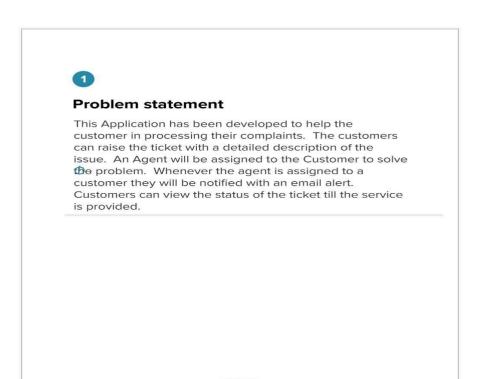
Ideation Phase Brainstorm & Idea Prioritization Template

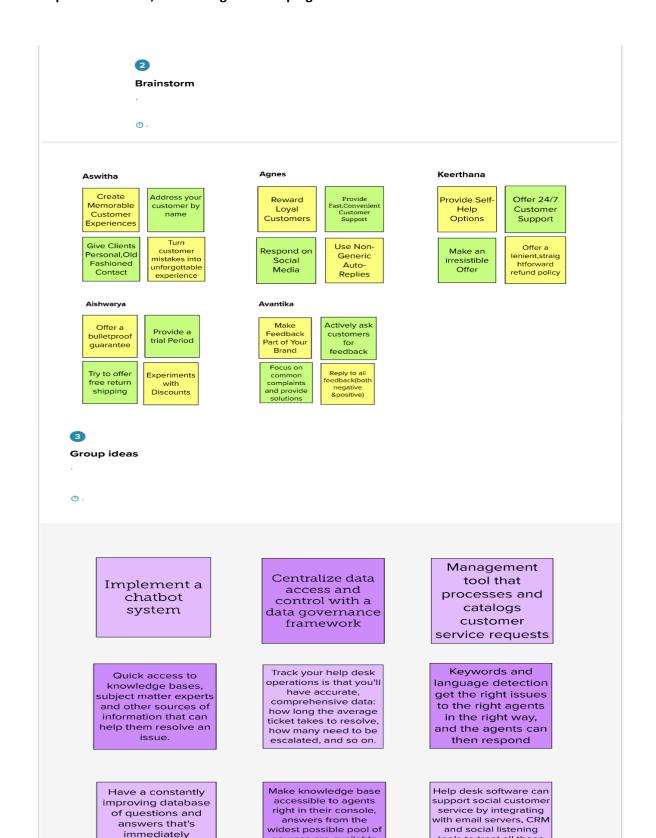
Date	20 September 2022	
Team ID	PNT2022TMID06484	
Project Name	Customer Care Registry	
Maximum Marks	4 Marks	

Step-1: The Problem Statement





Step-2: Brainstorm, Idea Listing and Grouping



sources are available instantly when a customer first calls.

accessible to agents

at any location

tools to treat all these

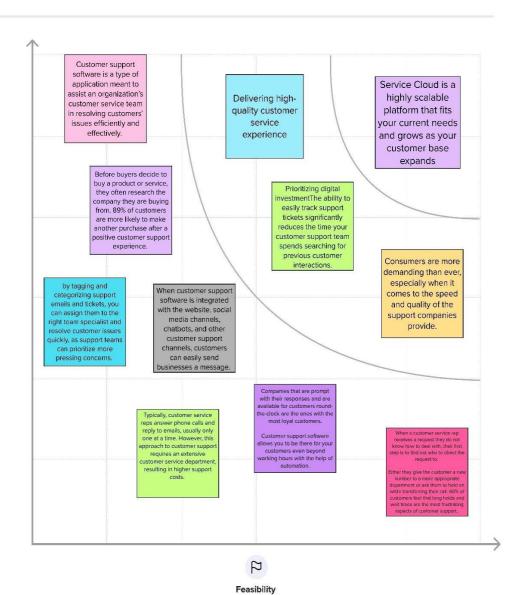
requests as support

tickets

Step-3: Idea Prioritization



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