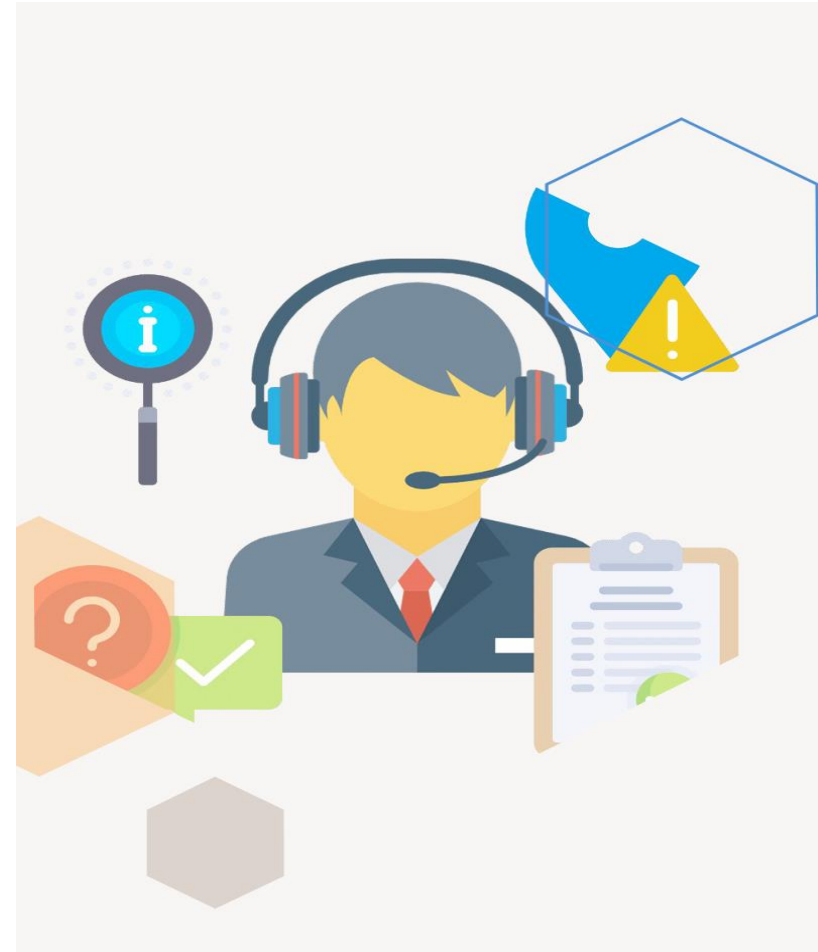


CUSTOMER CARE REGISTRY

BRAINSTROM &
IDEA PRIORITIZATION



TEAM DETAILS :

TEAM NO : PNT2022TMID22588


COLLEGE NAME : VELTECH MULTITECH DR.RANGARAJAN
DR.SAKUNTHALA ENGINEERING COLLEGE

DEPARTMENT : INFORMATION TECHNOLOGY



BRAINSTORM & IDEA PRIORITIZATION

Template



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](#)

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](#)

There gathering

Define who should participate in the session and send an invite. Share relevant information or previous ideas.

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 can solve the issue given by the customer?

Key rules of brainstorming

To run an smooth and productive session

- [Stay in topic.](#)
- [Encourage wild ideas.](#)
- [Defer judgement.](#)
- [Listen to others.](#)
- [Be encouraging.](#)
- [Be flexible, be visual.](#)

Need some inspiration?

Get a fresh perspective on the problem by looking at it from a different angle.

[Open example](#)

BRAINSTORM & IDEA PRIORITIZATION

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 let the panel judge its relevance to start clustering!

RAJIKRAN S S

Just Feedback	Navigation based on service	* Validated on previous time
Customer Privacy	Providing Options	Adding to Story
Integrate to Customer		

SRIKOWRITH

Customized Solutions	Deals with Customer quickly	Integrate with other services
Tracking of Services	* Hidden Revenue data	Allocating Agent

KSMALESUNVARJIN D

Deals with customer quickly	Real-time feedback	Customer Satisfaction
Providing service details	Customer Service	Agent details
Site location		

OLURIRAJAN

Handling customer	Deals with Customer issues	Security
Checking customer needs	Location	Handling Options

3

Group ideas

Take time 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 can break it up into smaller sub-groups.

20 minutes



CUSTOMER

Solution for customer needs	Nothing Customer	Handling Customer	* Validated on previous time
Integrate to Customer	Deals with customer quickly	Customer Details	

TIP
Add a sentence-like label to each cluster. In the last 10 minutes, try and see if you can break it up into smaller sub-groups.



CHATBOX

Chatbox	Providing Chatbox
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FEEDBACKS

Customer Satisfaction	* Validated on previous time	Adding to Story
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INFORMATION

Information	* Validated on previous time
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SECURITY

Security	Customer Privacy
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SERVICES

Handling customer needs	Integrate to Customer	Allocating Agent	Tracking of Services	Agent details	Handling service details	Customer Service
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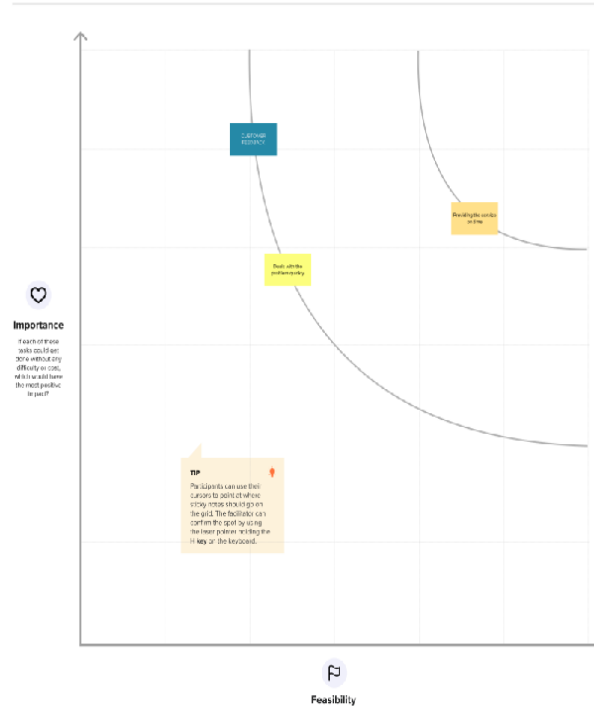
BRAINSTORM & IDEA PRIORITIZATION

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



5

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

1. **Share the mural**
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.
2. **Export the mural**
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save to your files.

Keep moving forward

1. **Strategy blueprint**
Define the components of a new plan in 30 days.
[Open the template](#)
2. **Customer experience journey map**
Understand customer needs, motivations, and obstacles for an experience.
[Open the template](#)
3. **Strengths, weaknesses, opportunities & threats**
Identify strengths, weaknesses, opportunities and threats (SWOT) to achieve a goal.
[Open the template](#)

20. Share template feedback





THANK YOU