Brainstorm &ideaprioritization

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 →

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1 Define your 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 issue. 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.

⏱ 5 minutes

PROBLEM
How might we [your problem statement]?

Key rules of brainstorming

To run a smooth and productive session

Stay in topic. Defer judgment.

Encourage wild ideas. Listen to others.

Go for volume. If possible, be visual.

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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!

Boobana.E
Userfriendly UIback
Firstlook good on service
Providing service online
Customer Privacy
Providing chat box
Adding Verifying
Solution to Customer

Chandra Bahavathi.M
Customer online issue
Basic wishlist required
Limited sticky note queries
Tracking for issue
Filtration Based on details
Mirroring Agent

Madumitha.G
Basic wishlist required
Readless Homes
Customer chat issues
Providing at reliable talk
Customer Queries
Agent details
Livechat box

Subha Nandhini.R
Notifying customer
Solution for Custom er issues
Secur ity
Checking customer needs
Line for
Providing Chat box

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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 and break it up into smaller sub-groups.
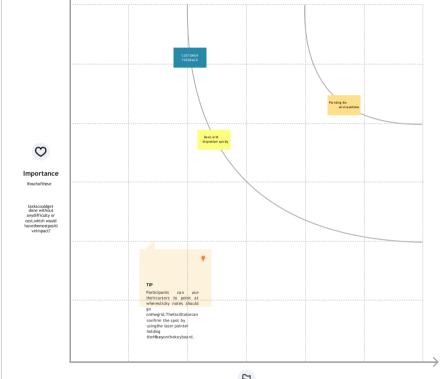
⏱ 20 minutes

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

CUSTOMER
Customer needs
Notifying Customer
Providing chat box
Deals with problem
Customer Queries
Providing service on time
Solution to Customer

CHATBOX

FEEDBACKS

INFORMATION
Listen
Basic Motivation
Carefullyto filequeries

SECURITY

SERVICES

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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

♡ **Importance**
likes of this use

task so a budget done without any difficulty or cost, which would have the most point win impact

CUSTOMER FEEDBACK

Deals with theproblem quickly

Providing the service on time

TIP
Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the laser pointer by holding the H key on the keyboard.

After you collaborate

You can export the mural as an image or pdf to share with member s of your company whom ight find it helpful.

Quick add-ons

A **Share the mural**
Share a view link to them ural 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 pla
Open the template →

Share template feedback