Task #11 – Empathy Process Flow

Product Chosen: A smart water bottle that tracks water intake and reminds users to drink water through notifications or LED alerts.

Issue Identified: Many users complain that the bottle either:

- Misses reminders or sends too many notifications, making it unreliable.

- Has a short battery life, requiring frequent charging.

- Lacks accurate hydration tracking, sometimes failing to detect water intake correctly.

Proposed Fixes:

- Implement a personalized reminder system based on user habits rather than fixed intervals.

- Optimize power consumption to extend battery life.

- Enhance sensor accuracy to track actual water consumption better.

Exploring Its Features: The smart water bottle currently has the following features:

- **Hydration tracking** – Monitors how much water the user drinks.
- **Reminder alerts** – Uses LED lights, phone notifications, or vibrations to remind users.
- **Temperature control** – Some versions keep the water hot or cold.
- **Companion app** – Syncs with a mobile app for tracking water intake and setting goals.
- **Bluetooth connectivity** – Connects to smartphones, fitness trackers, or smartwatches.

Empathy Map: ([Link to lucid chart](#))