Ideation Phase

Brainstorm & Idea Prioritization Template

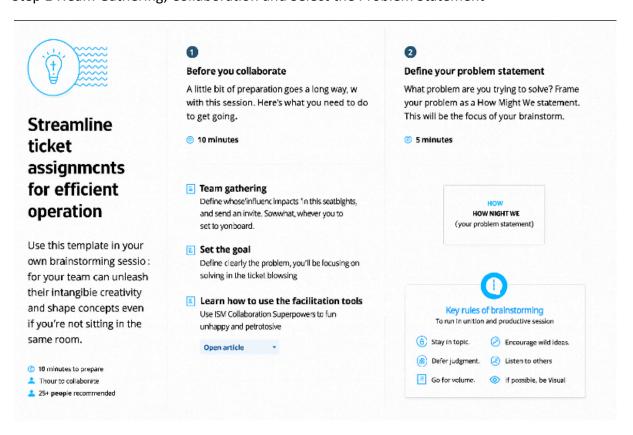
Date	30 October 2025
Team ID	NM2025TMID00425
Project Name	Streamlining ticket assignment for efficient
	support operations
Maximum Marks	4 Marks

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



Step-2: Brainstorm, Idea Listing and Grouping

Step-2: Brainstorm, Idea Listing 2. Group Ideas and Grouping 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 Brainstorm share a theme. If a cluster becomes too large, break it Write down any ideas thathat come to mind that address into smailer, focused subgroups. your problem statement. (30 minutes 10 minutes Prioritize tickets 2 Brainstorm Start reviewing your ideas ancarachesed us the riant Simplify ticket form problem and are specific (30 minutes Automate categorization Work ok together as a team - discuss, merge Enhance communication duplicates, and name each group with a clear categ ory lab

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.

O 20 minutes

