**Ideation Phase**

**Empathize & Discover**

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| Date | 18 October 2022 |
| Team ID | PNT2022TNID43796 |
| Project Name | Real-Time Communication System Powered by AI for Specially Abled |
| 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.

**Example:**

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| **SAYS**  Will government provide additional support/facilities in public places  Will they treat us as special or different?  Will they treat differently abled as of other normal people  Is there any opportunities for differently abled | **THINKS**  Do specially abled needs will be satisfied  Maybe this isn’t the best?  Will it be beneficial for all?  Will it be possible? |
| **DOES**  Make change in society point of view  Ask before offering help  Makes them feel confident  Government should provide proper facilities | **FEELS**  Shyness  Into the shell  Inspiration  Inadequate  Excited |