

# **CUSTOMER CARE REGISTRY**

## **BRAINSTORM & IDEA PRIORITIZATION**

### **TEAM DETAILS**

Team No : PNT2022TMID41

PROJECT NAME : CUSTOMER CARE  
REGISTRY

### **TEAM MEMBERS**

Team Lead : K.Seenivasan

Team Member : T.Sriram

Team Member : R.Sathikumar

Team Member : M.Thirumalai

The image shows a digital workspace with three vertical panels. The leftmost panel has a light blue background and features a large lightbulb icon at the top. Below it, the title "Brainstorm & idea prioritization" is displayed in bold black font. A paragraph explains the purpose of the template. At the bottom, there are three icons representing time and participation: a clock for "10 minutes to prepare", a group of people for "1 hour to collaborate", and a person icon for "3-8 people recommended". A small button labeled "Share template feedback" is at the very bottom. The middle panel has a white background and is titled "Before you collaborate". It contains three numbered steps, each with a square icon: 1. "Team gathering" (person icon) - Define who should participate... 2. "Set the goal" (target icon) - Think about the problem you're focusing on... 3. "Learn how to use the facilitation tools" (book icon) - Use the Facilitation Superpowers... Each step has a corresponding "Open article" button with a right-pointing arrow. The rightmost panel also has a white background and is titled "Define your problem statement". It starts with a question about framing a problem as a "How Might We" statement, followed by a "5 minutes" timer icon. Below this is a box titled "PROBLEM" containing the text "How Might We Can Solve This Problem by the customer?". Further down is another box titled "Key rules of brainstorming" with a brain icon, listing six rules with circular icons: Stay on topic, Encourage wild ideas, Defer judgment, Listen to others, Go for volume, and If possible, be visual.

# 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!

K.SEENIVASAN	M.THIRUMALAI	T.SIRAM	R.SATHIKUMAR
User Feedback	Customer Satisfaction	Check with Positive ability	Notify Customer
Provision based on condition	Check with Positive ability	Small Notification	Solution Customer Issues
Providing Service on Time	Listen carefully to the queries	Customer Satisfaction	Security
Customer Privacy	Tracking of service	Providing Service details	Checking customer need
Asking for Rating	Physically discuss details	Customer Queries	Live chat
Solution to Customer	Allocating Agent	Live chat	providing

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## Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, 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	Deal 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 mind.

### CHATBOX

Live chat	Providing Chatbox
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### FEEDBACK

Customer Satisfaction	User Feedback	Asking for Rating
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### INFORMATION

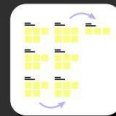
Email Notification	Listen carefully to the question
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### SECURITY

Security	Customer Privacy
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### SERVICES

Providing Service on Time	Filtration based on service	Allocation Agent	Tracking of services	Agent details	Providing Service details	customer Queries
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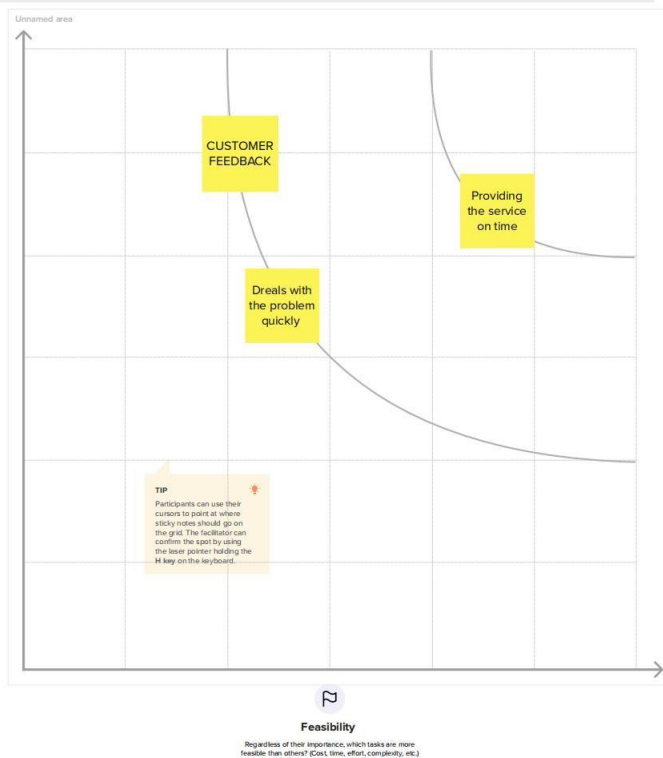
# BRAINSTORM & IDEA PRIORITIZATION

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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



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## 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.

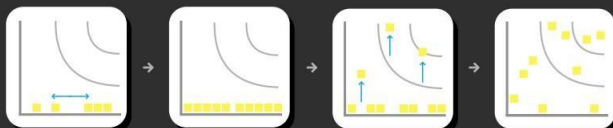
### Quick add-ons

- 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*