

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	19 September 2022
Team ID	PNT2022TMID31808
Project Name	Project - CUSTOMER CARE REGISTRY
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization Template:

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

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.

Reference: <https://www.mural.co/templates/empathy-map-canvas>

Goal:
CUSTOMER CARE REGISTRY

Constraints:
proper Attachment of files
Approach the Necessary
Department

Comments:
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.

Team idea workspace
(Each team member put your ideas here)

Favorite ideas

KEERTHANA J

To make an
Simple &
Standard
Answer

Collect the
Well-Detailed
Data's from the
user

Requesting them
parelley working
along with Technical
Team for better
Clarification

User can discuss with
the Domain Expert

Asking query with a
already solved person

KISHORE R

To implement both web
& mobile application to
make better
involvement of user

Additional of
technical terms and
the reference link for
the related queries

Make of an voice chat
for clear cut step -
wise procedure

shareable reference links
with the pair of
documents

RADHA

User also contact
the query through
aggregated regional
language

They are go through
the previous Query
Data's at any time

Contact a
Helpline or
Toll-free number
to the related
department

Posting a Query -
Solution who are
solved those
issues are gain
from the
experienced
person

Publish a query and
asked how to solve ,
Experienced person
share their valuable feed
back

RANJITH

platform help us to
connect the call to
the Technical Team

user can attach the
file like bill or
Receipt for easy
movement of
process

Cartocan view about the
FAQ for common & most
asked query are defined
in a detailed
mannerimages with
news content are plays
the vital role in News