

Garage Management System - Empathy Map

Empathy Map Canvas

Project Title: Garage Management System

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Objective:

To develop an efficient, user-friendly garage management system that streamlines customer interaction, appointment booking, service tracking, and billing.

SAYS

- I want a quick way to book service appointments.
- I need reminders for vehicle maintenance.
- Where is the service history of my car?
- Why is the bill so high?

THINKS

- Will they overcharge me?
- Is my vehicle in safe hands?
- I hope the parts used are genuine.
- What if the problem comes back?

DOES

- Calls garage for updates frequently.
- Keeps manual receipts or records of past services.
- Compares with other garages before choosing.
- Waits in the lounge during servicing.

FEELS

- Frustrated by delays and lack of transparency.
- Anxious about unexpected repair costs.
- Satisfied when the service is timely and honest.
- Relieved when status updates are shared regularly.

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INSIGHTS AND NEEDS

- Needs a central dashboard to view vehicle history.
- Requires transparent billing and spare parts tracking.
- Desires real-time updates during service.
- Values easy appointment scheduling and reminders.

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User Journey Flowchart

Customer Visits Website/App

Books Appointment

Receives Confirmation & Reminder

Vehicle Serviced & Updates Shared

Transparent Billing & Feedback