

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	15 October 2022
Team ID	PNT2022TMID44550
Project Name	Project- Customer Care Registry
Maximum Marks	4 Marks

Brainstorm

Jayaseelan

Reduce human resource

Explore more Knowledge

Better skilled person to get more idea

Over work Time

Jagan

Customer satisfication

Tracking as services

Door-step services

Allocating agents

Jeevitha

24*7 Help Services

Security

Live-chat

Providing chat-box

Soundhariya

One time work

Co-ordination of work

Explore more knowledge

Too much work pressure

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.

CUSTOMER

- Solution to customer
- Providing Chat box
- Solution for customer needs

CHATBOX

- Providing Chatbox
- Light Chat

FEEDBACK

- Customer Satisfication
- User Feedback
- Asking for Rating

INFORMATION

- E-mail Notification
- Listen carefully to the queries

SECURITY

- Security
- Customer Privacy

INFORMATION

- Customer Queries
- Agent Detail
- Providing Service Details
- Tracking of Service

Prioritize

High



Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

Low

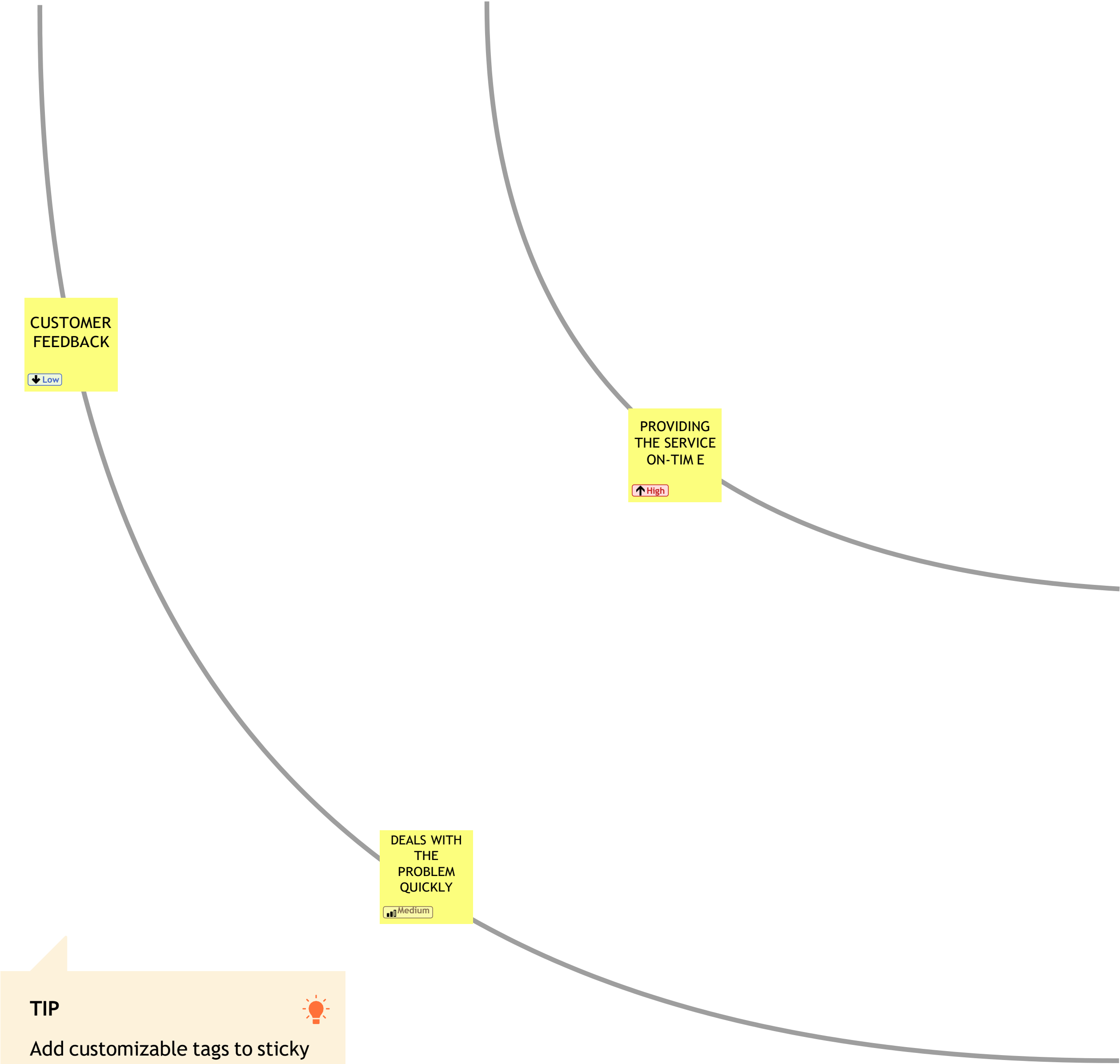
Low



Feasability

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

High



TIP

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