SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

CUSTOMER CARE REGISTRY

PROJECT TITLE	CUSTOMER CARE REGISTRY
DOMAIN	CLOUD APPLICATION DEVELOPMENT
TEAM ID	PNT2022TMID02958

TEAM MEMBERS:

NAME	REGISTER NUMBER	POSITION
NAVEEN KUMAR C	19EUIT103	TEAM LEADER
PRADEEP B	19EUIT114	TEAM MEMBER
NAVIN S	19EUIT105	TEAM MEMBER
MOHAMED ASHHAR A	19EUIT091	TEAM MEMBER

BRAINSTORMMING:

Brainstorming is usually conducted by getting a group of people together to come up with either general new ideas or ideas for solving a specific problem or dealing with a specific situation.

IDEATION:

Ideation is innovative thinking, typically aimed at solving a problem or providing a more efficient means of doing or accomplishing something.

It encompasses thinking up new ideas, developing existing ideas and figuring out means or methods for putting new ideas into practice.

Ideation is often closely related to the practice of brainstorming.

DIFFERENCE BETWEEN IDEATION AND BRAINSTORMMING:

IDEATION	BRAINSTORMMING
Ideation is commonly more thought of as being an individual pursuit.	Brainstorming is almost always a group activity.

BRAINSTORM AND IDEATION:

1. ### TEAM GATHERING, COLLABORATION AND SELECT THE PROBLEM STATEMENT:

DEFINE YOUR PROBLEM STATEMENT

What problems are you trying to solve ? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

Problem

How can we satisfy the customer by providing services that can be easy for them to contact customer care service for raising their issues?

2. ### BRAINSTORM, IDEA LISTING AND GROUPING:

BRAINSTORM:

BRAINSTORM

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

MOHAMED ASHHAR A

LOGIN	CHATBOX
SIGNUP	VIEW PROFILE

PRADEEP B

EMAIL	NOTIFICATION
ADD ISSUES	NEW FEATURE

NAVIN S

LOGOUT	VIEW FEATURES
REPORT FEATURE	CONTACT DETAILS

NAVEEN KUMAR C

RATING	FEEDBACK
VIEW STATISTICS	PRIVACY

3. GROUPING IDEAS:

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 subgroups.

FEATURES OF THE APPLICATION

LOGIN	CHATBOX
SIGNUP	VIEW PROFILE
EMAIL	NOTIFICATION
ADD ISSUES	NEW FEATURE
VIEW FEATURES	REPORT FEATURE
CONTACT DETAILS	RATING
FEEDBACK	VIEW STATISTICS
PRIVACY	LOGOUT