**Ideation Phase**

**Empathize & Discover**

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| Date | 26 june 2025 |
| Team ID | LTVIP2025TMID32104 |
| Project Name | sustainable smart city assistant using ibm granite llm |
| 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 helps 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.

**SAYS**

* “I want to report a civic issue but don’t know if anyone will act on it.”
* “Policy documents are too long and hard to read.”
* “I wish I could get eco-friendly tips easily for my daily life.”
* “Forecasting KPIs manually is inefficient — AI should help here.”
* “Our department needs a tool that finds anomalies in energy usage quickly.”

**THINKS**

* “Will this AI assistant give me accurate summaries and predictions?”
* “Can the system help improve communication between citizens and the government?”
* “Is this really built for everyday users and administrators alike?”
* “Will this reduce the workload and make our decisions more data-driven?”

**DOES**

* Uploads city policy documents for summarization.
* Submits citizen feedback through forms.
* Asks questions through the chat assistant.
* Uploads KPI data for forecasting and anomaly detection.
* Explores eco tips using keyword prompts on the dashboard.

**FEELS**

* Empowered when their feedback is acknowledged and categorized.
* Relieved seeing complex data visualized and interpreted automatically.
* Curious and hopeful about how AI can support urban governance.
* Satisfied when sustainable tips and reports are quickly generated.