

# Empathy Map

## What do they Think and feel?

- Create a cleaner, healthier smart cities.
- Setting the IOT device in the garbage can may lead to damage of the system.
- Optimize waste operation.
- Improve street sanitation

## What do they Say and Do?

- Garbage level detection in bins.
- We can view the location of every bin in the web app.
- Garbage management.

## What do they Hear?

- Save the environment from the toxic effects.
- Improper management of garbage leads to diseases.
- Overflowing garbage can affect the cleanliness of the city.
- Spread diseases.

## What do they see?

- For utilities to reduce traffic and fuel use.
- Human
- Animals

## Smart waste management

## Pain:

- Overfilled trash bins create unhygienic conditions.
- Non-optimized truck routes.
- Improper detection of waste reduces the efficiency of the system.

## Gain:

- Increase profitability.
- Helps us to reduce the pollution.
- Reduced overflows.
- Time saving
- Become a smart city