Ideation phase
Brainstorm & Idea Prioritization Template

Team ID	PNT2022TMID34576
Project Name	Customer care registry
Maximum Marks	4 Marks
Date	03 October 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.

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 inorder 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 an 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

Reshma

Rohini Devi

Sabitha

Priya

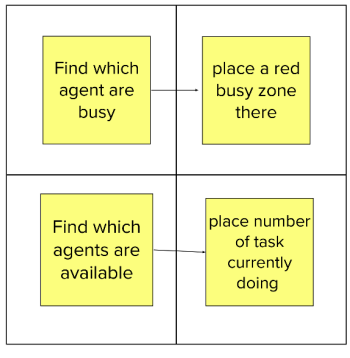**Sree Vidya**

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

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**

Importance

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

we can also use a ticket for agent side

we can place a red zone with task count

We can place a busy zone there

The agent can inform to agent after work asssigned

we have to assign task to agents who have minimum number of task

If no agents are free with task what can we do ?

Create a seperate room for work free agents

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.