

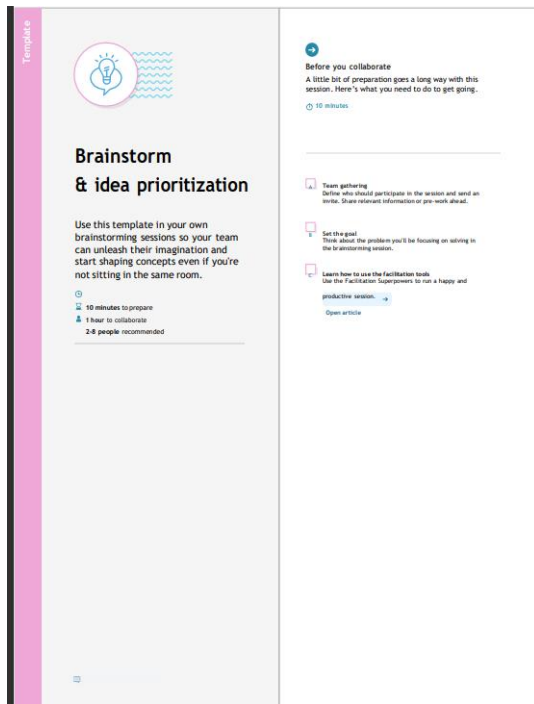
Brainstrom & Idea Prioritization

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID43874
Date	19 th Oct 2022

Brainstorm & Idea Prioritization

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 number of creative solutions.

Step 1



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

1. Team gathering
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

2. Set the goal
Think about the problem you're focusing on solving in the brainstorming session.

3. Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.

Open article

Step 2

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]?



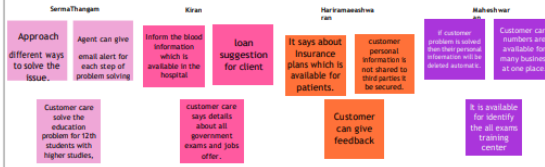
Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP

You can select a sticky note and use the pencil (click to select) tool to start drawing!



Step 3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the last 10 minutes, 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

TIP

Add color-coded tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mind.

Approach the problems in different ways

Customer care numbers are available for many business at one place.

Customer care says details about all government exam and jobs.


Inform the blood information which is available in the hospital within the few minutes.

Customer personal information be secured not shared to third parties.

Agent can send the email alert in each step of problem solving.




Step 4



Prioritize

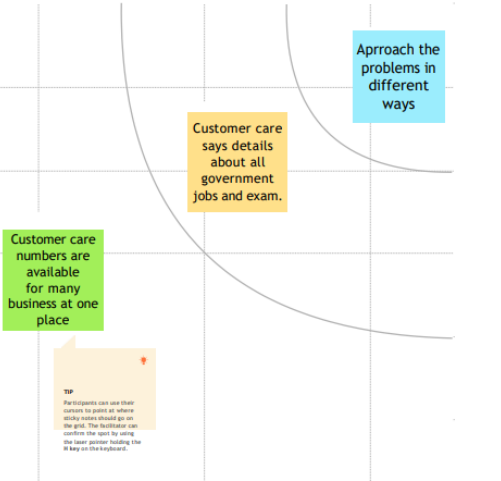
Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

30 minutes



Importance

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



Customer care numbers are available for many business at one place

Customer care says details about all government jobs and exam.

Approach the problems in different ways

TIP
Participants can use their markers to point at several sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer leading line #1 key on the keyboard.

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

Share the mural
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.

Export the mural
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save to 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