CUSTOMER CARE REGISTRY

BRAINSTORM & IDEA PRIORITIZATION



TEAM DETAILS

TEAM NO : PNT2022TMID10762

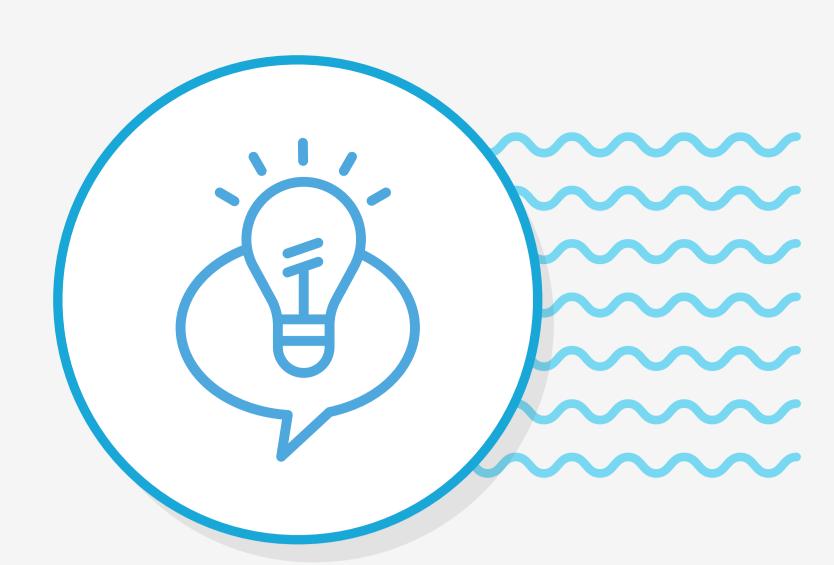
COLLEGE NAME: IFET COLLEGE OF ENGINEERING

DEPARTMENT : ELECTRONICS AND COMMUNICATION ENGINEERING

TEAM MEMBERS

MOHANRAJ S MOHAMED FAIZAL M S GIRIDHARAN G MOHAMED MUSHARAF M





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.

- (L) 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.

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 \rightarrow



Brainstorm

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

① 10 minutes

MohanRaj S

USER FEEDBACK CUSTOMER PRIVACY ON TIME SERVICE DATA GATHERING

M S Mohamed Faizal

PROVIDING CHAT BOX	SOLUTION FOR CUSTOMERS	CUSTOMER SATISFACTION
DEALS WITH PROBLEMS QUICKLY	LISTEN CAREFULY TO THE QUERIES	FILTRATION BASED ON SERVICE

Giridharan G

TRACKING OF SERVICE	ALLOCATING AGENT	LIVE CHATBOX
PROVIDING SERVICE DETAILS	AGENT DETAILS	E-MAIL NOTIFICATION

M Mohamed Musharaf

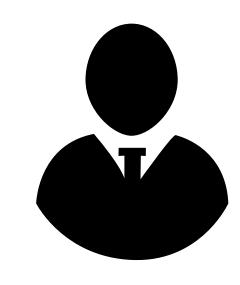
NOTIFYING CUSTOMERS	SOLUTION FOR CUSTOMER ISSUES	SECURITY
CHECKING CUSTOMER NEEDS	LIVE CHATBOX	CUSTOMER RESPONSE ON RECOVERY OF QUERIES



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 and break it up into smaller sub-groups.

(i) 20 minutes



CUSTOMER

SOLUTION FOR CUSTOMER NEEDS

NOTIFYING CUSTOMERS PROVIDING CHATBOX

PROVIDING ON TIME SERVICE

DEALING WITH PROBLEMS QUICKLY

CUSTOMER QUERIES

CUSTOMER SATISFACTION

EFFECIENT SERVICE FOR CUSTOMERS





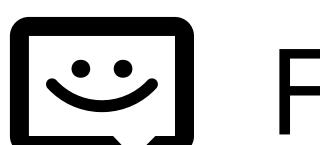
INFORMATION



PROVIDING CHATBOX

E-MAIL NOTIFICATION

LISTEN CAREFULY TO THE QUERIES



FEEDBACK



ASKING FOR



SECURITY



USER FEEDBACK RATING

SECURITY

CUSTOMER PRIVACY



SERVICES

PROVIDING SERVICE ON TIME

FILTRATION BASED ON SERVICE

ALLOCATING AGENT

TRACKING OF SERVICE

AGENT DETAILS

PROVIDING SERVICE DETAILS

CUSTOMER QUERIES



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

