# Empathy Map

## What do they THINK AND FEEL?

what really counts
major preoccupations
worries & aspirations

- user-friendly
- easily accesible
- Resources can be easily accessed.

## What do they HEAR?

what friends say
what boss say
what influencers say

- Human effort can be reduced..
- Used in automated bank cheque processing systems
- Bank can employ less employees who are as efficient as the computerized processing system
- Used for postal address or Zip code and Mobile phones

## What do they SEE?

environment
friends
what the market offers

- It is attracting many researchers due to its usage
- Recognition of handwritten digits and make banking operations easier and error free.
- Use of automatic processing system used in banks to process bank cheques
- Vast resources with multiple platforms

## What do they SAY AND DO?

attitude in public
appearance
behavior towards others

- Uses the image of a digit and recognizes the digit present in the image
- Binary technique transforms all image pixels to either 0 or 1.
- Arabic digits are more challenging than English patterns.

## PAIN

fears
frustrations
obstacles

- illegible handwriting
- poor digital system quality
- internet connectivity issues
- Difficult assignment for the machine

## GAIN

"wants" / needs
measures of success
obstacles

- identification of different styles of handwritten digits
- Data stored in dataset for future use
- recognizes digits from different languages
- The handwritten digit recognition is the ability of computers to recognize human handwritten digits.