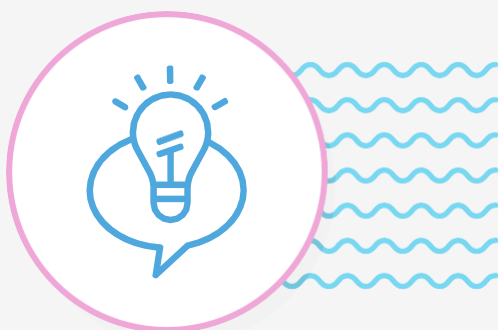


**Ideation Phase**

**Brainstorm & Idea Prioritization**

Project Name	Customer Care Registry
Team ID	PNT2022TMID45009
Maximum Marks	4 marks



# 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'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

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 [your problem statement]?



### 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.

# Brainstorm



## SURYA A

Checking customer needs	Customer privacy	Listen carefully to the queries
Providing service details	Deals with problem quickly	Solution for customer issues
Providing services on time	Proper solution to any problem	Providing chat box

## AKASH V

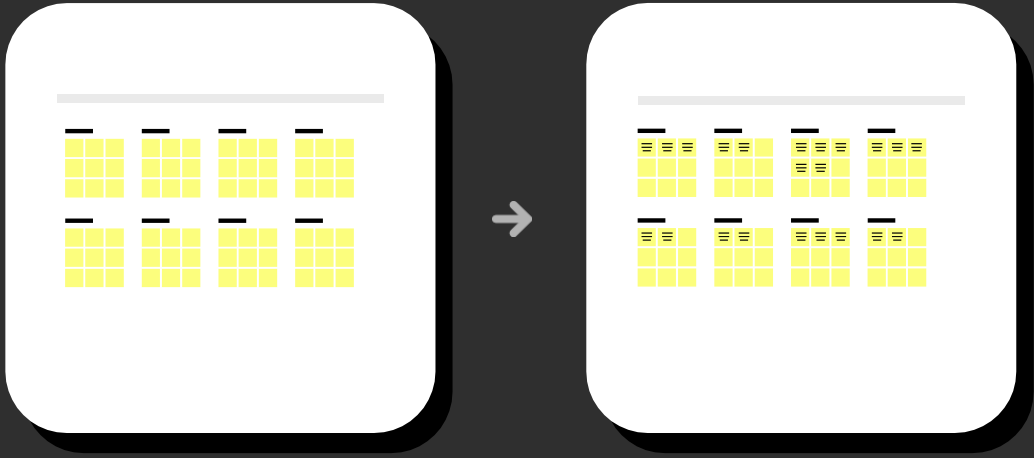
User feedback	Notifying customer	Allocating agent
Service at any time	Email notification	Security
Filtration based on services	Live chat box	Ask for rating

## RANJITH M

Customer privacy	Tracking of services	Quick solution of the problem
Proper information	Managing database	Tracking of services
Customer satisfaction	Proper allocation of staff	Solve the problem in short time

## RANJITH KUMAR A

Agent details	Customer details	Kind behaviour among the customers
Customer queries	Appropriate solution	Giving proper clarity
Service at any time	Notifying customer	Future assistance



## 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 can break it up into smaller sub-groups.

 20 minutes



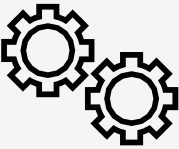
### CUSTOMER

- Customer details
- Customer queries
- Customer privacy
- Notifying customer
- Customer satisfaction
- Giving proper clarity



### AGENT

- Agent details
- Listen carefully to the queries
- Proper information
- Managing database



### SERVICES

- Providing chatbox
- Live chatbox
- Proper allocation of staffs
- Appropriate solution
- Notifying customer
- Future Assistance



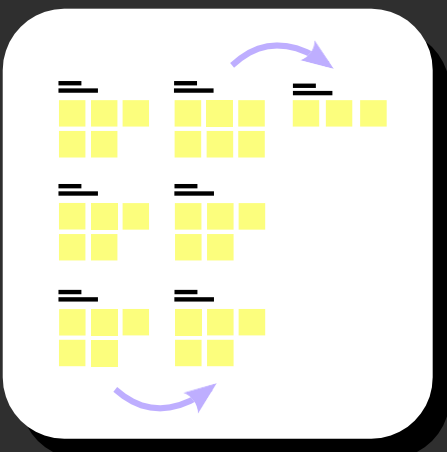
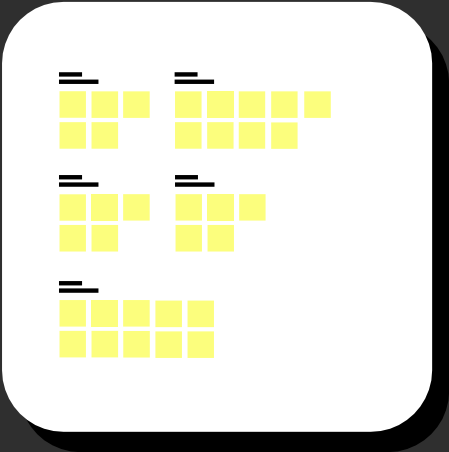
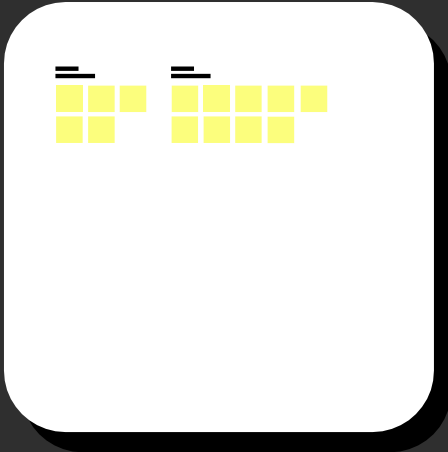
### SECURITY

- Cutomer privacy
- Secure data



### FEEDBACK

- Customer satisfaction
- Customer feedback
- Ask for rating



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

