

## Ideation Phase

### Brainstorm & Idea Prioritization Template


Date	30 October 2025
Team ID	NM2025TMID00425
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	4 Marks

#### Brainstorm & Idea Prioritization Template:

Streamlining ticket assignment for efficient support operations focuses on creating a smooth, automated process that enhances collaboration and productivity within support teams. By optimizing how incoming tickets are distributed, teams can ensure faster responses, balanced workloads, and improved customer satisfaction. This approach encourages every team member to contribute ideas on how to reduce manual effort, minimize delays, and make support workflows more efficient. Use this template in your brainstorming sessions to explore innovative ways to automate and improve ticket assignment.

Reference : <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

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



### Streamline ticket assignments for efficient operation

Use this template in your own brainstorming session: for your team can unleash their intangible creativity and shape concepts even if you're not sitting in the same room.

🕒 10 minutes to prepare  
👤 1 hour to collaborate  
👥 25+ people recommended

#### 1 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

Define whose influence impacts this session, and send an invite. Somewhat, wherever you to set to on board.

##### Set the goal

Define clearly the problem, you'll be focusing on solving in the ticket blowing.

##### Learn how to use the facilitation tools

Use ISM Collaboration Superpowers to fun unhappy and petrositive

[Open article](#)

#### 2 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

##### HOW HOW MIGHT WE

(your problem statement)

##### Key rules of brainstorming

To run in union 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

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1 Brainstorm

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

🕒 10 minutes

2 Brainstorm

Start reviewing your ideas and attaching them to the problem and are specific

🕒 30 minutes

👤 Work ok together as a team — discuss, merge duplicates, and name each group with a clear category label

2. Group Ideas

Start reviewing your ideas while clustering similar or related notes as you go. If the teams brainstorming produces many diverse ideas, try grouping them into categories that share a theme. If a cluster becomes too large, break it into smaller, focused subgroups.

🕒 30 minutes



## Step-3: Idea Prioritization

### 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

