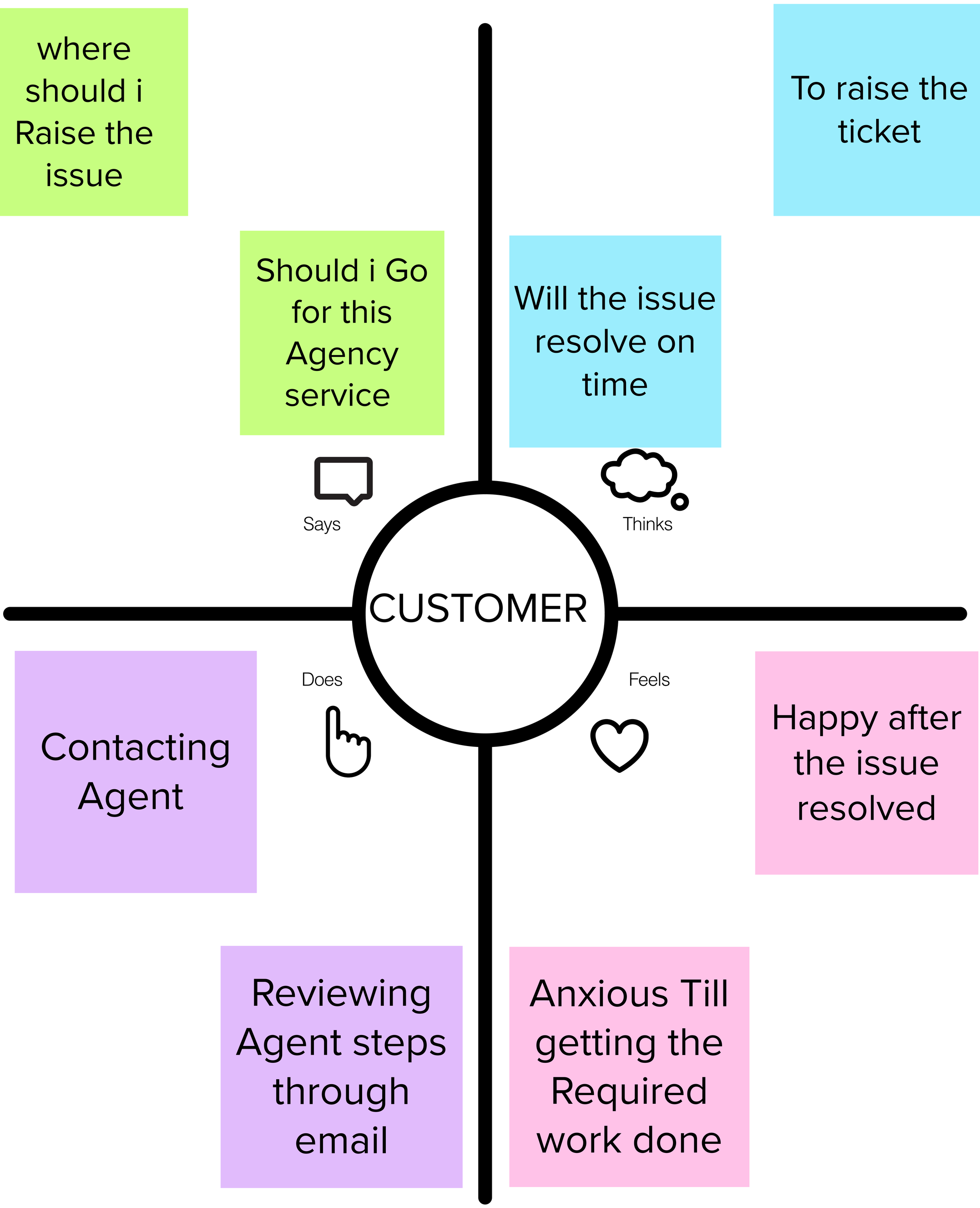
Empathy Map


where should i Raise the issue
Should i Go for this Agency service
Says
Will the issue resolve on time
To raise the ticket
Thinks
CUSTOMER
Contacting Agent
Does
Feels
Happy after the issue resolved
Reviewing Agent steps through email
Anxious Till getting the Required work done