

Ideation Phase

Empathize & Discover

Date	30 OCTOBER 2025
Team ID	2F2CA610622DBCB9AF44E9641A0CB552
Project Name	LEASE MANAGEMENT
Maximum Marks	4 Marks

Empathy Map Canvas – Lease Management System:

Context

During the *Empathize & Discover* phase, the team observed how property admins and lease managers handle tenant and property records within the system. They discovered that many users feel frustrated when they can't delete or update tenant records due to active lease associations.

Through interviews with stakeholders, it became clear that this issue causes delays, confusion, and extra manual work to identify which leases are still active or linked to a tenant.

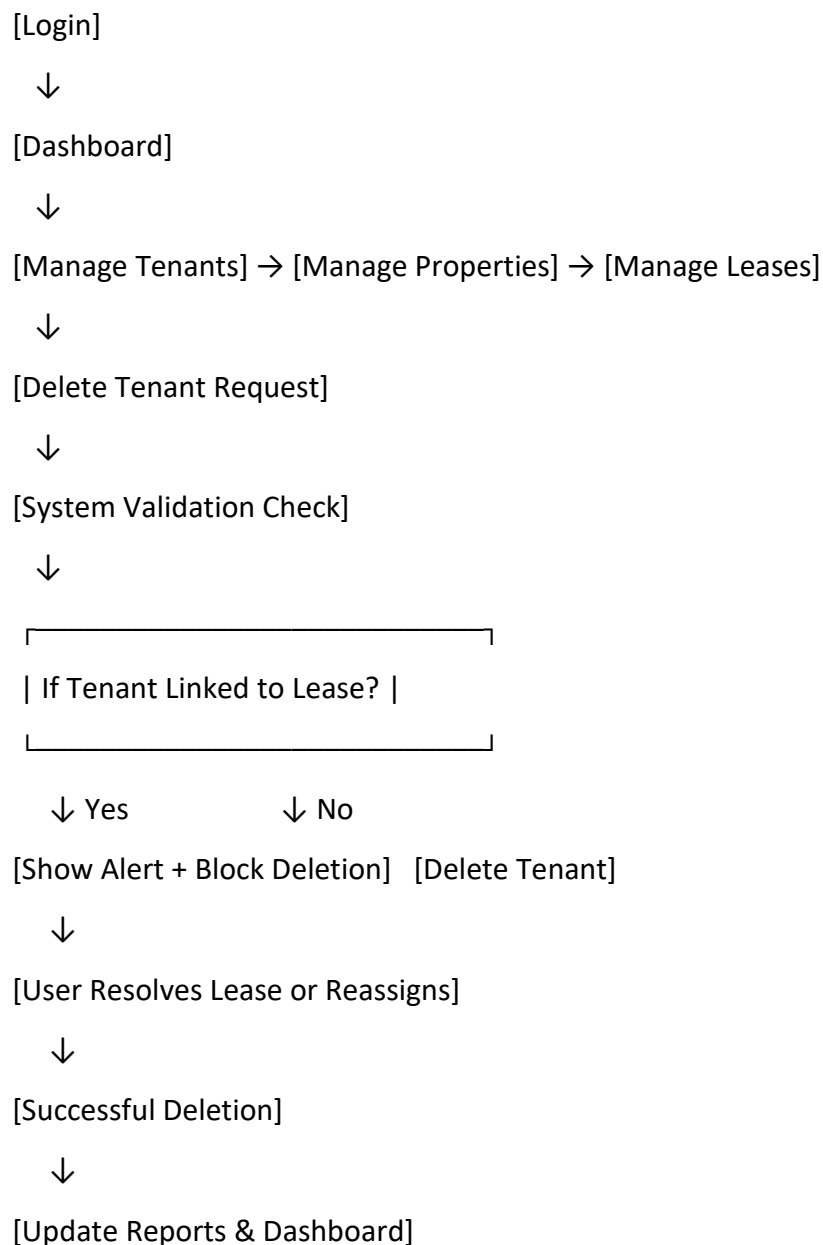
These insights revealed how hidden dependencies disrupt workflows, affect data accuracy, and reduce overall system trust.

By understanding these daily challenges, the team realized the need for clear guidance, smart alerts, and automated dependency checks to ensure smooth lease operations and prevent accidental data loss.

Empathy Category	Insights (Lease Management Perspective)
What Users Say	"I just want to remove old tenant records." / "I can't tell which lease is still active." / "It's confusing when the system blocks deletion without explaining why."
What Users Think	They believe the system should automatically warn or guide them before any action that affects linked records.
What Users Do	They manually search through leases to find active ones, often making duplicate or incomplete updates.
What Users Feel	Frustrated, confused, and anxious about breaking data integrity or losing important lease information.

Pain Points

- Lack of clear visibility into which leases are active or linked to a tenant.
- No automatic alert before deleting or editing tenant records tied to an ongoing lease.
- Manual tracking wastes time and creates data inconsistencies.
- Fear of accidental deletion that might cause reporting or compliance errors.



User Needs

- A system that shows all linked leases before allowing deletion.
- Smart notifications or pop-up warnings when dependencies exist.
- Automated validation checks that prevent accidental data loss.
- A user-friendly workflow for safe record management and quick reassignments.

Outcome / Insight

By deeply understanding users through empathy mapping, the team identified the main frustrations around tenant and lease dependency handling.

These findings inspired the design of a smarter and safer Lease Management System that includes:

- Real-time validation of active leases
- Automated alerts and confirmation prompts
- Guided reassignment process before deletion

This ensures that no tenant or property record linked to an active lease can be deleted unintentionally, improving data accuracy, operational efficiency, and user confidence in managing lease workflows.

