

## Ideation Phase

### Brainstorm & Idea Prioritization Template

Date	18 July 2025
Team ID	LTVIP2025TMID53232
Project Name	LearnHub
Maximum Marks	4 Marks

### Brainstorm & Idea Prioritization Template:

Through ResolveNow, brainstorming encourages every team member to explore real-world issues in complaint handling. The process fosters a free-flowing exchange of ideas, welcoming even unconventional thoughts. With an open and inclusive environment, the team worked collaboratively to develop practical, scalable, and impactful solutions to improve complaint registration and resolution.

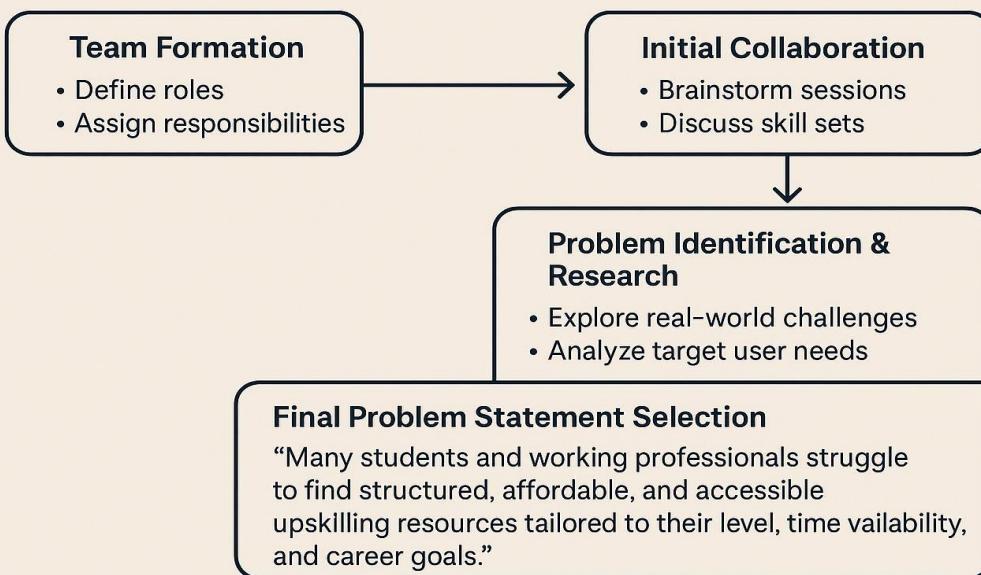
❖ Reference: <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

### Step 1: Team Gathering, Collaboration, and Problem Statement Selection

#### Problem Statement Chosen:

Many organizations face challenges in efficiently handling, resolving, and tracking customer complaints due to the absence of a centralized, secure, and interactive system.

## STEP 1 Team Gathering, Collaboration & Problem Statement Selection



### Step 2: Brainstorming, Idea Listing, and Grouping

#### Raw Ideas Generated by Team:

S.N	Idea Description
1	Real-time complaint tracking system for users
2	Automated assignment of complaints to available agents
3	In-platform chat support between users and agents
4	Admin dashboard for complaint and agent monitoring
5	Feedback and rating system after complaint resolution
6	Push notifications (email/SMS) for status updates
7	Secure authentication and role-based access
8	Analytics dashboard for admin (complaint trends, performance)
9	Multi-language support for diverse users

# **STEP 2**

## **Brainstorming, Idea Listing & Grouping**

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### **Description:**

The Problem-Solution Fit ensures that LearnHub addresses the critical gaps in online learning and management - aligning with the actual needs of students, and administrators.

### **Purpose:**

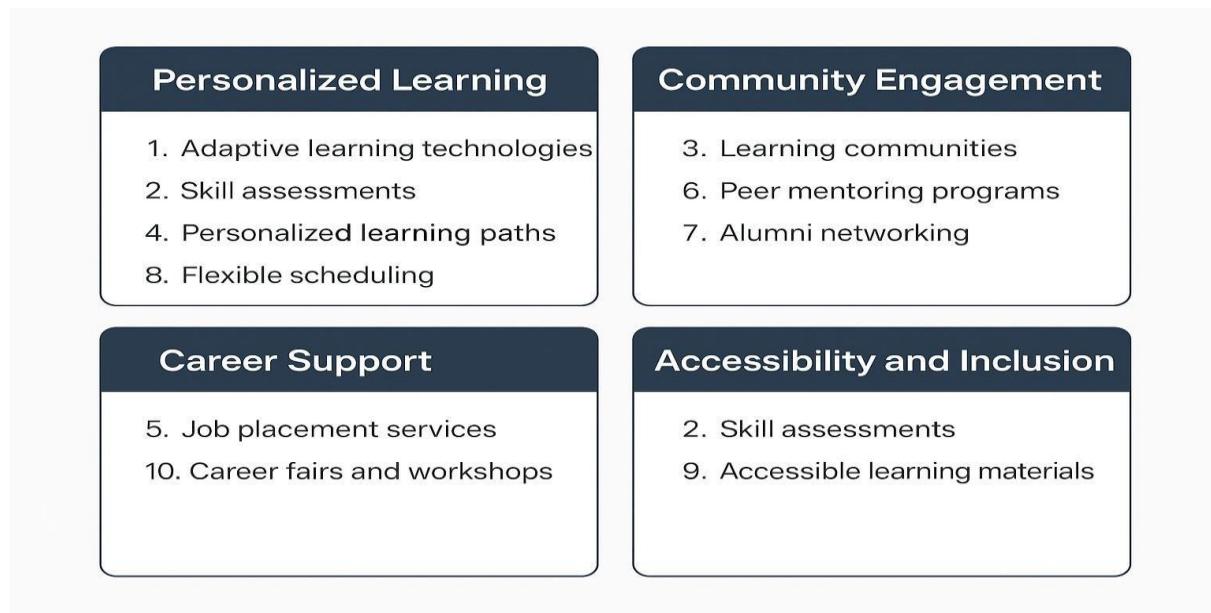
S.No	Idea Description
1	Smart ticket categorization using keywords
2	Real-time chat between users and agents
3	Complaint status tracking with live updates
4	Feedback collection and analytics
5	Multi-role access control (User, Agent, Admin)
6	Push notifications for status changes
7	Complaint priority tagging
8	Complaint resolution history for accountability

### **Grouped Into Themes:**

**Complaint Management:**Ideas 1, 3, 5, 7, 7

### **Grouped Into Themes:**

- Complaint Management: Ideas 1, 2, 4
- User Interaction & Engagement: Ideas 3, 5, 6
- Security & Access Control: Idea 7
- Analytics & Admin Insight: Idea 8
- Accessibility: Idea 9



### **Step 3: Idea Prioritization**

Idea	Value (Impact)	Feasibility (Effort)	Priority
Personalized Learning Path	High	Medium	<input checked="" type="checkbox"/> High
Peer Mentorship System	Medium	Medium	<input checked="" type="checkbox"/> Medium
Resume & Portfolio Integration	High	High	<input checked="" type="checkbox"/> Medium
Gamification	High	Low	<input checked="" type="checkbox"/> High
Vernacular Language Support	Medium	Low	<input checked="" type="checkbox"/> Medium

AI Recommendation Engine	Very High	High	<input checked="" type="checkbox"/> Later Stage
Teacher Onboarding & Tutorials	High	Medium	<input checked="" type="checkbox"/> High

