

CUSTOMER CARE REGISTRY

**BRAINSTORM & IDEA
PRIORITIZATION**



TEAM DETAILS:

Team No : PNT2022TMID12188
College Name : kamaraj college of engineering and technology
Department : Computer Science & Engineering



TEAM MEMBERS


M.MONISHA
TEAM LEAD

S.SOWMYA SHREE
TEAM LEAD

M.REVATHI
TEAM MEMBER

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

➔

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 issue given by the customer?

Key rules of brainstorming

To run a smooth and productive session

➕ Stay in topic.

💡 Encourage wild ideas.


⏸️ Defer judgment.

👂 Listen to others.

🗣️ Go for volume.

👁️ If possible, be visual.

📄 Share template feedback



Need some inspiration?

See a finished version of this template to kickstart your work.

Open example ➔

Brainstorm & idea prioritization

4

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!

ANANDISHA

User Feedback	Customer Feedback	Providing services on time
Service Pricing	Feedback	Adding the Rating
Notice to Customers		

S.SOWMYA

Customer Feedback	Not all Problems quickly	Notice to Customers
Rating of Services	Notice about services	Adding the Rating

M.REVATHI

Not all problems quickly	Notice to Customers	Adding the Rating
Feedback on services	Notice to Customers	Adding the Rating
Low Rating		

Notice to Customers	Notice to Customers	Adding the Rating
Feedback on services	Notice to Customers	Adding the Rating

3

Group ideas

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 can break it up into smaller sub-groups.

🕒 20 minutes

TIP

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

CUSTOMER

Customer Feedback	Notice to Customers	Feedback	Adding the Rating	Service on Time	Providing services on time
Notice to Customers					

CHATBOX

Feedback	Adding the Rating
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FEEDBACKS

Customer Feedback	User Feedback	Adding the Rating
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INFORMATION

Customer Feedback	Notice to Customers
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Activate Windows

Go to Settings to activate Windows

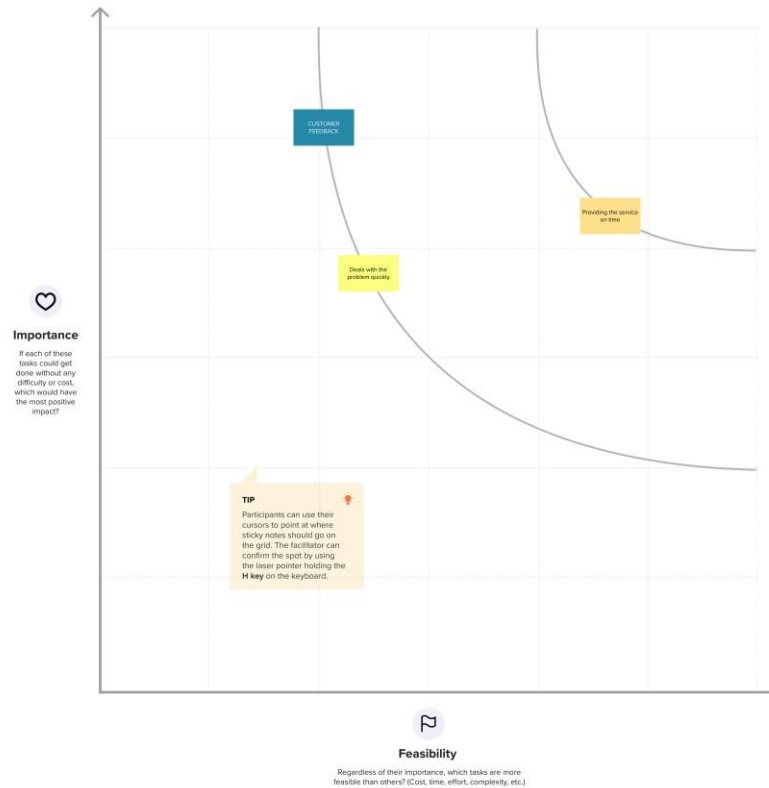
BRAINSTORM & IDEA PRIORITIZATION

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



➔

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