

Ideation Phase

Empathize and Discover

Date	19 September 2023
Team ID:	NM2023TMID09171
Project Name	Smart Real Estate 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 help 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.

