
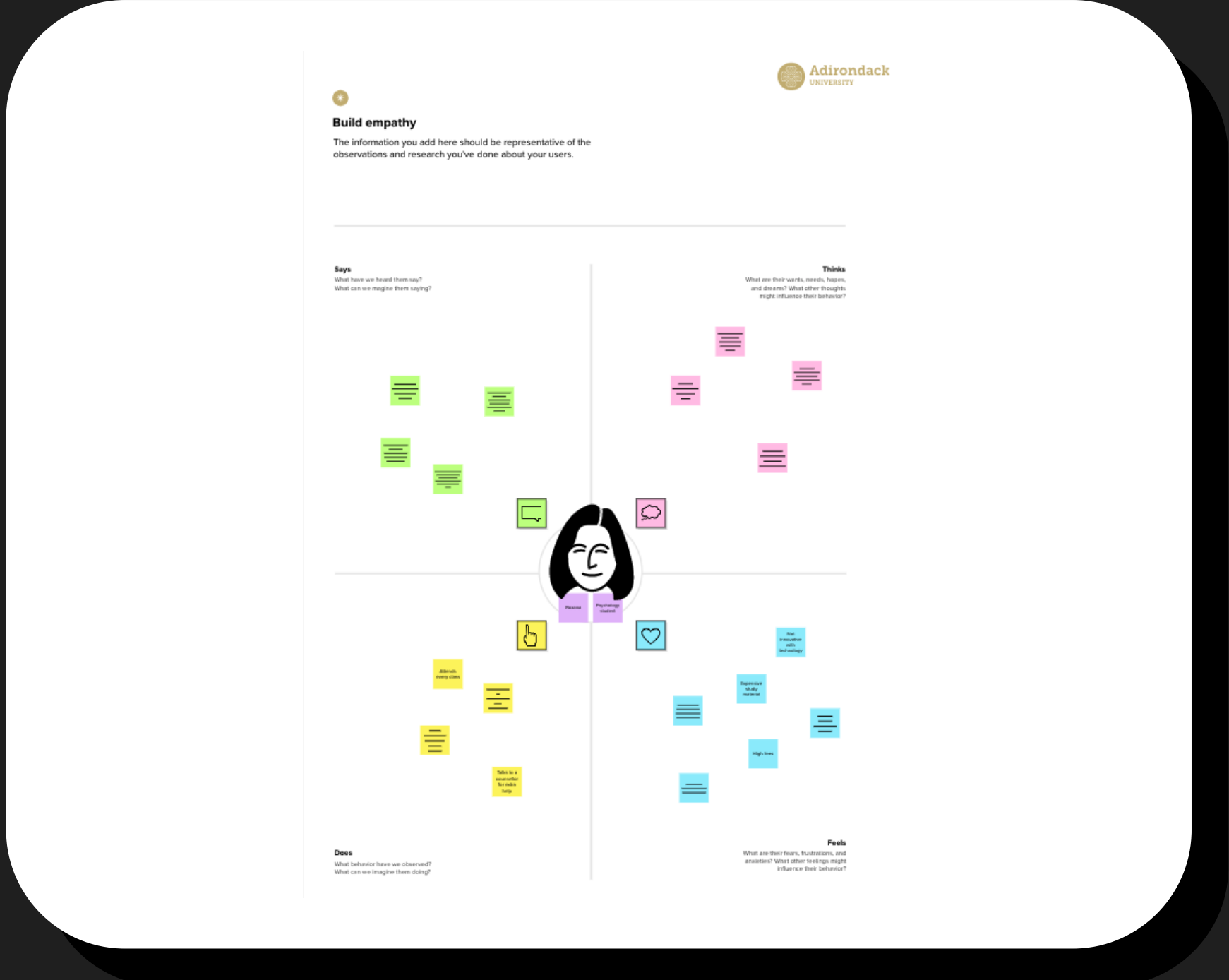





Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users’ experience and mindset.

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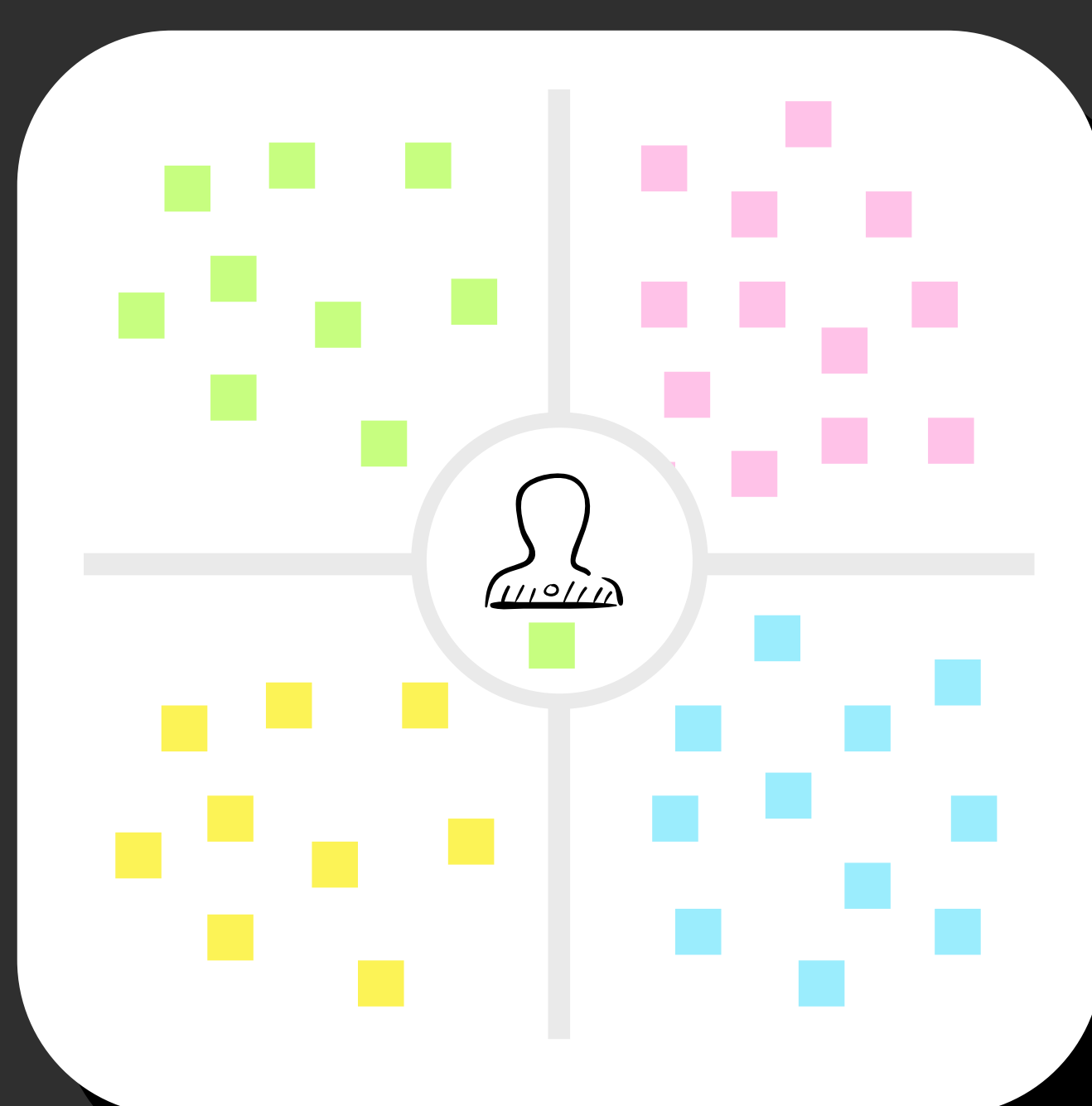
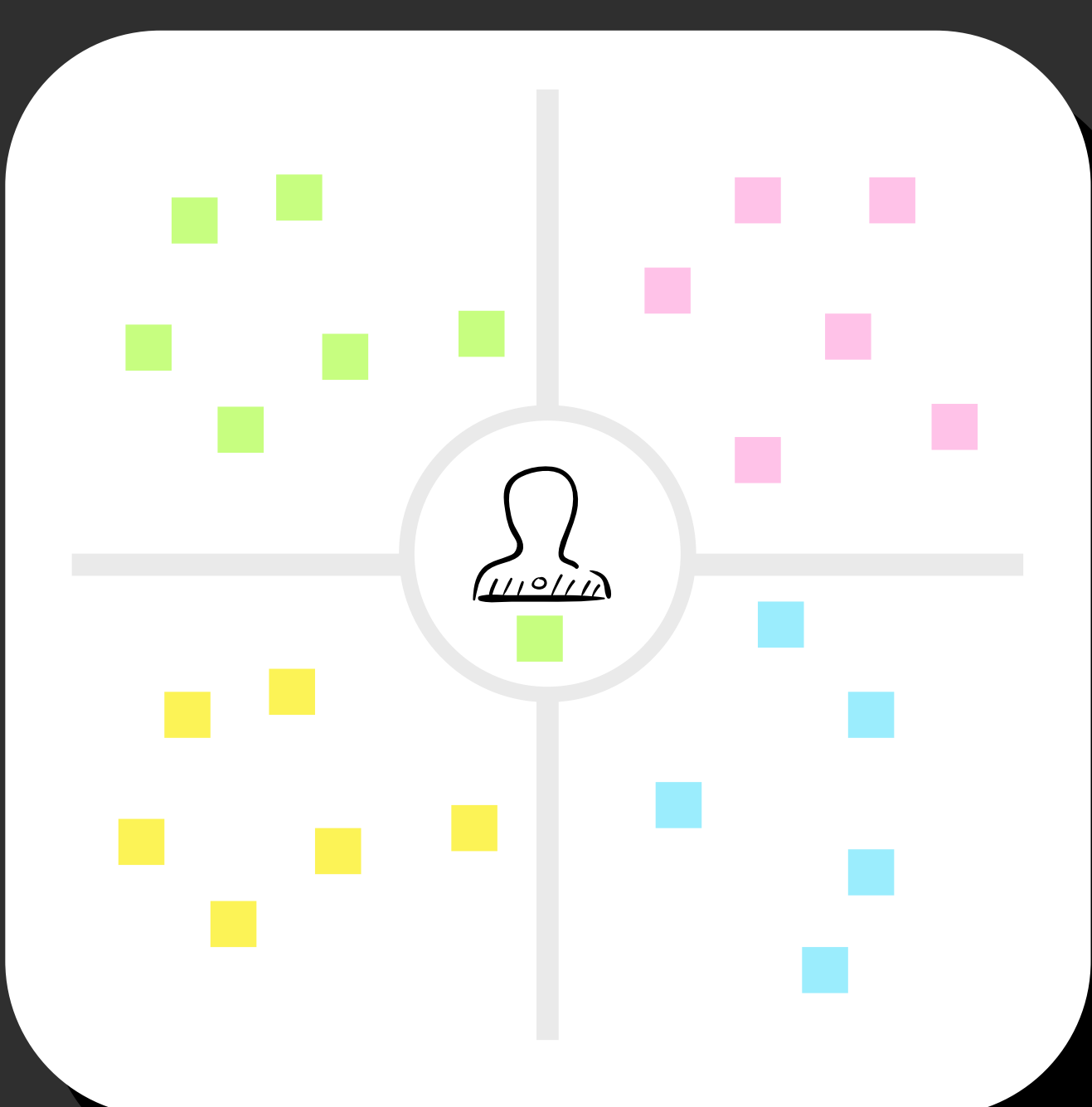
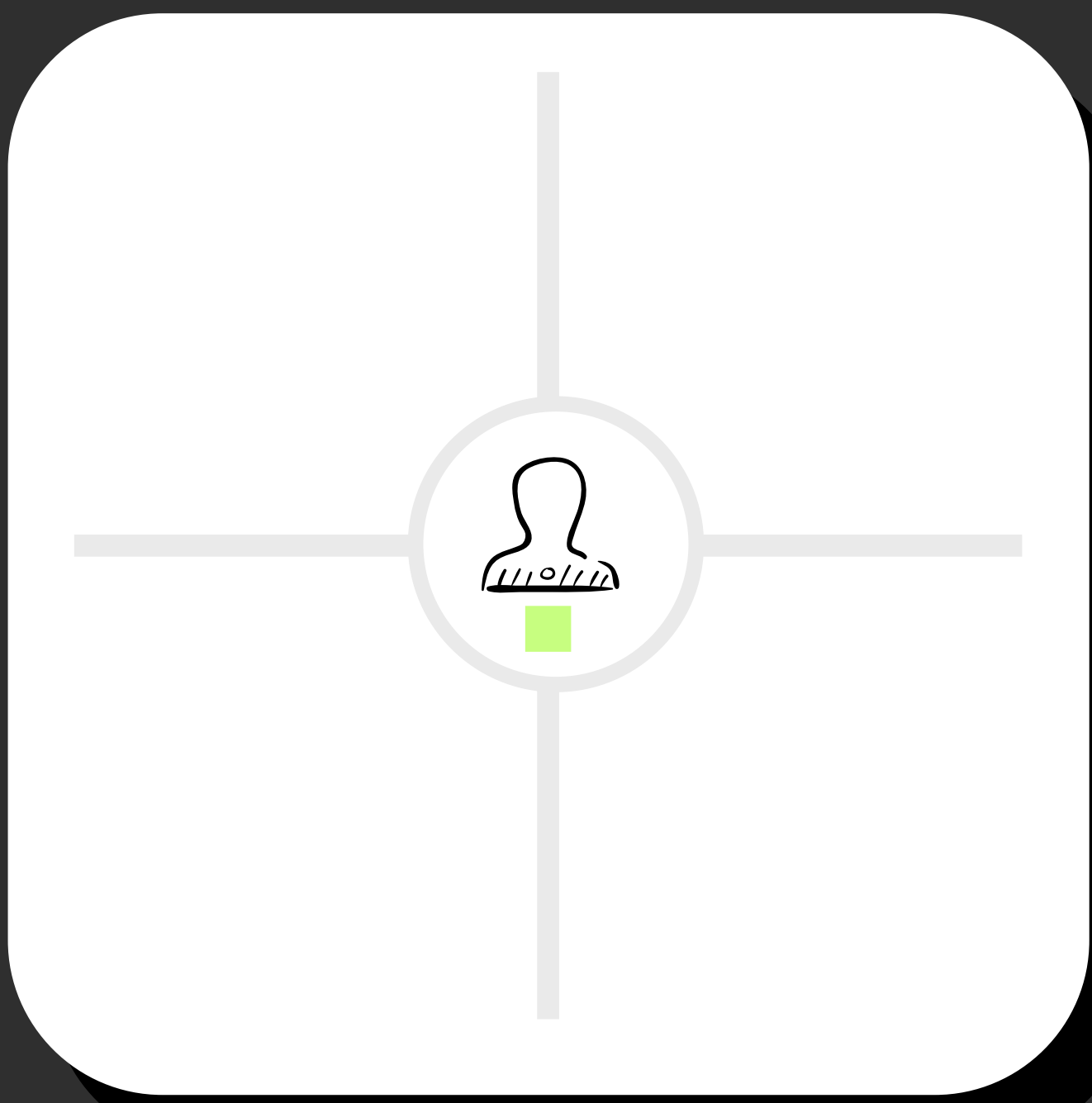
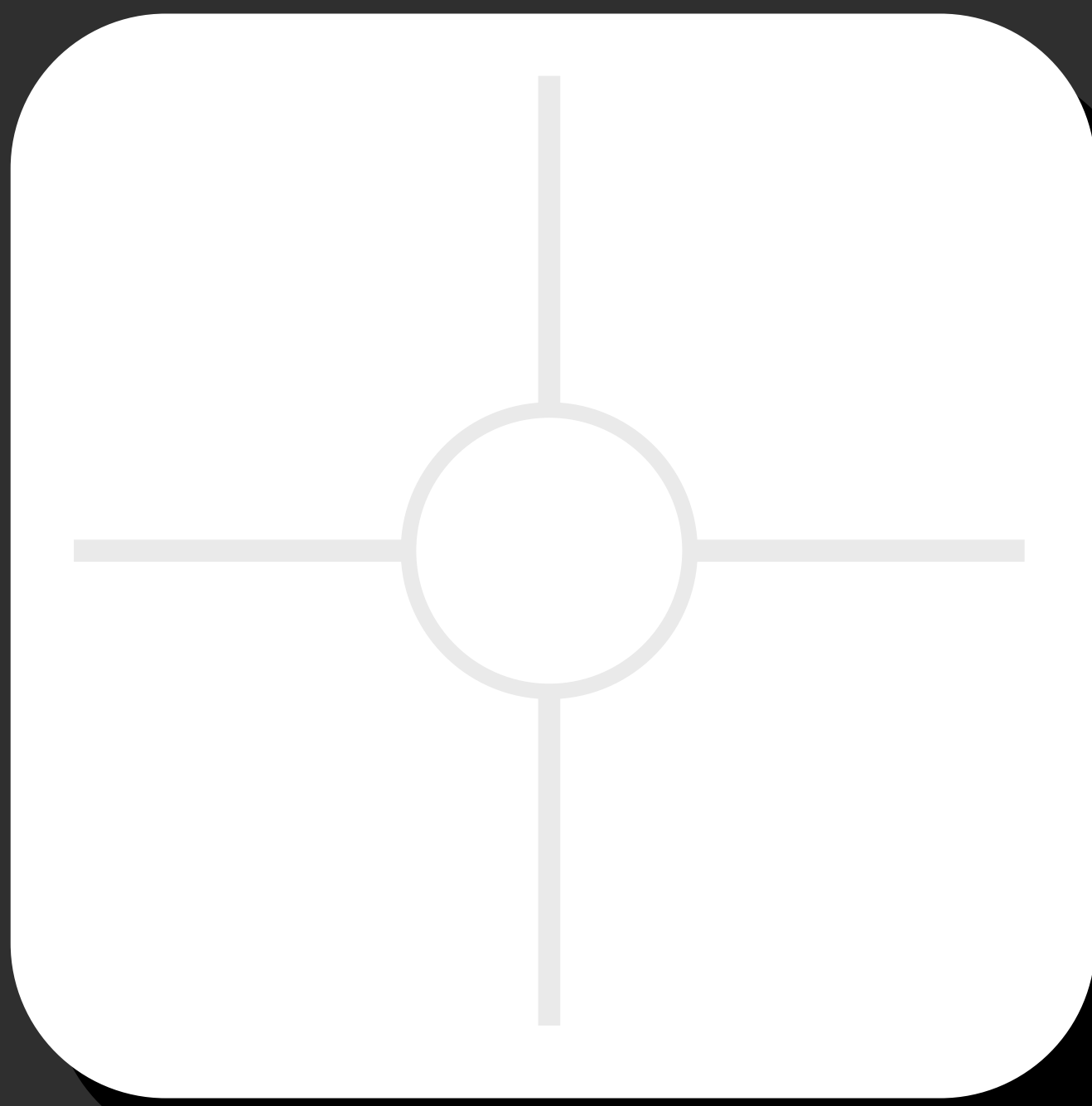
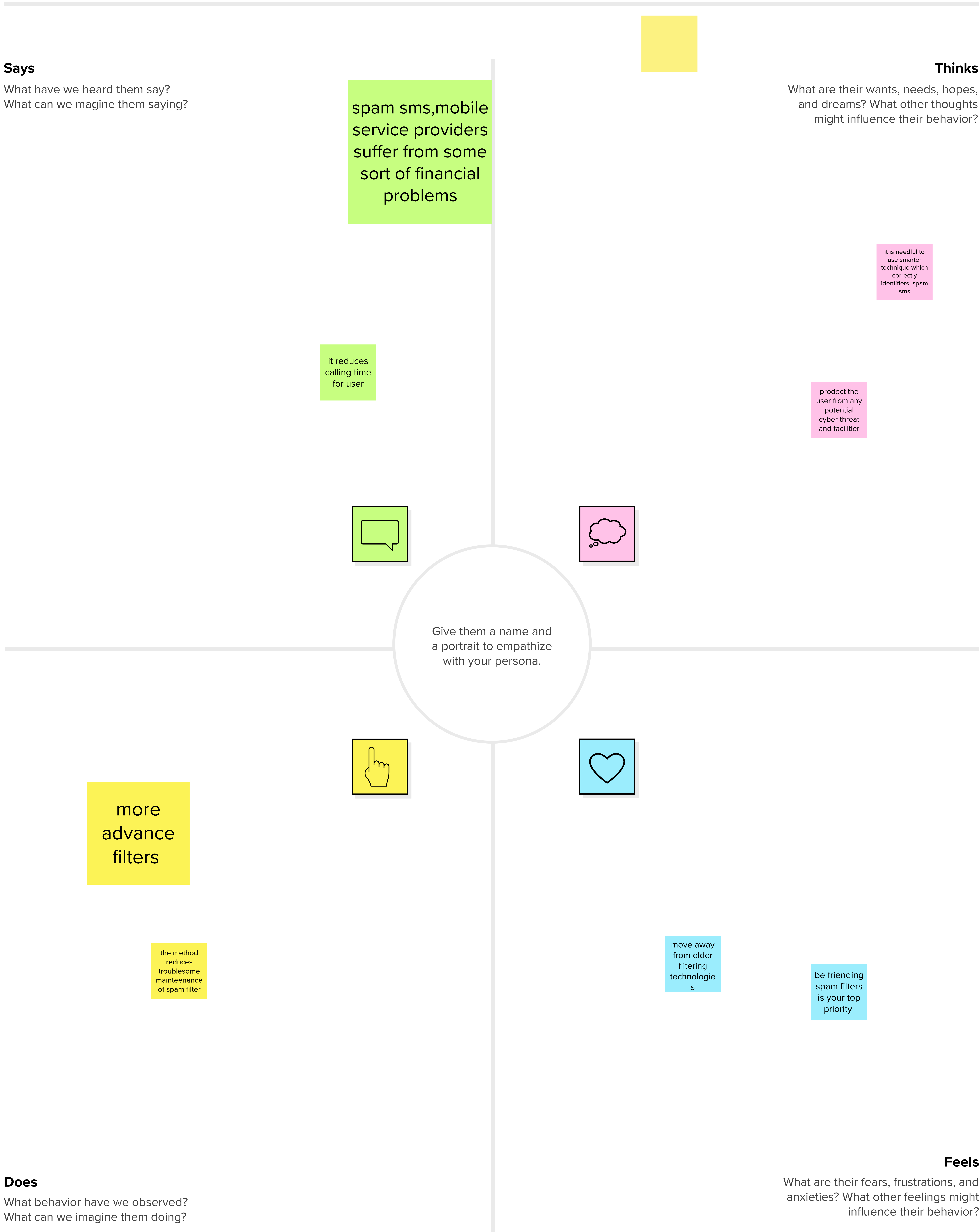


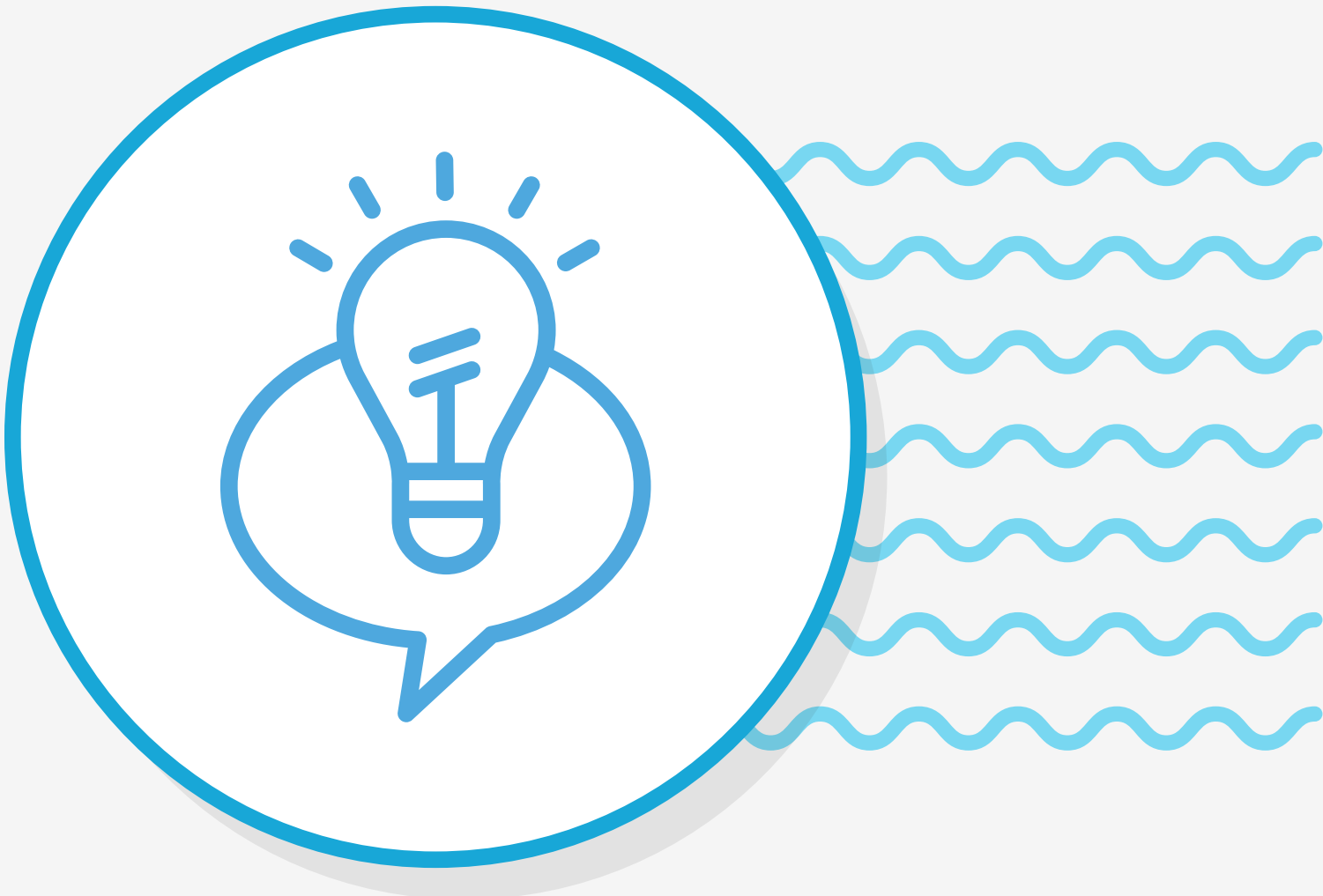
Need some inspiration?
See a finished version of this template to kickstart your work.
[Open example](#) 



Build empathy




The information you add here should be representative of the observations and research you've done about your users.

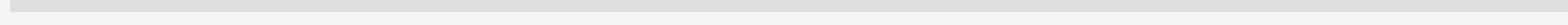




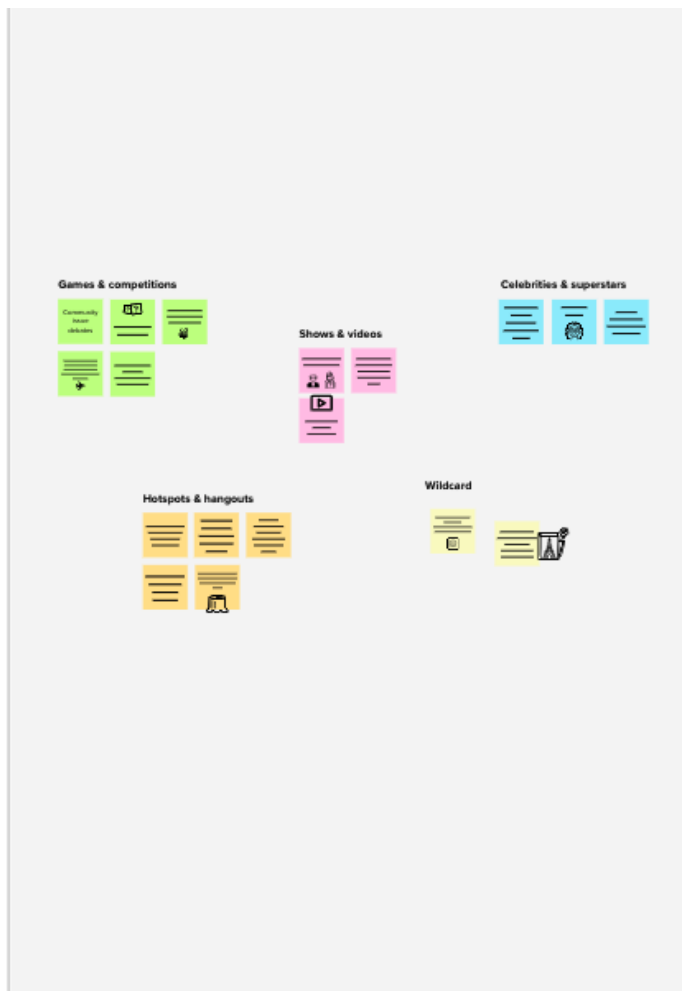
Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

-  **10 minutes** to prepare
-  **1 hour** to collaborate
-  **2-8 people** recommended




 [Share template feedback](#)



Need some inspiration?

See a finished version of this template to kickstart your work.

[Open example](#) 



Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

 **10 minutes**

A

Team gathering

Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B

Set the goal

Think about the problem you'll be focusing on solving in the brainstorming session.

C

Learn how to use the facilitation tools

Use the Facilitation Superpowers to run a happy and productive session.

[Open article](#)



Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

TIP



You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

Divya.P

user access such spam sms they may face the problem of virus or malware

when sms arrives at mobile it will disturb mobile user privacy

spam messages can spread malware trick you into divulging personal information

add setting box enter a unique name for the setting turn on more aggressive spam filtering

it will prohibit the mails send by a search a sender from getting into inbox of users

information tied to the idea such as ip address will be report to our spam filter

Gowsalya.S

the major issues in the wireless communication world and it grows day by day

to avoid such spam sms people use white and blacklist of numbers

spammers use many form of communication to bulk-send their unwated message

It analysis a incoming emails for red flag that signal spam or phishing content

the idea will no longer be displayed on your portal

spam filtering solution can not be 100% effective

Haripriya.S

it affects productivity in our company

spam is a waste of time and distraction

that is why spam continues to a big problem in a digital economy

then spam automatically moving those emails to a separate folder

you can restore the idea by clicking not spam

a business email system with out spam filtering is highly vulnerable

Hemalatha.S

It contain fishing and spooping threats

social or business impact

report the email as spam,block spam mail address

spam filters use multiple criteria to assess an incoming calls

spam is a program used to detect unsolicited unwanted and virus infected emails

It is important to stop as much spam as you can to protect your network from the possible resk

Person 6

Person 7

Person 8



1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

 5 minutes

PROBLEM

How might we [your problem statement]?



Key rules of brainstorming

To run an smooth and productive session



Stay in topic.



Encourage wild ideas.



Defer judgment.



Listen to others.



Go for volume.



If possible, be visual.

Group ideas

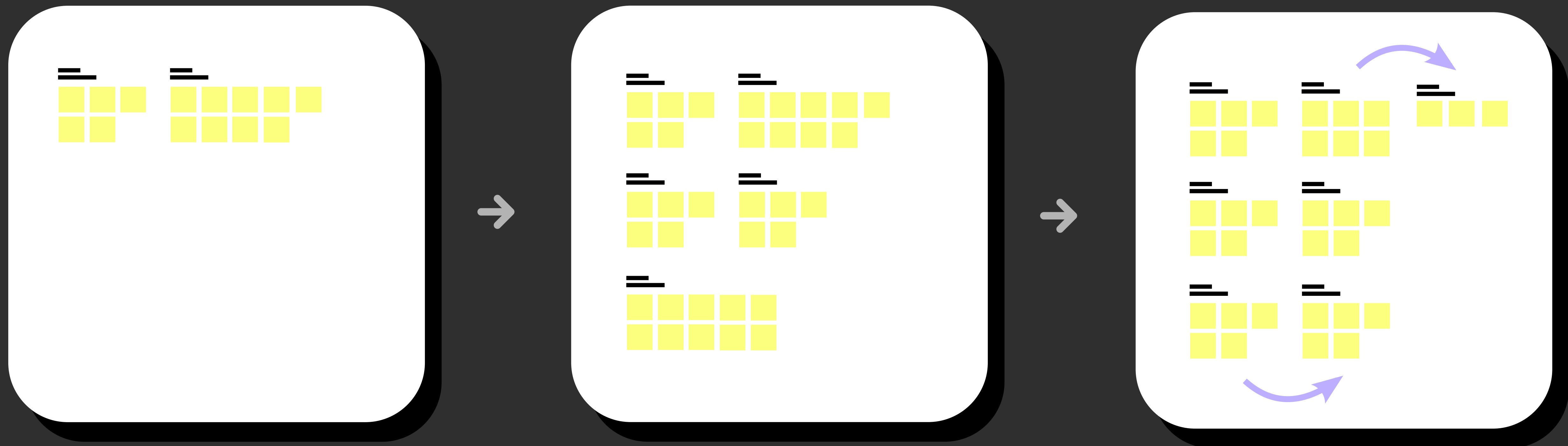
Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

🕒 20 minutes

TIP

💡

Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.



Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

 20 minutes



Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?



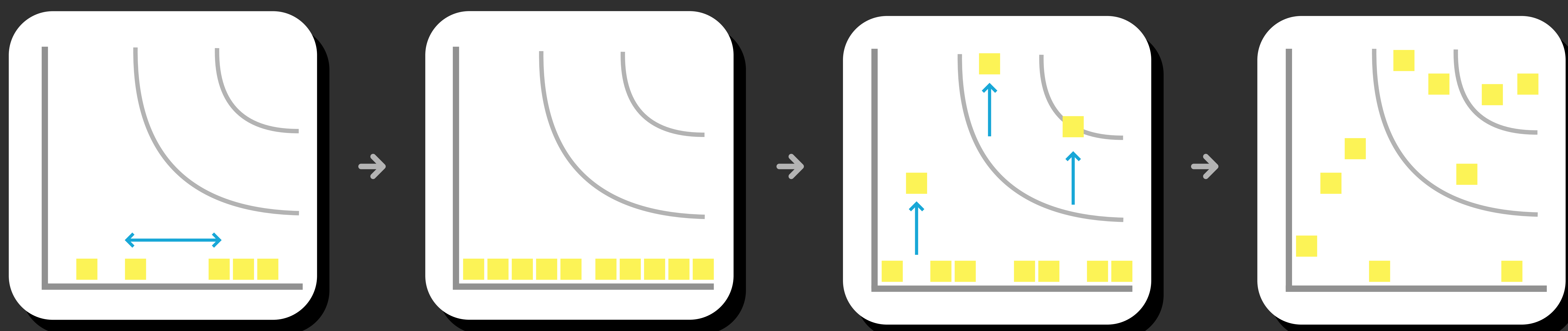
TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the **H key** on the keyboard.



Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)





After you collaborate

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

Quick add-ons

- A

Share the mural
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.
- B

Export the mural
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Keep moving forward

- Strategy blueprint**
Define the components of a new idea or strategy.
[Open the template →](#)
- Customer experience journey map**
Understand customer needs, motivations, and obstacles for an experience.
[Open the template →](#)
- Strengths, weaknesses, opportunities & threats**
Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.
[Open the template →](#)

[Share template feedback](#)