

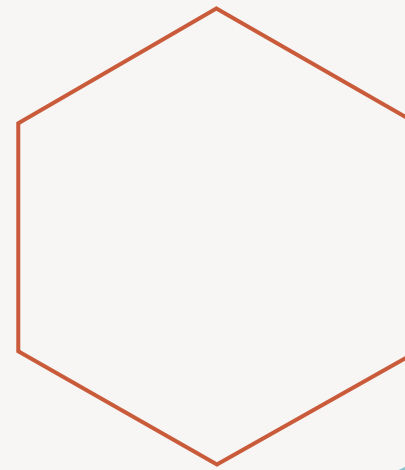
CUSTOMER CARE REGISTRY

**BRAINSTORM & IDEA
PRIORITIZATION**




TEAM DETAILS:

Team No : PNT2022TMID46878
College Name : Sir Isaac Newton College of Engineering
Department : Computer Science & Engineering



BRAINSTORM & IDEA PRIORITIZATION

Template



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

➔

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 can solve the issue given by the customer?

🧠

Key rules of brainstorming

To run an smooth and productive session

➕ Stay in topic.

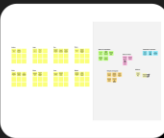
💡 Encourage wild ideas.

⏸️ Defer judgment.

👂 Listen to others.

🗣️ Go for volume.

👁️ If possible, be visual.



Need some inspiration?

See a finished version of this template to kickstart your work.

📄 Open example ➔

2

Brainstorm

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

🕒 10 minutes

TIP

You can select a sticky note and hit the pencil (switch to sketch) (icon to start drawing)

Sruthi S

Start feedback	Process based on Services	On time Services
Customer Privacy	Providing Chatbox	Asking for rating
Solution for Customer		

Sineka P

Customer satisfaction	Deals with problem quickly	Listen carefully to queries
Tracking of services	Fit based on details	Allocating of agent

Sandhya R

Deals with problem Quickly	Listen carefully to queries	Email notification
Provide the services	Customer details	Agent details
Live chatbox		

Gopika C

Notifying Customer	Solution for customer issues	Security providing
Giving recommendation	Feedback	Other services

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 can break it up into smaller sub-groups.

🕒 20 minutes

TIP

Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

Customer...

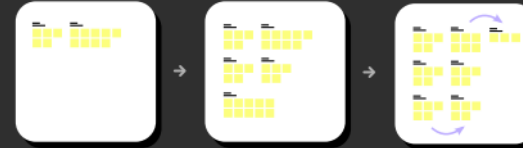
Solution for customer needs	Notifying customer	Providing Chatbox	Providing services
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Chatbox

Live chatbox	Provide chatbox
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Services...

on time services	Information based on services	Agent details
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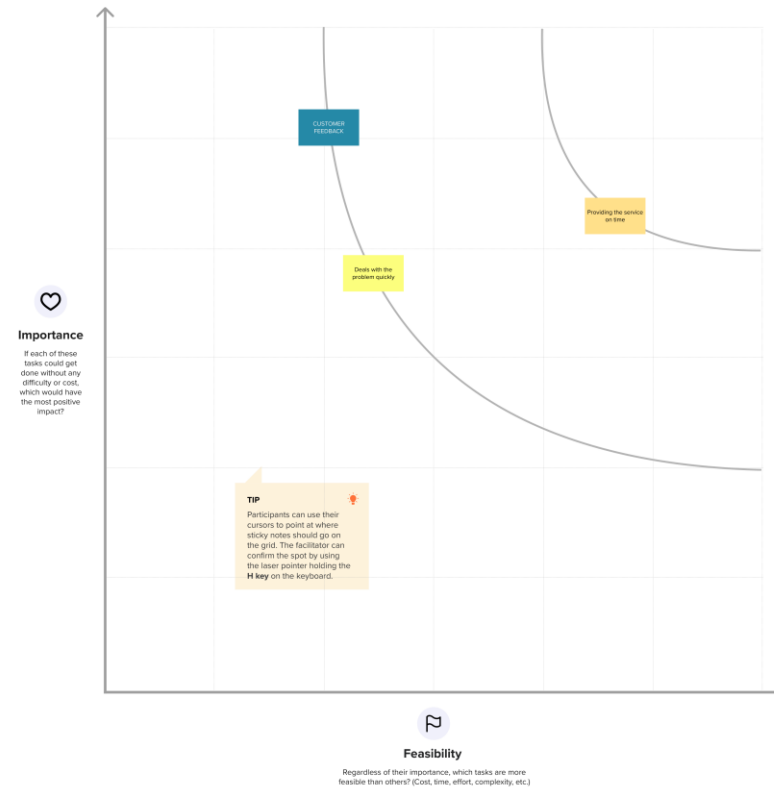
BRAINSTORM & IDEA PRIORITIZATION

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



➔

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

A Share the mural

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

B Export the mural

Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in 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 →](#)

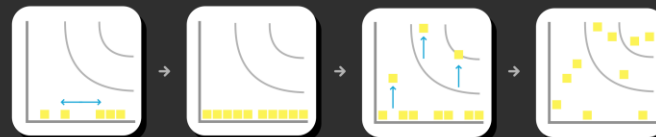


Strengths, weaknesses, opportunities & threats

Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.

[Open the template →](#)

[Share template feedback](#)





Thank you