Ideation Phase Brainstorm & Idea Prioritization Template

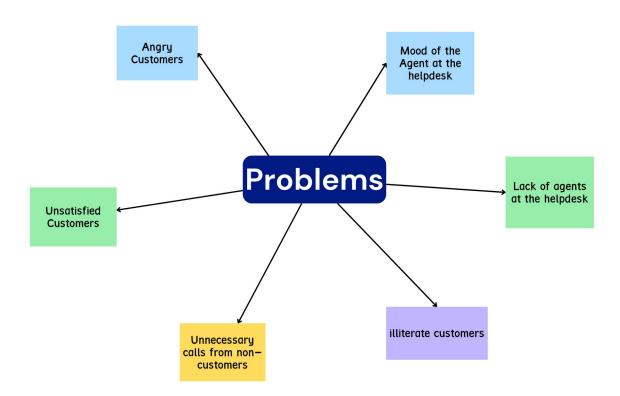
Date	19 September 2022
Team ID	
Project Name	Customer Care Registry
Maximum Marks	4 Marks

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

Defining The Problem Statement:

To assist the customer in a better way so that he/she can clarify the doubts and get a satisfaction over the issue.

Problems:



Step-2: Brainstorm, Idea Listing and Grouping

Steps to overcome the problem:

Shagish Bergin



Shamitha Sheffrin



Idea Owner

getting the requirements of the customer

Idea Owner

transferring the customer to a agent in the helpdesk

Idea Owner

customer queries for their need

Idea Owner

clarifying the doubts of the customer Idea Owner

agent asks for the feedback from the customer

Idea Owner

customer provides the feedback Idea Owner

Satisfied customer

Shahina Rizvana



Step-3: Idea Prioritization

