Ideation Phase
Empathize & Discover

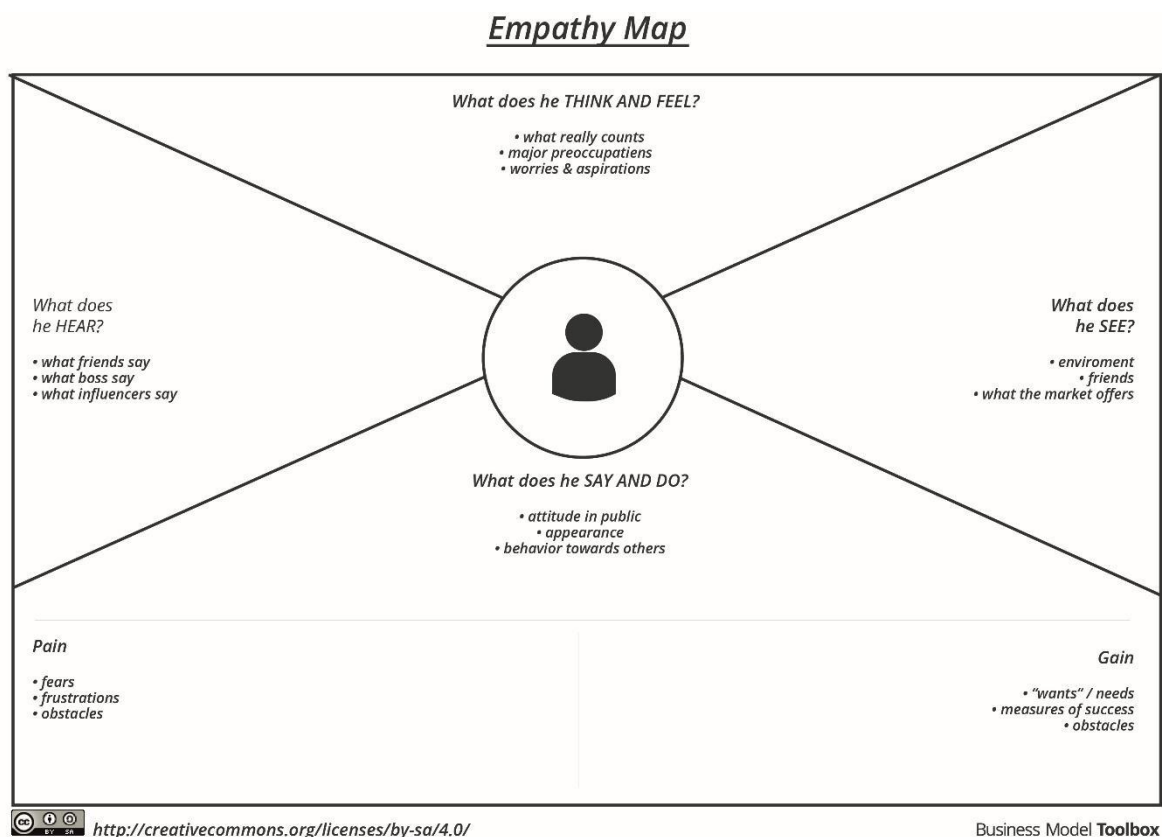|	
Date	28 February 2026
Team ID	LTVIP2026TMIDS46423
Project Name	Intelligent SQL Querying with LLMs Using Gemini Pro
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map is a simple and structured visual tool that captures knowledge about a user's behaviors, thoughts, feelings, and challenges. It helps teams better understand users and design solutions that truly address real-world problems.

For the SQL-LLM project, the empathy mapping exercise was conducted to understand the difficulties faced by non-technical users while interacting with relational databases.

Understanding the user's perspective helps in designing an AI-driven system that simplifies SQL query generation using natural language input.

Example:

Reference: https://www.mural.co/templates/empathy-map-canvas

Intelligent SQL Querying with LLMs Using Gemini Pro

Empathy Map

THINK & FEEL

- 'I need quick access to data;'
- "Why is SQL so complicated?"
- Concerned about making mistakes in queries.
- Wants faster decision-making:
- Feels dependent on IT teams.
- Desires independence in accessing reports,
- Worried about delaying important business decisions.

Target User Persona:
Non-Technical Business Analyst / Manager

SEE

- Complex database tables
- SQL syntax with keywords
- JOIN, WHERE: Error messages when queries fail
- Delays in receiving reports
- Technical dashboards that require training

SAY & DO

- Says: "Can someone help me get this data?"
- Asks developers for report extraction
- Tries copying sample SQL queries from the internet
- Spends time waiting for responses from IT

PAIN (Challenges)

- Lack of SQL knowledge
- Fear of writing incorrect queries
- Dependency on technical staff
- Delayed decision-making:
- Time-consuming manual data retrieval,
- Low confidence in database interaction

GAIN (Desired Outcomes)

- Easy natural language interaction with database
- Instant SQL query generation
- Real-time resulls
- Reduced dependency on IT teams
- Faster business decision-making
- Increased productivity and confidence