

Ideation phase


Brainstorm & Idea Prioritization Template

Team ID	
Project Name	Customer care registry
Maximum Marks	4 Marks
Date	19 September 2022

Step-1: Team Gathering, Collaboration and Select the Problem Statement




Problem Statement: The problem is to identify which agent is currently available in order to assign the work to him from the Admin side.


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



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

The problem is to identify which agent is currently available in order to assign the work to him from the Admin side.

 5 minutes


PROBLEM


How to find which agent is currently available?





Key rules of brainstorming


To run a smooth and productive session


 Stay in topic.

 Encourage wild ideas.

 Defer judgment.

 Listen to others.

 Go for volume.

 If possible, be visual.

Step-2: Brainstorm, Idea Listing and Grouping

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.

Reshma

What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?

Robini Devi

What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
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Saibha

What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?

Priya

What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
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Sree Vidya

What are the goals of the system?	What are the constraints of the system?	What are the requirements of the system?
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3

Group ideas

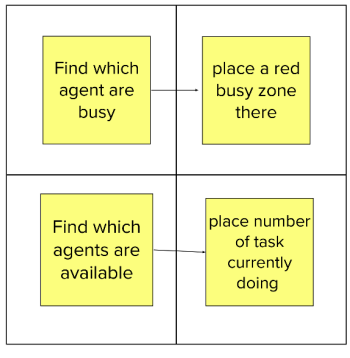
Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

TIP

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

sticky notes



Step-3: Idea Prioritization

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

