PROJECT DESIGN PHASE–II

Solution Requirements (Functional & Non-functional)

Date	01 November 2025
Team ID	NM2025TMID08021
Project Name	Garage Management System – Digitalization of Garage Operations

Functional Requirements

Following are the functional requirements of the Garage Management System:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Management	Create, update, and manage customer details including name, contact number, email, and address.
FR-2	Appointment Scheduling	Allow creation of new service appointments with date validation and auto-numbering format.
FR-3	Service Record Management	Enable tracking of service status, quality check, and service completion updates.

FR-4	Billing and Payment	Generate billing records with automated update of payment status once payment is completed.
FR-5	Feedback Collection	Collect customer ratings and feedback for completed services and link them with billing records.
FR-6	Report and Dashboard Generation	Create reports and dashboards showing service trends, payment summaries, and customer satisfaction data.

Non-Functional Requirements

Following are the non-functional requirements of the Garage Management System:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system interface must be user-friendly and easily navigable for both administrators and service staff.

NFR-2	Security	Only authorized users should have access to sensitive data, and profiles must control data permissions.
NFR-3	Reliability	The system should execute automation (flows, triggers) accurately without failure or data loss.
NFR-4	Performance	The system should process updates, flows, and triggers within acceptable response times.
NFR-5	Availability	The system should be available at all times for users to manage services and appointments efficiently.
NFR-6	Scalability	The system should accommodate additional modules such as inventory, employee management, or expanded service types

		without impacting performance.

Conclusion

The Solution Requirements define both the functional and non-functional aspects of the Garage Management System.

The functional requirements ensure that all key operations — such as customer management, appointment handling, service tracking, and billing — are implemented effectively.

The non-functional requirements ensure the system remains secure, reliable, fast, and scalable for future growth.

Together, these requirements form a comprehensive foundation for building a robust and efficient Salesforce-based garage management solution.