

CUSTOMER CARE REGISTRY

BRAINSTORM & IDEA PRIORITIZATION

TEAM DETAILS

Team No : PNT2022TMID41


PROJECT NAME : CUSTOMER CARE
REGISTRY

TEAM MEMBERS

Team lead	K.Seenivasan
Team M2	T.Sriram
Team M3	R.Sathi kumar
Team M4	M.Thirumalai

BRAINSTORM & IDEA PRIORITIZATION

Template



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- 🕒 10 minutes to prepare
- 🕒 1 hour to collaborate
- 👤 3-8 people recommended

🗨️ Share template feedback

➕

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes

A

Team gathering

Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B

Set the goal

Think about the problem you'll be focusing on solving in the brainstorming session.

C

Learn how to use the facilitation tools

Use the Facilitation Superpowers to run a happy and productive session.

Open article →

1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

🕒 5 minutes

PROBLEM

How Might We Solve The problem by the customer

🧠

Key rules of brainstorming

To run a smooth and productive session

😊 Stay in topic.


💡 Encourage wild ideas.

🙊 Defer judgment

👂 Listen to others.

🗣️ Go for volume.

👁️ If possible, be visual.



Need some inspiration?

See a detailed version of this template to help start your work.

Open example →

BRAINSTORM & IDEA PRIORITIZATION

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP

You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing

K.SREENIVASAN

User Feedback	Personnel based on service	Providing Service on Time
Customer Privacy	Providing Chatbox	Asking for Rating
Relates to Customer		

M.THIRUMALAI

Customer Satisfaction	Deal with Problem Quickly	Listen carefully to the queries
Tracking of services	Provide Service details	Answering Agent

T.SRIRAM

Deal with Problem quickly	Small notification	Customer Satisfaction
Providing Service details	Customer Queries	Agent details
Live Analysis		

R.SATHIKUMAR

Notify Customer	Address Customer Issues	Security
Checking customer need	Level of	providing

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

CUSTOMER

Solution for customer needs	Notifying Customer	Providing Chatbox	Providing Service on time
Solution to Customer	Deal with Problem quickly	Customer Queries	

TIP

Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

CHATBOX

Live chat	Providing Chatbox
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FEEDBACK

Customer Satisfaction	User Feedback	Asking for Rating
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INFORMATION

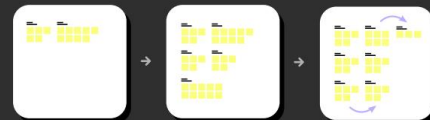
Email Notification	Listen carefully to the question
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SECURITY

Security	Customer Privacy
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SERVICES

Providing Service on Time	Filtration based on service	Allocation Agent	Tracking of services	Agent details	Providing Service details	customer Queries
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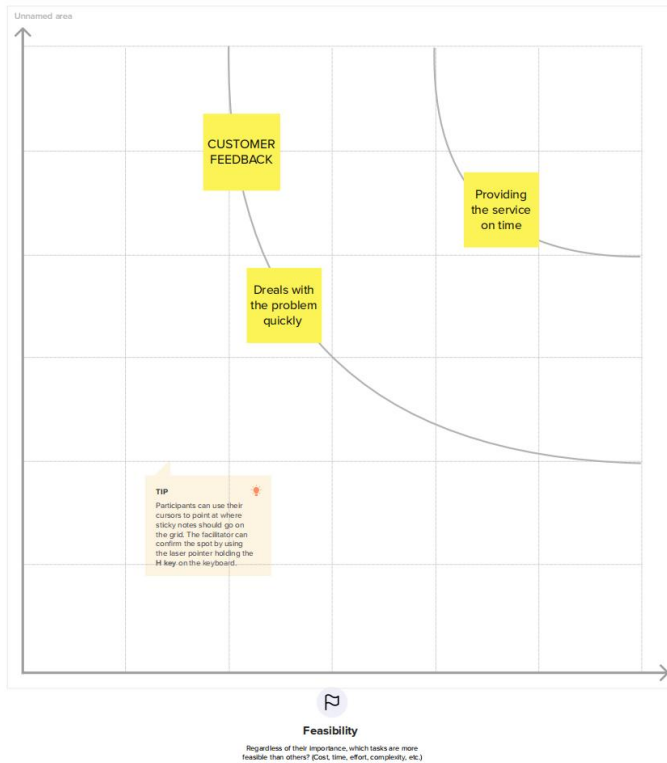
BRAINSTORM & IDEA PRIORITIZATION

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

🕒 20 minutes



➔

After you collaborate

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

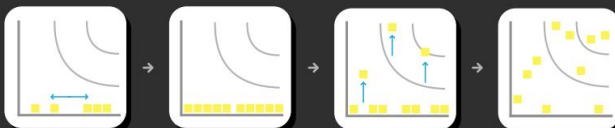
Quick add-ons

- A Share the mural**
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.
- B Export the mural**
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Keep moving forward

- Strategy blueprint**
Define the components of a new idea or strategy.
[Open the template →](#)
- Customer experience journey map**
Understand customer needs, motivations, and obstacles for an experience.
[Open the template →](#)
- Strengths, weaknesses, opportunities & threats**
Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.
[Open the template →](#)

[Share template feedback](#)



Thank you