Ideation Phase Brainstorm & Idea Prioritization

Date	17 October 2022	
Team ID	PNT2022TMID16185	
Project Name	Customer Care Registry	
Maximum Marks	4 Marks	

Step-1: The Problem Statement

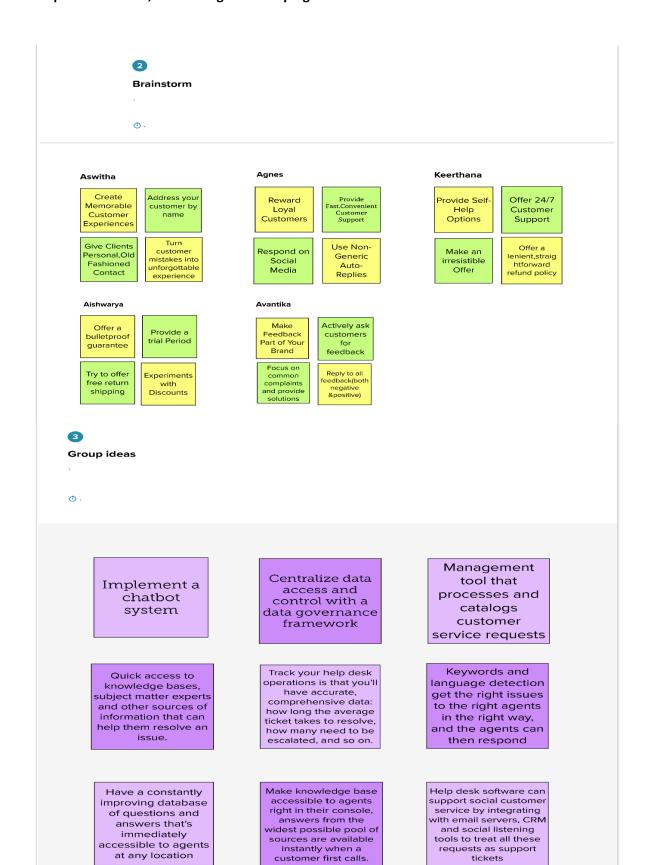


Problem statement

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.



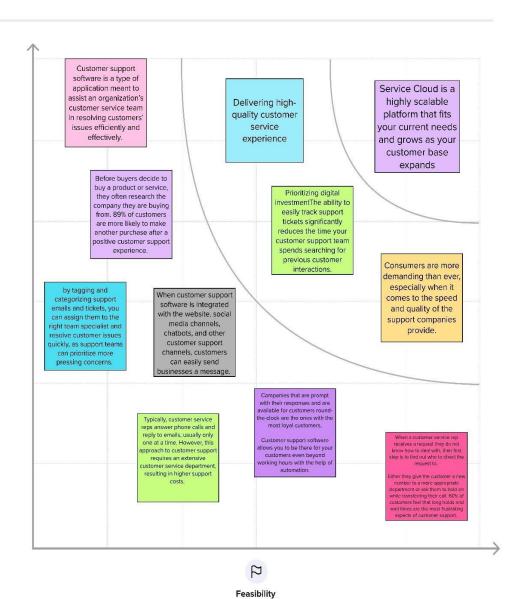
Step-2: Brainstorm, Idea Listing and Grouping



Step-3: Idea Prioritization



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Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)