CUSTOMER CARE REGISTRY

Team Details :

Team No   : PNT2022TMID47308

College Name : Government College of Engineering Srirangam

Department   : Computer Science & Engineering

Team Members :

- Gavaskar S
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PROJECT DESIGN PHASE – I

BRAINSTORM

DATE	**08 OCTOBER 2022**
TEAM ID	**PNT2022TMID37544**
PROJECT NAME	**CUSTOMER CARE REGESTRY**
MAXIMUM MARK	**4 Marks**

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
- 2-6 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

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

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

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 [your problem statement]?

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.

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!

Surya SK

A. To maintain statistical record of companies growth, income, etc.,

The statistical details like GDP, economy etc can be stored in cloud so that it can be accessed at any instance for reviews or references.

Vignesh S

C. To use service registries in Electronic business using XML.

Register containing services done in a website, purchase records of an application, user management can be handled.

Dheyaneshwaran S

B. To check with the patients health status in hospitals.

Records of patient regarding previous operations done, injuries, etc., can be accessed with this registry at any hospital connected to the service registry.

Rajesh Kanna K

D. To get the feedback from the users in a webservice.

To keep a track of the performance of a website or application by getting feedback from the user that helps in improving the application or website better.

3. Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go.
In the last 10 minutes, 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

A. To maintain statistical record of companies growth, income, etc,.

To keep track of previous data, information etc., for better understanding.

B. To check with the patients health status in hospitals.

C. To use service registries in Electronic business using XML.

To keep a track of the performance of a website or application by getting feedback from the user that helps in improving the application or website better.

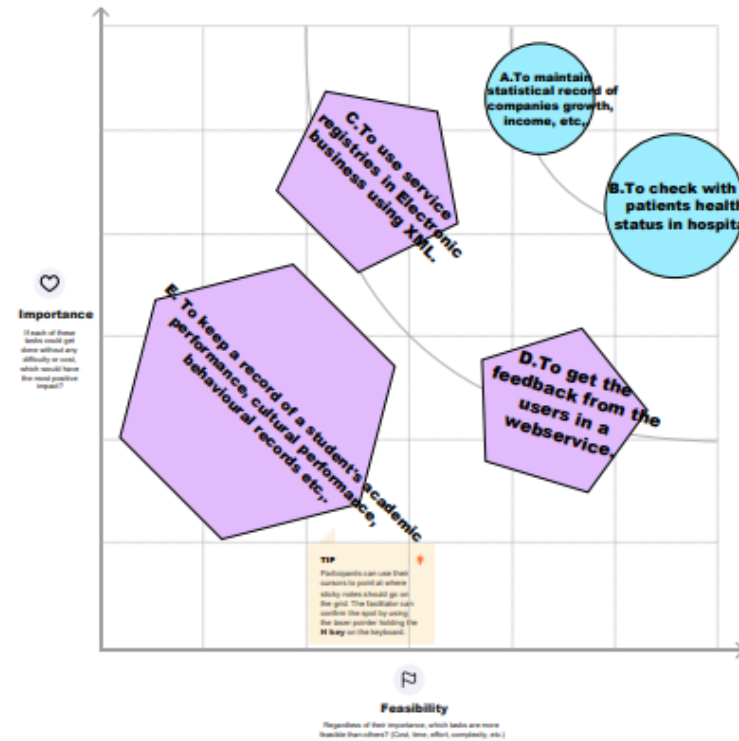D. To get the feedback from the users in a webservice.

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

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

Importance
If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

C. To use service registries in Electronic business using XML.

A. To maintain statistical record of companies growth, income, etc.,

B. To check with patients health status in hospitals

E. To keep a record of student's academic performance, cultural performance, behavioural records etc.,

D. To get the feedback from the users in a webservice.

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.

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

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

Share the mural
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.

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!