

Brainstorm & Idea Prioritization

Date	24 June 2025
Team ID	LTVIP2025TMID31275
Project Name	Garage Management System
Maximum Marks	4 Marks

Brainstorming & Idea Prioritization for GMS

1. Brainstormed Feature Ideas

Category	Feature Idea
Customer Management	Create and manage customer profiles, contact details, service history
Vehicle Records	Add vehicle information (model, year, registration, issues)
Booking System	Schedule appointments with available slots
Mechanic Assignment	Auto-assign mechanics based on skills and availability
Service Workflow	Track progress (Received → Diagnosed → Repaired → Delivered)
Inventory Management	Track spare parts, auto-update inventory post-service
Invoicing & Billing	Auto-generate invoices, apply taxes, discounts
Notifications	Email/SMS reminders for booking confirmations and delivery alerts
Customer Portal	Experience Cloud portal to book, view status, download invoices
Reports & Dashboards	Real-time analytics on services, revenue, and mechanic performance
Feedback System	Collect service feedback from customers
Mobile Access	Enable access to service updates via mobile (LWC/mobile SDK)

2. Idea Prioritization Matrix (MoSCoW Method)

Priority	Features
Must Have	Customer Profiles, Vehicle Records, Booking System, Mechanic Assignment, Service Workflow

Priority	Features
Should Have	Invoicing, Notifications, Customer Portal, Basic Reporting
Could Have	Inventory Management, Feedback Collection, Mobile Access
Won't Have (Now)	AI-based prediction, ERP integration, Voice assistant

3. MVP (Minimum Viable Product) Scope

To build a functional **Garage Management MVP** using Salesforce, focus on:

- **Customer and Vehicle Management**
 - **Appointment Booking with Time Slots**
 - **Mechanic Assignment Flow**
 - **Basic Invoicing Functionality**
 - **Email Notifications for Booking/Completion**
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4. Technical Task Breakdown

Task	Salesforce Tool/Feature	Description
Create Custom Objects	Object Manager	Vehicle__c, Mechanic__c, Service_Appointment__c
Build Booking Flow	Flow Builder	Automate appointment creation and assignments
Set Up Portal	Experience Cloud	Allow customers to book/view appointments
Automate Notifications	Process Builder / Flow	Send email on service status updates
Generate Reports	Reports & Dashboards	Show booking trends, mechanic load, revenue