


Ideation Phase

Brainstorm & Idea Prioritization

Date	01.04.2025
Team ID	SWTID1743161557
Project Name	Online Complaint Registration & Management System (OCRMS)
Program	Full Stack Development MERN_VIT

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



Brainstorm & idea prioritization

Use this template to brainstorm and prioritize ideas for Complaint Ease, an online complaint registration and management system. This will help us generate innovative solutions, refine key features, and shape the project vision-whether collaborating remotely or in person.


🕒 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

 **Team gathering**
All the team members need to participate.


 **Set the goal**
Provide a centralized digital platform for complaint registration. Implement role-based access (Admin, User, Agent) for structured complaint handling.

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Define your problem statement


- Managing and resolving complaints efficiently remains a challenge for organizations and institutions.
- Users often struggle with transparency, tracking, and follow-ups after registering complaints.
- Existing solutions lack real-time updates, role-based access control, and a streamlined communication system.


🕒 5 minutes





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.

Step-2: Brainstorm, Idea Listing and Grouping

<div><div>2</div><div>Brainstorm</div><div>Write down any ideas that come to mind that address your problem statement.</div><div>🕒 10 minutes</div></div>	<div><div>3</div><div>Group ideas</div></div>
<div><div>Person 1</div><div>I often face delays when reporting issues, and I have no idea when they'll be resolved. A system that allows me to file complaints easily, track real-time updates, and communicate with responsible officials would save me a lot of frustration. I want transparency and assurance that my complaints are actually being addressed.</div></div> <div><div>Person 3</div><div>Monitoring complaints across different categories is chaotic without a structured system. A platform with role-based access, performance tracking, and analytics on resolution times would help me ensure fairness, efficiency, and accountability across all cases.</div></div> <div><div>Person 2</div><div>Managing complaints manually is overwhelming, and sometimes complaints get lost in the process. If I had an organized dashboard with assigned cases, automated reminders, and direct chat with users, I could resolve issues much faster and keep everything on track.</div></div> <div><div>Person 4</div><div>People complain about unresolved issues, but without proper data and tracking, it's hard to address concerns effectively. A system that categorizes complaints, provides data-driven insights, and helps improve overall service quality would be a game-changer</div></div>	<div><div>Group ideas</div><div></div><div>Our team envisions Complaint Ease as an intuitive, transparent, and efficient complaint management system that simplifies issue resolution for users, agents, and administrators. We aim to integrate real-time tracking, ensuring users receive instant updates on their complaints. To enhance communication, we propose WebRTC-based live chat between users and agents for faster issue resolution. Implementing an AI-powered categorization system will help classify complaints automatically, reducing manual effort and improving efficiency. For administrators, a dashboard with analytics will provide insights into complaint trends, resolution times, and agent performance. We also plan to introduce automated escalations, where unresolved complaints are flagged and reassigned to higher authorities. Additionally, multi-platform accessibility (web & mobile) will ensure seamless user engagement. Security is a top priority, so we will integrate role-based access control and encrypted data storage to protect user information. This collaborative approach ensures Complaint Ease is efficient, scalable, and user-friendly</div></div>

Step-3: Idea Prioritization

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Prioritize

🕒 20 minutes

Priority	Feature	Importance	Feasibility
High Priority	Role-Based Access Control	High	High
High Priority	Real-Time Status Updates	High	High
High Priority	Complaint Registration & Categorization	High	High
Medium Priority	WebRTC Chat for User-Agent Communication	High	Medium
Medium Priority	Automated Complaint Escalation	Medium	Medium
Low Priority	AI-Based Complaint Categorization	Medium	Low
Low Priority	Data Analytics Dashboard	Medium	Low