Proposed Solution Template

Date	24 June 2025
Team ID	LTVIP2025TMID31275
Project Name	Garage Management System
Maximum Marks	2 Marks

Proposed Solution – Garage Management System (GMS)

Core Components of the Solution

Module	Description	Salesforce Tools Used
1. Online Booking System	**Customers can book appointments anytime via a portal or mobile interface.**	**Experience Cloud, Forms, Flow Builder**
2. Service Workflow Tracker	**Track the repair lifecycle from check-in to delivery.**	**Custom Objects (Service_Appointment__c), Flow, Status Fields**
3. Mechanic Assignment	**Assign mechanics based on availability and skill using logic and automation.**	**Apex Triggers, Flow, Assignment Rules**
4. Real-time Notifications	**Send SMS/Email updates on vehicle status, job completion, and pickup reminders.**	**Process Builder, Email Alerts, Salesforce Mobile SDK**
5. Vehicle & Customer Records	**Maintain full vehicle history linked to customer accounts.**	**Custom Objects (Vehicle__c), Account, Contact, Relationships**
6. Inventory Management	**Track spare parts, restock alerts, and usage per service.**	**Custom Object (Inventory__c), Validation Rules, Reports**
7. Auto Invoicing	**Automatically generate service invoices with part details and taxes.**	**Flow, PDF Invoice Generation, Salesforce Billing Integration**
8. Reports & Dashboards	**Provide performance insights into revenue, staff output, and customer retention.**	**Salesforce Reports, Dashboards, List Views**

How It Solves the Problem

Problem	Proposed Salesforce-Based Solution
Manual appointment booking	Digital self-service booking through portal
No service visibility	Real-time service status updates
Manual task allocation	Automated mechanic assignment rules
Delayed invoicing	Auto-generated invoices instantly after service completion
Lost service history	Centralized database for each vehicle and customer
No performance tracking	Interactive dashboards for owners to monitor efficiency and revenue
Spare parts mismanagement	Live inventory tracking with low-stock alerts