

# CUSTOMER CARE REGISTRY



# **BRAINSTORM & IDEA PRIORITIZATION**

## **TEAM DETAILS:**

**Team No : PNT2022TMID21081**

**College Name : Sri Shakthi Institute of Engineering and Technology**

**Department : Computer Science & Engineering**

# TEAM MEMBERS

**TEAM LEAD : MUTHU MEENAKSHI M**

**TEAM MEMBERS:**


**1.NITIN V**

**2.SRI VIGNESH M**

**3.MURUGESH P**


# 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

Share template feedback



**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 an smooth and productive session


 Stay in topic.


 Encourage wild ideas.

 Defer judgment.

 Listen to others.

 Go for volume.

 If possible, be visual.

 Need some inspiration?

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

Open example →

Brainstorm & idea prioritization

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# BRAINSTORM & IDEA PRIORITIZATION

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## 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!

### Muthu Meenakshi V

User feedback	Filteration based on reviews	Providing services on time
Customer Privacy	Providing Chatbox	Asking for Rating
Solution to Customer		

### NITIN V

Customer Satisfaction	Deals with customer queries	Using Chatbox to the service
Tracking of services	Filters Based on queries	Allocation staff

### Sri Vignesh M

Deals with customer queries	Email Notifications	Customer support on
Providing service details	Customer queries	Agent Details
User queries		

### Muruges P

Looking Customer	Set time for Customer review	Solve for
Checking in service times	Live chat	Providing services

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## 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



## CUSTOMER

Solution for customer needs	Notifying Customer	Providing Chatbox	Providing service on Time
Solution to Customer	Deals with problem quickly	Customer Queries	

### TIP

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



## CHATBOX

Live chat	Providing chatbox
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## FEEDBACKS

Customer Satisfaction	User Feedback	Asking for Rating
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## INFORMATION

Email Notifications	Using Chatbox to the queries
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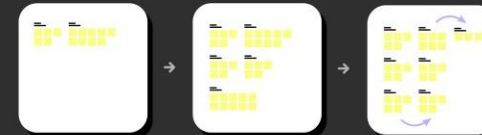
## SECURITY

Security	Customer Privacy
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## SERVICES

Providing services on time	Filteration based on services	Allocating Agent	Tracking of Services	Agent details	Providing service details	Customer Queries
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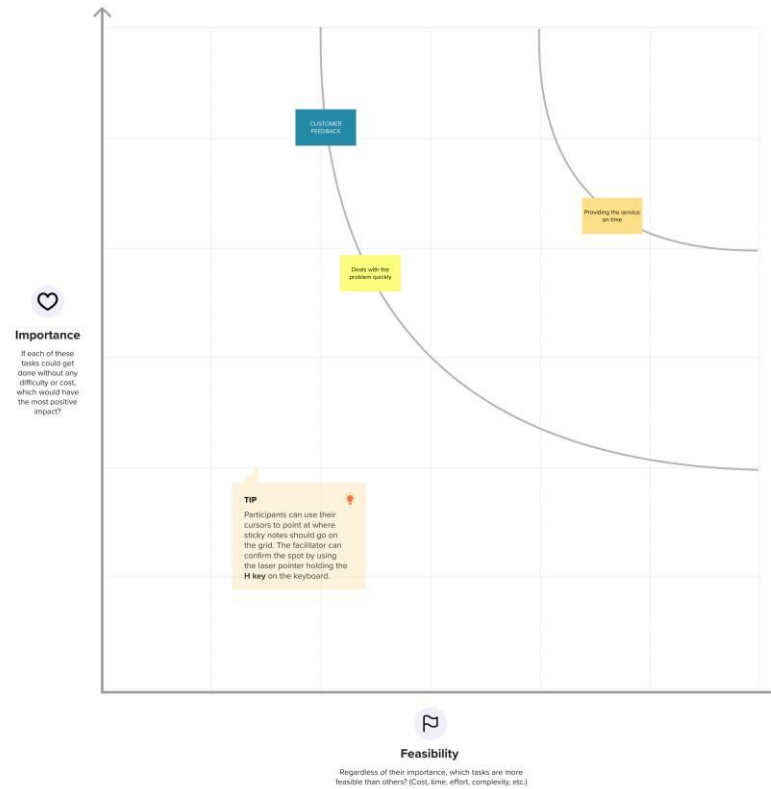
# BRAINSTORM & IDEA PRIORITIZATION

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## 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**