

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	25 September 2022
Team ID	PNT2022TMID06484
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Step-1: The Problem Statement

1

Problem statement

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.



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.

Step-2: Brainstorm, Idea Listing and Grouping

2

Brainstorm

.

🕒

Janakrishnamoorthy.R

Create Memorable Customer Experiences	Address your customer by name
Give Clients Personal, Old Fashioned Contact	Turn customer mistakes into unforgettable experience

Jibin.M

Reward Loyal Customers	Provide Fast, Convenient Customer Support
Respond on Social Media	Use Non-Generic Auto-Replies

Sanjay.S

Provide Self-Help Options	Offer 24/7 Customer Support
Make an irresistible Offer	Offer a lenient, straightforward refund policy

Thanush.M

Make Feedback Part of Your Brand	Actively ask customers for feedback
Focus on common complaints and provide solutions	Reply to all feedback (both negative & positive)

3

Group ideas

.

🕒

Implement a chatbot system

Centralize data access and control with a data governance framework

Management tool that processes and catalogs customer service requests

Quick access to knowledge bases, subject matter experts and other sources of information that can help them resolve an issue.

Track your help desk operations is that you'll have accurate, comprehensive data: how long the average ticket takes to resolve, how many need to be escalated, and so on.

Keywords and language detection get the right issues to the right agents in the right way, and the agents can then respond

Have a constantly improving database of questions and answers that's immediately accessible to agents at any location

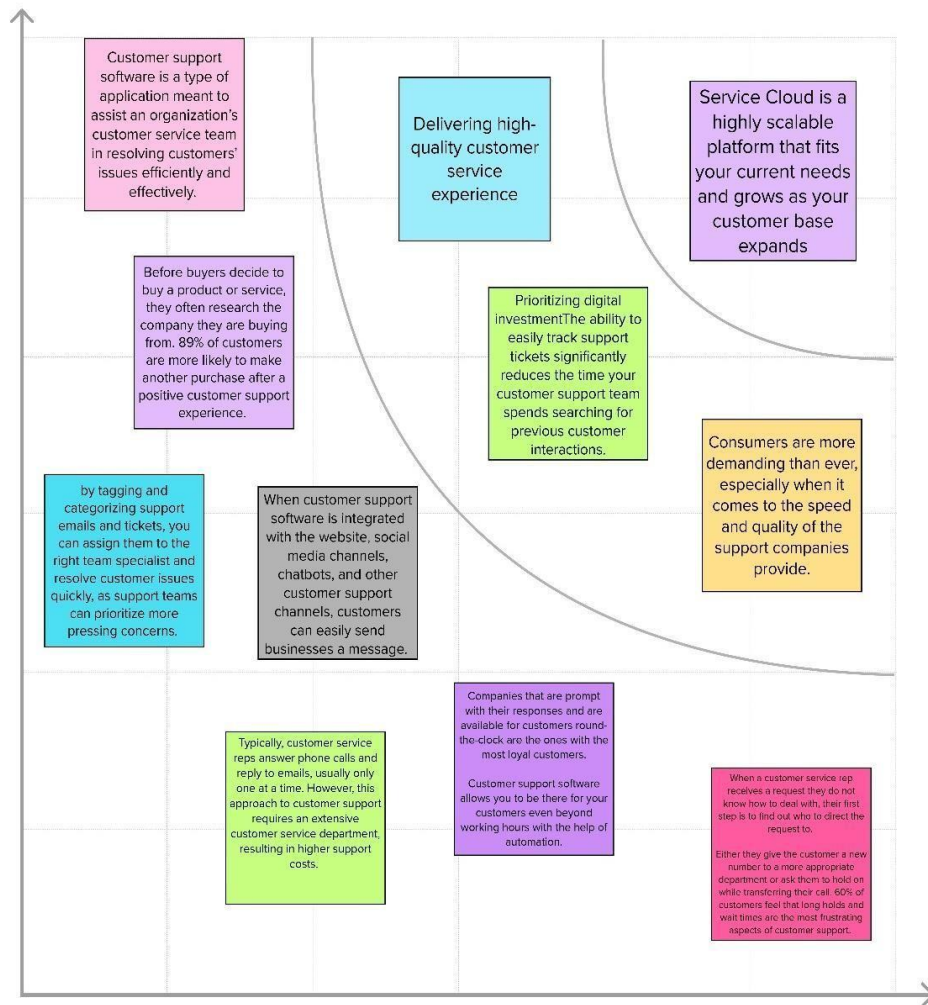
Make knowledge base accessible to agents right in their console, answers from the widest possible pool of sources are available instantly when a customer first calls.

Help desk software can support social customer service by integrating with email servers, CRM and social listening tools to treat all these requests as support tickets

Step-3: Idea Prioritization

4

Prioritize



Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)

