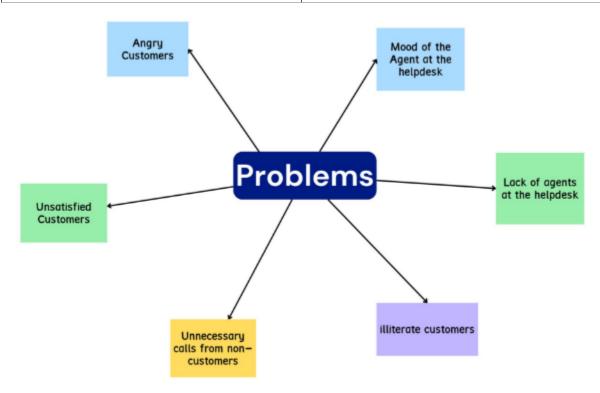
Ideation Phase Brainstorm & Idea Prioritization Template

Date	04 November 2022
Team ID	PNT2022TMID34576
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:

Steps to overcome the problem:

Shagish Bergin



Shamitha Sheffrin



Idea Owner

getting the requirements of the customer

Idea Ouver

transferring the customer to a agent in the helpdesk

Idea Owner

customer queries for their need

Idea Owner

clarifying the doubts of the customer Hen Owner

agent asks for the feedback from the customer

Idea Owner

customer provides the feedback How Owner

Satisfied customer

Shahina Rizvana



Step-3: Idea Prioritization

