Empathy Map Canvas

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID44404
Date	10 th Sept 2022

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.

