Ideation Phase Brainstorm & Idea Prioritization Template

Date	1 November 2022
Team ID	9922-1659083629
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 number of creative solutions.

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Team Gathering:

Team Members	
Team Leader	Siva Prasad
Team Members	Rohit kanna
	Rajamaideen
	Shiva Kumar

Problem Statement:

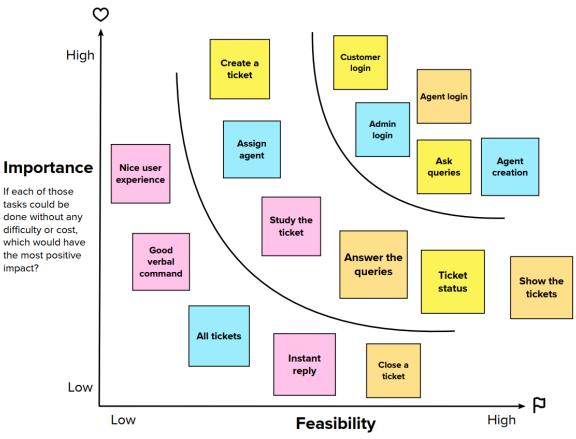
I am Siva Prasad and I am a regular customer in famous e-commerce websites like Amazon, Flipkart. I order regularly. The problem I have is that in most times, I don't have any reliable sources to clear my doubts in some of the products I buy.

There are reviews and customer ratings in those websites, but somehow, I don't feel they are authentic and real. It would make my world if those replies were from a real expert, and I could clarify all my doubts in a single platform. Of course, I would need instant replies from a real expert who knows about the products I am asking for.

Brainstorming Grouping Ideas Siva prasad Rohidkanna Category 2 Category 1 Show the Agent Customer Create a Customer **Admin** Agent Agent login ticket login tickets login login login creation **Answer Ticket** Ask Close a Create a Show the Study the **Assign** the status queries ticket ticket agent tickets ticket queries Category 3 shivakumar Rajamaideen Category 4 Good Good Admin Ask Ticket Agent Study the verbal All tickets verbal status login creation queries ticket command command Answer Close a Nice user **Assign** Instant Instant All tickets the experience ticket experience agent reply reply queries

Step-3: Idea Prioritization

Prioritization



Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort etc.,)