

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

• 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. ① 10 minutes

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

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.

Share template feedback



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.

① 5 minutes

All user can't use customer service easily .By avoiding this voice recognition should be used by global based language.

To run an smooth and productive session Defer judgment. Listen to others Go for volume. If possible, be visual.

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

2 Brainstorm

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

Built and align your team

20 minutes

Parkavi

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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.

① 20 minutes

Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural. Built and align your team Update services of

Collect information

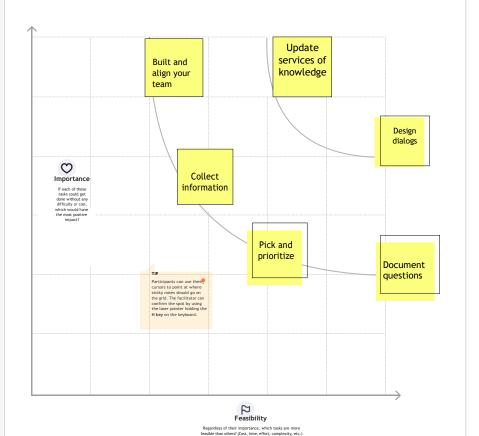
Pick and prioritize

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.

Design dialogs

Document questions









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.

Share template feedback