

# User Empathy

I empathize with the users of Hari EV by understanding their emotions, needs, and frustrations. By putting ourselves in their shoes, we gain insight into their experiences and can tailor the app to better serve their needs.

## Says

- I wish there were more charging stations available, especially when I'm running low on battery."
- It's frustrating when I can't find a charging station that's compatible with my EV.

## Thinks

- I hope I can find a charging station nearby when I need it.
- "I wonder if there's a way to optimize my EV's battery usage to extend its lifespan.



## Does

- Spends time researching EV models, charging technologies, and sustainable driving practices.
- Occasionally asks friends or online communities for advice on EV-related issues.

## Feels

- Anxious about running out of battery and being stranded without a charging station nearby.
- Frustrated by the complexity of managing her EV's battery and charging needs.