

Ideation Phase

Brainstorm&Idea Prioritization Template

Date	29 April 2023
Team ID	NM2023TMID10705
Project Name	The Issue Tracker: A Reliable Complaint Management System for Improved Customer Service
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization Template:

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

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.

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



Brainstorm & idea prioritization

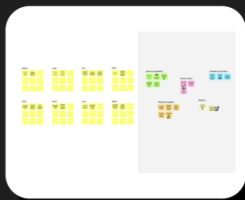
Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

🕒 10 minutes to prepare

🕒 1 hour to collaborate

👤 2-8 people recommended

💬 [Share template feedback](#)



Need some inspiration?

See a finished version of this template to kickstart your work.

[Open example](#) →



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](#)



Step-2: Brainstorm, Idea Listing and Grouping

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!

Arun R

what if a person raise a fake complaint?

How do approach fake problem solving officer agent?

what to do if the agent was not responsive for problem?

How to complaint again if the same problem get partially solved?

what if the confidence level of the evidence is not enough?

Person 5



Penyamine

what if the resolving time is too high?

how do we know whether the complaint had received the officer or not?

what to do if the assigned agent was not responsive to solve the problem?

what if the problem dont get resolved for a long time?

what to do if the solution get solved only on online but not on offline?

how to report and eliminate the user's fake complaint?

Person 6



Tamizhselvan

what if the complaint was not clearly mentioned?

What if user does not get reply from officer?

How do agent report fake user?

what if evidence is not enough?

Person 7



Nagarajan

what to do if complaint details is not enough?

How to report a unsupportive officer agent?

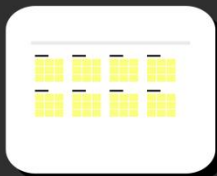
what if the problem is not solved?

what if complaint does not get acknowledgement from officer agent?

How to find fake complaint by agent?

what is maximum duration of solving a complaint type exceeded?

Person 8



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 and break it up into smaller sub-groups.

🕒 20 minutes

TIP

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



Step-3: 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

TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the **H** key on the keyboard.

