# Brainstorm

### 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**

**NM2023TMID07991**

**TEAM ID: 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**

**2**

### The IssueTracker

**TIP**

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

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

**10 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.

**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 and break it up into smaller sub-groups.

**20 minutes**

**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**

# & idea prioritization

#### Use this template in your own The IssueTracker 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

1. **Team gathering**

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

1. **Set the goal**

Think about the problem you'll be focusing on solving in the brainstorming session.

1. **Learn how to use the facilitation tools**

Use the Facilitation Superpowers to run a happy and productive session.

**Open article**

**PROBLEM**

**How might we [your problem statement]?**

##### Key rules of IssueTracker

Implementing a ticketing system with unique ticket numbers allows for organized tracking and management of complaints

To run an smooth and productive session

## VICKY KUMAR

Clearly identify the objectives of the system, CAD(Cloud Application Development)

Design an intuitive and user-friendly interface

**DHANRAJ KUMAR**

Implement a ticketing system where each complaint or issue is assigned.

submitting complaints, such as a web portal, email, or phone.

## RAMESH GIRI

allows users to submit complaints easily.

Ensure the system supports multiple channels

## VIKARAL KUMAR

This helps in tracking and organizing complaints throughout their lifecycle.

1. **Share the mural**

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

1. **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.

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**Customer experience journey map**

Stay in topic. Defer judgment.

Encourage wild ideas. Listen to others.

##### Importance

Develop a categorization system to classify complaints into different types.

Intuitive and user-friendly interface

Clear instructions and easy complaint submission process.

Responsive design for access from various devices

If each of these

Understand customer needs, motivations, and obstacles for an experience.

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Automated notifications and regular updates to customers about the progress of their complaints demonstrate transparency

Go for volume. If possible, be visual.

tasks could get

done without any difficulty or cost, which would have the most positive impact?

**Strengths, weaknesses, opportunities & threats**

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

**Open the template**

**TIP**

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the **H key** on the keyboard.

Unique ticket number generation for each complaint

Multiple channels for complaint submission (web portal, email, phone)

**Share template feedback**

**Share template feedback**

##### Feasibility

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

**Template**

**Need some inspiration?**

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

**Open example**