CUSTOMERCARE REGISTRY

BRAINSTORM&IDEA PRIORITIZATION

TEAM DETAILS

TEAM NO : PNT2022TMID18160

PROJECT NAME : CUSTOMER CARE REGISTRY

TEAM MEMBERS

Team Lead : GOBI ANAN R

Team Member : SNEHA S A

Team Member : JEESHAN S

Team Member : RAHUL K

BRAINSTORM&IDEA PRIORITIZATION

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

Share template feedback

Need some inspiration?
See a finished version of this template to kickstart your work.

Open example →

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'd 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 →

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

🕙 5 minutes

PROBLEM

How Might We Can Solve The Issue Given by the customer

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.

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!
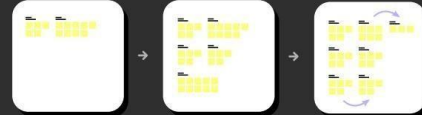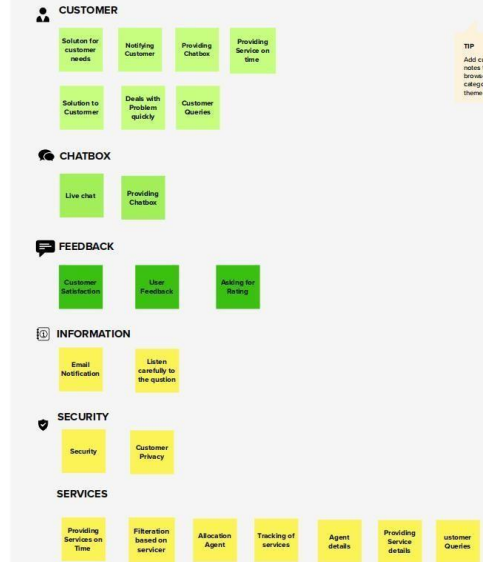
K.SEENIVASAN

User Feedback	Fitness on based on services	Providing Services on Time
Customer Privacy	Providing Chatbox	Asking for Rating
Solution to Customer		

M.THIRUMALAI

Customer Satisfaction	Deals With Problem Quickly	Listen carefully to the queries
Tracking of services	Filtyazion Basedon details	Allocating Agent

T.SRIRAM

Deals with Problem quickly	Email Notification	Customer Satisfaction
Providing Service details	Customer Queries	Agent details
Live chatbox		

R.SATHIKUMAR

Notifying Customer	Solution Customer Issues	Security
Checking customer need	Live chat	providing

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 and 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	Deals 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 mural.

💬 CHATBOX

Live chat	Providing Chatbox

💬 FEEDBACK

Customer Satisfaction	User Feedback	Asking for Rating

ℹ INFORMATION

Email Notification	Listen carefully to the question

🛡 SECURITY

Security	Customer Privacy

SERVICES

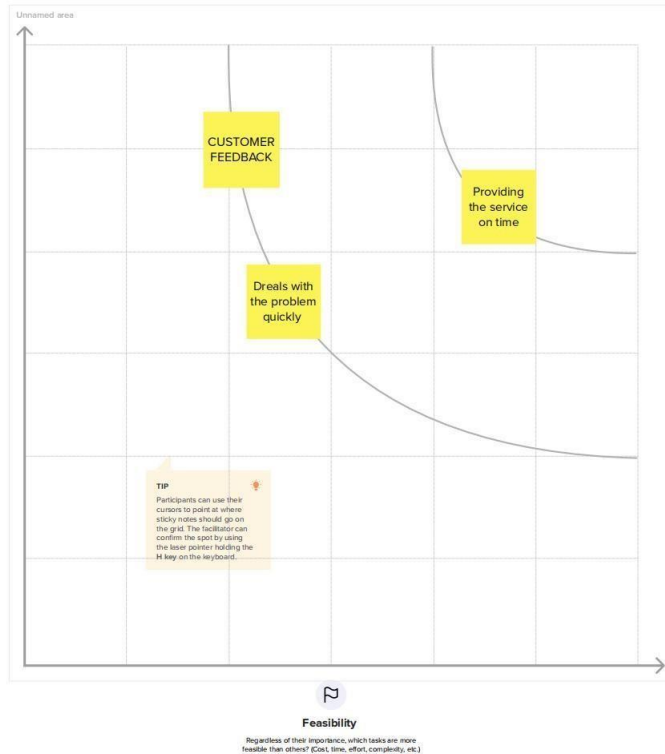|						
Providing Services on Time	Filteration based on servicer	Allocation Agent	Tracking of services	Agent details	Providing Service details	ustomer Queries

BRAINSTORM&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

Unnamed area

CUSTOMER FEEDBACK

Providing the service on time

Dreals with the problem quickly

TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the H key on the keyboard.

Feasibility

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

→

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

Thankyou