Ideation Phase
Empathize & Discover

Date	17 October 2023
Team ID	592309
Project Name	Project – Predicting Mental Health Illness Of Working Professionals Using Machine Learning
Maximum Marks	4 Marks

The ***Says*** quadrant contains what the user says out loud in an interview or some other usability study. Ideally, it contains verbatim and direct quotes from research.

- I want to do this but I can't do this alone
- I have to set my limits
- I'm motivated

The ***Thinks*** quadrant captures what the user is thinking throughout the experience. Ask yourself (from the qualitative research gathered): what occupies the user's thoughts? What matters to the user? It is possible to have the same content in both *Says* and *Thinks*. However, pay special attention to what users think, but may not be willing to vocalize. Try to understand why they are reluctant to share — are they unsure, self-conscious, polite, or afraid to tell others something?

- Help
- Responsibility

The ***Does*** quadrant encloses the actions the user takes. From the research, what does the user physically do? How does the user go about doing it?

- Make an inventory
- Avoidance behaviour
- Complain

The ***Feels*** quadrant is the user's emotional state, often represented as an adjective plus a short sentence for context. Ask yourself: what worries the user? What does the user get excited about? How does the user feel about the experience?

- Loneliness

- Insecure
- Frustrated

FEEL

Loneliness
Responsible
Down
Unattractive

Frustrated
Insecure

S
A
Y

I want to have less fights
with my wife
I can do this!
I'm motivated!
Can you help me?

I want to do this, but I can't
do this alone
I have to set my limits
I have to get started

Responsibility
Not able to change things
Ability to cope with the situation

I can't do this!
Help!

T
H
I
N
K

Don't dare to say no
Workaholic
Make an inventory
Only drink water, don't drink fast
food anymore

Avoidance behavior
Complain
Count calories

DO

PAINS
The ability to add an item
intermediate
The possibility to randomize items
Add an introduction about the use
and goal of PsyMate™

The possibility to silence the beep
questionnaire for a certain time span
The possibility to add personal items

GAINS
Create insight
Become aware
Applicable in more domains
Maintain motivation in between
sessions

Self-acting tool
Improve empowerment
Active participation of the patient