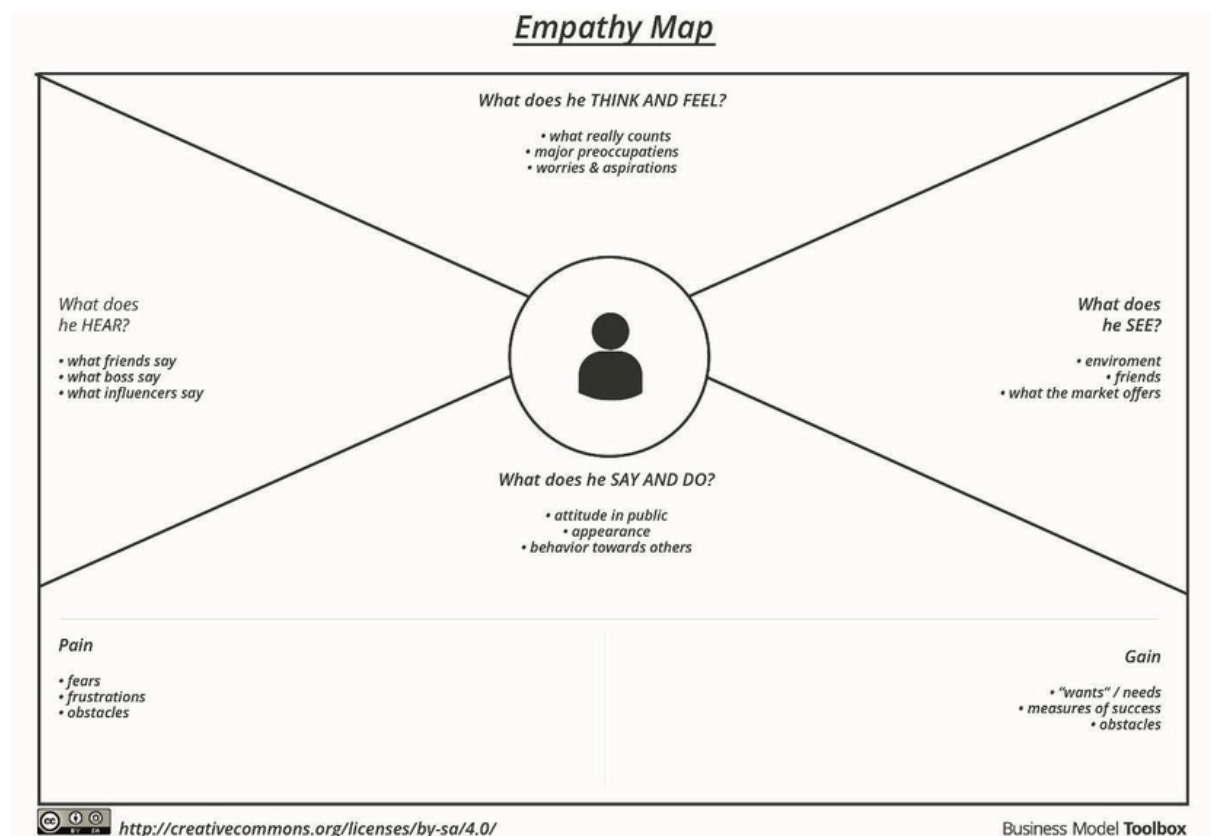| Date	31 January 2025
Team ID	LTVIP2025TMID38321
Project Name	Health AI
Maximum Marks	4Marks

Empathy Map Canvas: An empathy map is a simple, easy-to-digest visual that capture 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:

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

Example: Food Ordering & Delivery Application

| What this dish look like? | Annoying | Doesn't want frozen food | What should I eat today? | I'm hungry, but I don't have time to go downstairs | Why don't they provide card payment |

Think & Feel

| There are many food selections | Don't forget to prepare your cash | | | Menu without food photos | Only cash payment option |

Hear | **See**

| It looks like....... | | | | Driver doesn't have enough changes | Only cash payment option |

Say & Do

| Go downstair to pick up food and pay the driver in cash | Spend 30 mins scolling and quit at the end | Looking for food that matches interest | I couldn't find food that I want | I don't have enough cash with me right now |

Pain				Gain	
Hard to find their food interests	Uncomfortable paying cash	Looking for food that matches interest		Comfortable	Accuracy