

CUSTOMER CARE REGISTRY

BRAINSTORM & IDEA PRIORITIZATION

TEAM DETAILS

Team No : PNT2022TMID34324

PROJECT NAME : CUSTOMER CARE
REGISTRY

TEAM MEMBERS

Team Lead : C.AKALYA


Team Member : S.ANUSHA

Team Member : T.AROCKIA JERSHA THARSALI

Team Member : R.RASI BINU

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

👥 3-8 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

A

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

B

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

C

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 problem seen by the customer

2

Key rules of brainstorming

To run an smooth and productive session

🗣️ Stay in topic.

💡 Encourage wild ideas.

👂 Defer judgment

🗣️ Listen to others.

🗣️ Go for volume.

👁️ If possible, be visual.

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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 hit the pencil (switch to sketch) icon to start drawing!

K.SEENIVASAN	M.THIRUMALAI	T.SIRAM	R.SATHIKUMAR
User Feedback	Customer Satisfaction	Check with Positive ability	Notify Customer
Provision based on condition	Check with Positive ability	Send Notification	Solution Customer Issues
Providing Service on Time	Listen carefully to the queries	Customer Satisfaction	Security
Customer Privacy	Tracking of service	Providing Service details	Checking customer need
Asking for Rating	Physician discussion details	Customer Queries	Live chat
Solution to Customer	Allocating Agent	Live chat	providing

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, 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	Notifying Customer	Providing Chatbox	Providing Service on Time
Solution to Customer	Deal with Problem quickly	Customer Queries	

TIP
Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mind.

CHATBOX

Live chat	Providing Chatbox
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FEEDBACK

Customer Satisfaction	User Feedback	Asking for Rating
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INFORMATION

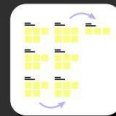
Email Notification	Listen carefully to the question
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SECURITY

Security	Customer Privacy
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SERVICES

Providing Service on Time	Filtration based on service	Allocation Agent	Tracking of services	Agent details	Providing Service details	customer Queries
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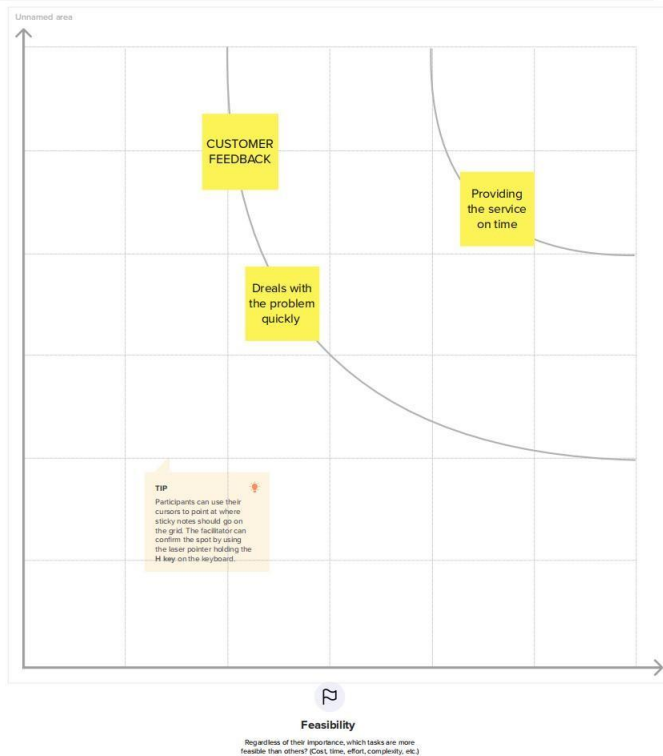
BRAINSTORM & IDEA PRIORITIZATION

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.

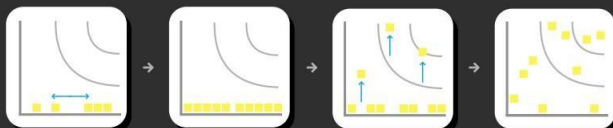
Quick add-ons

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