**Ideation Phase**

**Empathize & Discover**

|  |  |
| --- | --- |
| Date | 31 May 2025 |
| Team ID | LTVIP2025TMID60659 |
| Project Name | Sustainable Smart City Assistant Using IBM Granite LLM |
| Maximum Marks | 4 Marks |

**Empathy Map Canvas:**

An **empathy map** helps us understand what people in a city **need**, **feel**, and **struggle with**. It shows what they **see**, **hear**, **say**, and **do** in daily life.

For our **Smart City Assistant**, the map helps us:

* Understand people’s problems like pollution, traffic, or waste.
* Learn what they want — clean air, better transport, or energy-saving tips.
* Make the assistant more helpful and human-friendly.

It helps us **build the right solution** by thinking like the people we’re helping.

**Example:**

Diagram

Description automatically generated

**Example: Food Ordering & Delivery Application**

Diagram

Description automatically generated