

Ideation Phase

Brainstorm & Idea prioritization

Team ID	PNT2022TMID04893
Batch Number	B3-3M5E
Project Name	Customer Care Registry

1

Define your problem statement

⌚ 5 minutes

PROBLEM STATEMENT

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. 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.

Admin : The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

User: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.



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.

2

Brainstorm

⌚ 10 minutes

AARTHY R

Usesr Feedback	Filteratio n Based on Services	Providing Services on Time
Customer Privacy	Providing Chat Box	Asking For Rating
Solution to Customer		

GOWSALYA M

Deals with Problem Quickly	Email Notification	Customer Satisfactio n
Providing service details	Custome r queries	Agent Detail s
Live Chat Box		

GAYATHRI A

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Customer Satisfactio n	Deals with Problem quickly	Listen Carefully to the Queries
Tracking Of services	Filteration Based on Details	Allocating agent

GAYATHRI A

Notifying Custome r	Solution For Customer issues	Security
Checking customer Needs	Live Chat	Providing chat box

Group ideas

🕒 20 minutes

CUSTOMER

Customer
Needs

Notifying
Customer

Providin
g Chat
Box

Deals
with
problem

Customer
Queries

Providind
Service on
time

Solution
to
Customer

CHAT BOX

Live Chat

Providin
g chat
box

FEED BACKS

Customer
Satisfactio
n

Usesr
Feedback

Asking For
Rating

INFORMATION

Email
Notification

Listen
Carefully to
the Queries

SECURITY

Security

Customer
Privacy

SERVICES

Providing
Services on
Time

Filteratio
n Based
on
Services

Tracking Of
services

Allocating
agent

Providing
service
details

Agent
Detail
s

Custom
er queries

4

Prioritize

🕒 20 minutes



Importance

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

