## Ideation Phase Brainstorm & Idea Prioritization Template

Date	27 October 2022
Team ID	PNT2022TMID17920
Project Name	Customer Care Registry
Maximum Marks	4 Marks

## **Step-1: The Problem Statement**



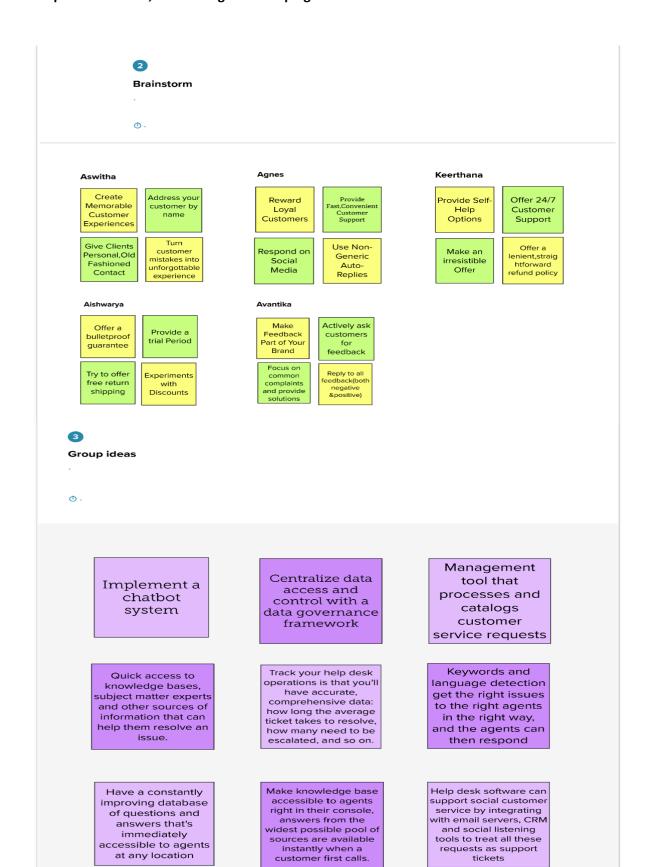
This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.



## Step-2: Brainstorm, Idea Listing and Grouping

accessible to agents

at any location



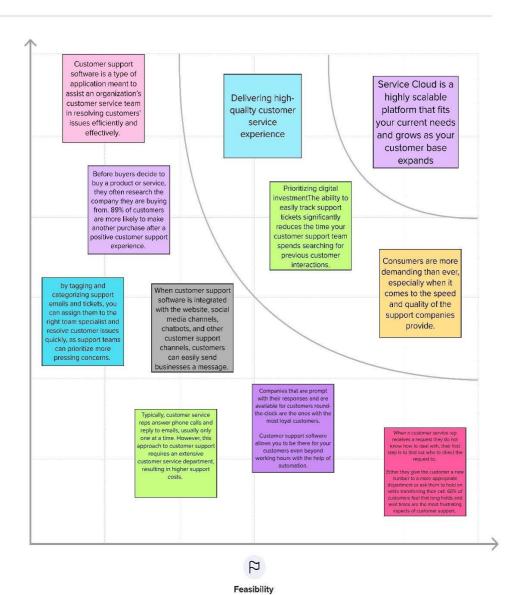
requests as support

tickets

## **Step-3: Idea Prioritization**



Ŏ.



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