

## Ideation Phase

### Empathize & Discover

Date	30 January 2026
Team ID	LTVIP2026TMIDS39149
Project Name	Cafeteria Menu Display
Maximum Marks	4 Marks

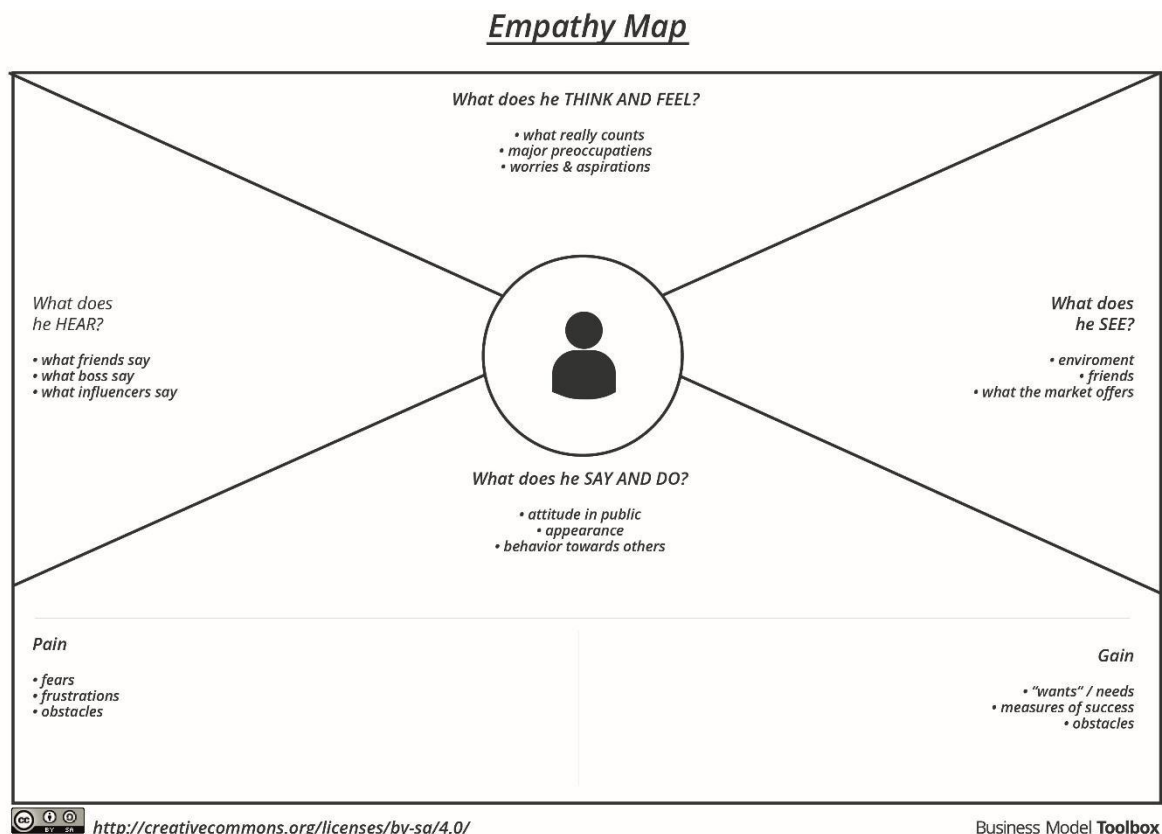
#### Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help 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>

## Empathy Map: ServiceNow Cafeteria Management

