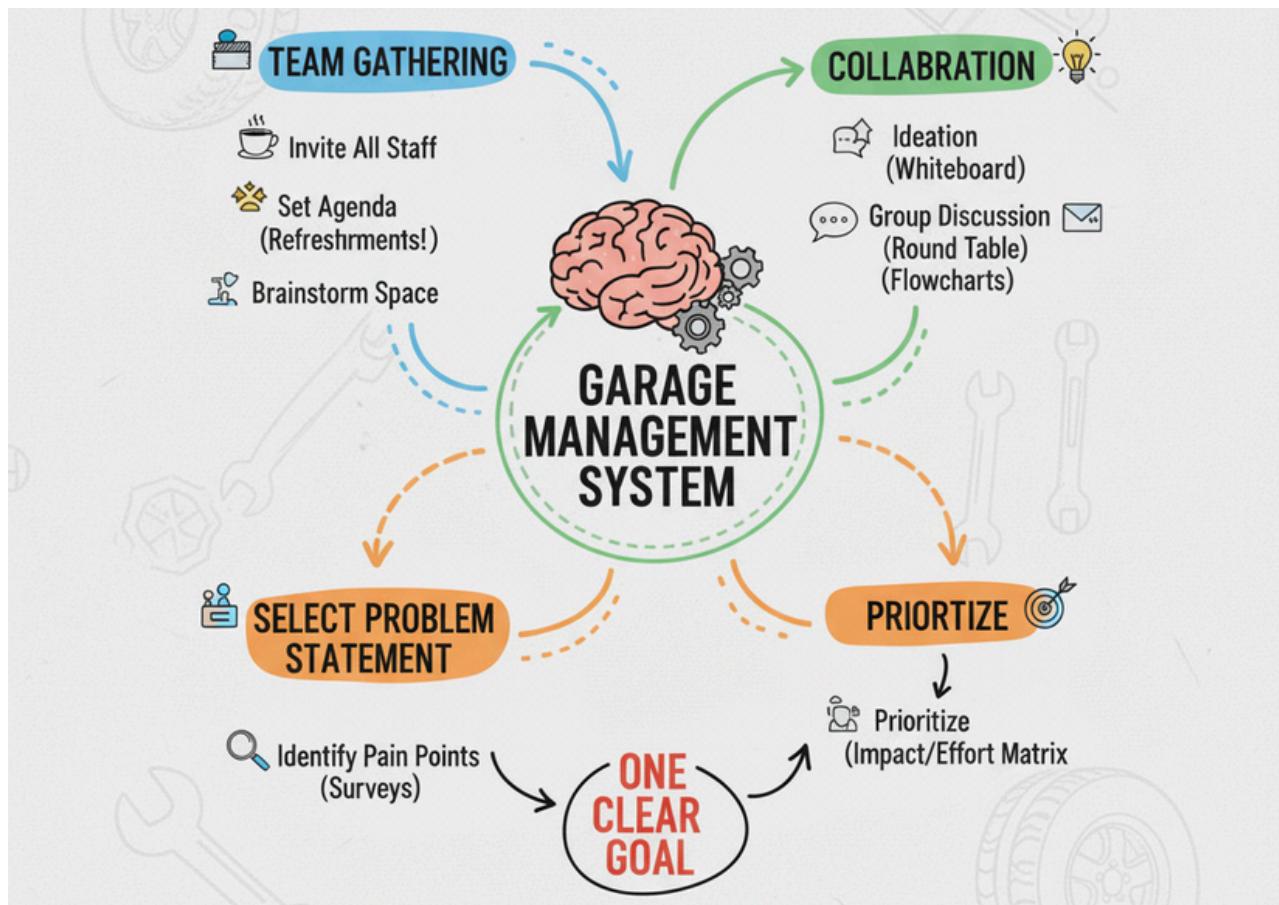
IDEA GENERATION & PRIORITIZATION

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|---------------|--------------------------|
| Date | 23 Octobar 2025 |
| Team ID | NM2025TMID07843 |
| Project Name | Garage Management System |
| Maximum Marks | 4 Marks |

Garage Management System Template :

The Garage Management Project is a Salesforce-based application designed to streamline and automate the operations of an automobile garage. This project aims to provide an efficient system for managing customer information, vehicle records, service bookings, and billing processes within a unified cloud platform. Built using Salesforce's low-code environment, the system leverages standard and custom objects, workflows, validation rules, and automation tools such as Process Builder and Flow to enhance productivity and accuracy. The project demonstrates how Salesforce can be utilized beyond traditional CRM use cases to address the operational challenges of service-oriented businesses. By integrating key functionalities such as customer relationship management, service tracking, and invoice generation, the Garage Management System ensures improved customer satisfaction and optimized resource utilization. This documentation outlines the project's objectives, system design, development process, and testing results, showcasing the practical application of Salesforce in real-world business scenarios.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:



Step-2: Brainstorm, Idea Listing and Grouping:

Idea Listing:

A list of potential features and functionalities was compiled to address the core needs of a garage business. These included:

- Maintaining a customer database to store personal details and vehicle information.
- Managing service requests and tracking the progress of each job.
- Keeping records of mechanics and employees, including their assigned tasks and performance.
- Generating service invoices automatically based on the work completed and spare parts used.
- Implementing automated notifications for service updates, payments, and follow-ups.
- Providing reports and dashboards for managerial insights into garage performance

Idea Grouping:

After listing the ideas, similar concepts were grouped together to form distinct functional modules:

1. Customer Management Module – Handles customer details, vehicle records, and communication.
2. Service Management Module – Manages bookings, job assignments, and service progress tracking.
3. Billing and Payment Module – Automates invoice generation and payment recording.
4. Inventory Management Module – Keeps track of spare parts, availability, and procurement.
5. Reporting and Analytics Module – Provides data-driven insights using Salesforce dashboards and reports.

Step-3: Idea Prioritization:

After completing the brainstorming and idea grouping phase, the next step in the project development process was to prioritize the identified ideas based on their importance, feasibility, and overall contribution to the system's objectives. The purpose of this stage was to ensure that the most critical and impactful functionalities were developed first, forming a strong foundation for the project. Each idea was evaluated in terms of its business value, technical feasibility within the Salesforce environment, and the effort required for implementation. Through this assessment, the project team determined that core functionalities such as customer management, service booking and tracking, and billing were of the highest priority, as they formed the essential framework of the Garage Management System. Medium-priority features included inventory management and employee task assignments, which added value but were not immediately necessary for the initial version. Lower-priority features, such as automated notifications, customer feedback collection, and performance dashboards, were identified as enhancements to be integrated in later phases. This prioritization strategy helped streamline the development process, optimize time and resources, and ensure that the initial implementation delivered a functional and efficient system capable of addressing the primary operational needs of an automobile garage.