Ideation Phase
Empathize & Discover

Date	20 Feb 2026
Team ID	LTVIP2026TMIDS79402
Project Name	Booknest: where stories nestle
Maximum Marks	

Empathy Map:

This Empathy Map is created considering the customer or quality inspector as the user. The empathy map will include organized text to clearly represent the users' thoughts, feelings, actions, and statements.

Example:

SAYS	THINKS
"Is this book available right now?" "Are the prices better than offline stores?"	"Can I trust this website for secure payment?" "Will my order arrive safely?"
"I hope the delivery is fast." "Is my payment information secure?"	"I want to easily find the book I'm looking for." "Is this platform reliable and genuine?"
DOES	**FEELS**
Compares prices with other websites. Frustrated if a book is out of stock.	Reads book descriptions and reviews. Worried about payment security.
Adds books to cart and places orders. Satisfied when delivery is smooth and timely.	Searches for books by title, author, or category. Excited when finding a desired book.