

## Ideation Phase

### Brainstorm & Idea Prioritization Template


Date	16 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow : Your Platform For Online Complaints
Maximum Marks	4 Marks

#### Brainstorm & Idea Prioritization Template:

Brainstorming fosters an open and inclusive environment where every team member is encouraged to contribute their ideas freely. It emphasizes generating a large number of ideas rather than focusing solely on their quality at the outset. Unconventional and innovative thoughts are welcomed and explored collaboratively, allowing team members to build upon each other's suggestions and collectively develop a wide range of creative solutions.

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

Template



### Brainstorm & idea prioritization

Use this template in your own brainstorming 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

#### 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 who should participate in the session and send an invite. Share relevant information or pre-work ahead.
- Set the goal**  
Think about the problem you'll be focusing on solving in the brainstorming session.
- Learn how to use the facilitation tools**  
Use the Facilitation Superpowers to run a happy and productive session.  
[Open article](#) →

#### 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

**PROBLEM**

Freelancers and clients lack a reliable platform to connect and collaborate efficiently.

#### Key rules of brainstorming

To run a 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

# 2

## Brainstorm

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

🕒 10 minutes

### TIP

You can select a sticky note tool in the panel (then no select) icon to start drawing.



## ResolveNow: Your Platform for Online Complaints

### Person 1

Securely register complaints

Automatic progress updates

Real-time messaging with agent

Smart routing assigns complaints efficiently

Smart routing assigns complaints

Track status of complaints in real time

Track status of complaints in real time

Strong security protects user data

2

## 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 can break it up into smaller sub-groups.

🕒 20 minutes

### TIP

Add a customizable tag to your sticky notes to file organize ideas. For example, use department names or color code for importance.



### Frontend Features

Progress updates

Live chat

Issue categories

### Backend Features

Automated routing

Complaint tracking

Data encryption

### User Features

Complaint status alerts

Anonymous submissions

Anonymous submissions

### Admin Features

Reporting dashboard

Priority escalations

Agent performance metrics

### Step-3: Idea Prioritization

#### 4 Prioritize

### ResolveNow: your platform for online complaints

#### TIP

Prioritization can take a good moithe of. Light, right use likes soon puttons to, the toolbar to easily move mings orow/13, or frcst, ande more things

