

## Ideation Phase

### Empathize & Discover

Date	26 October 2023
Team ID	NM2023TMID11718
Project Name	Project –Transparent Toll-Free Data Management
Maximum Marks	4 Marks

## Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to helps teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

## Transparent Toll-Free Data Management

