

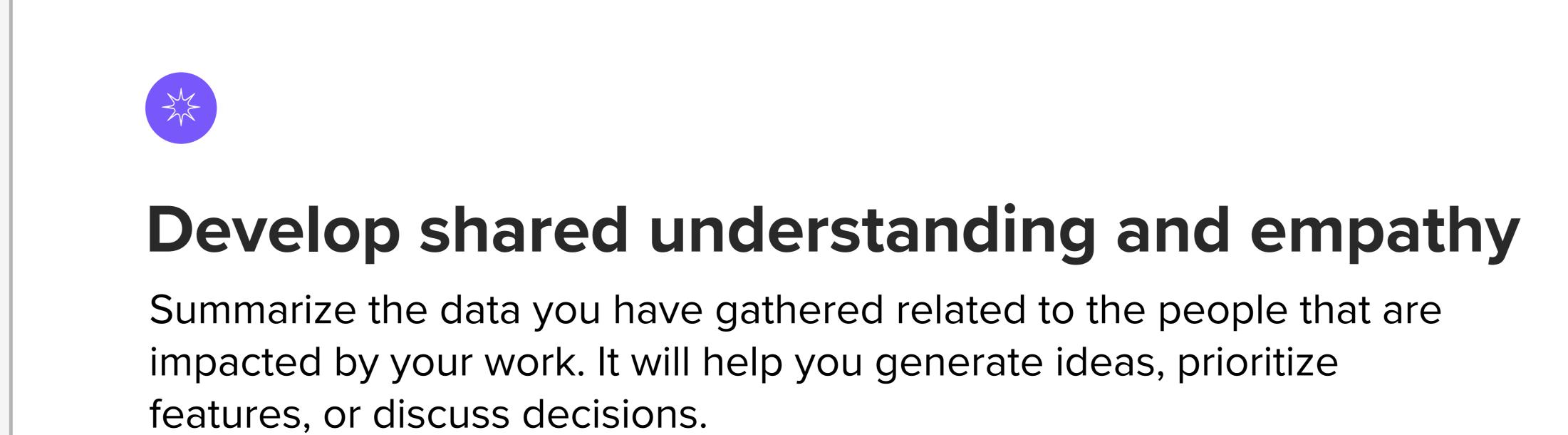
Empathy map canvas

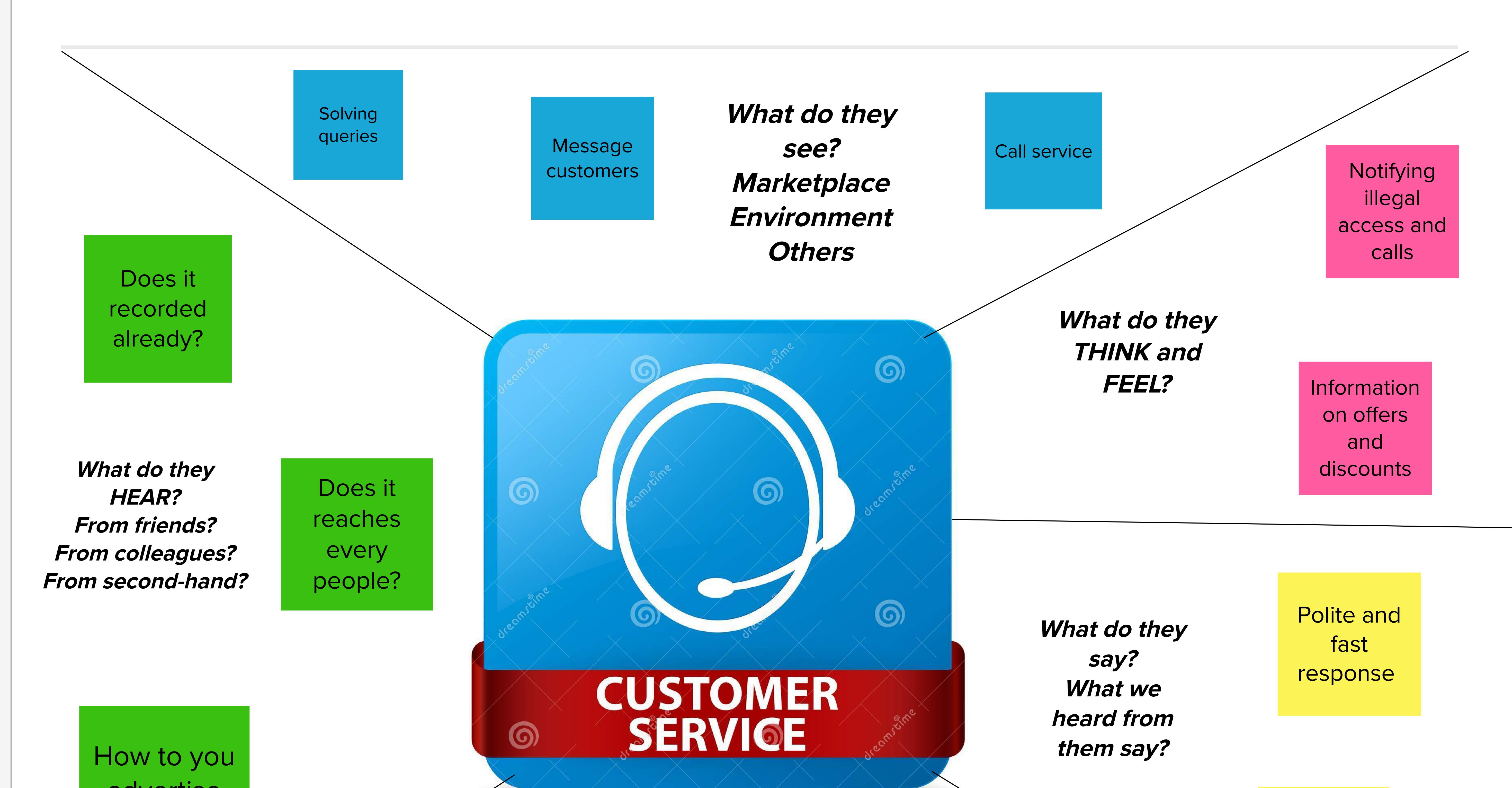
Use this framework to empathize with a customer, user, or any person who is affected by a team's work.

Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at







aavertise people?

Difficult for rural people`

PAIN
Fears,
agitation
and
frustrations

Chat in scripted form

GAIN
Wants,
necessities
and
confidence

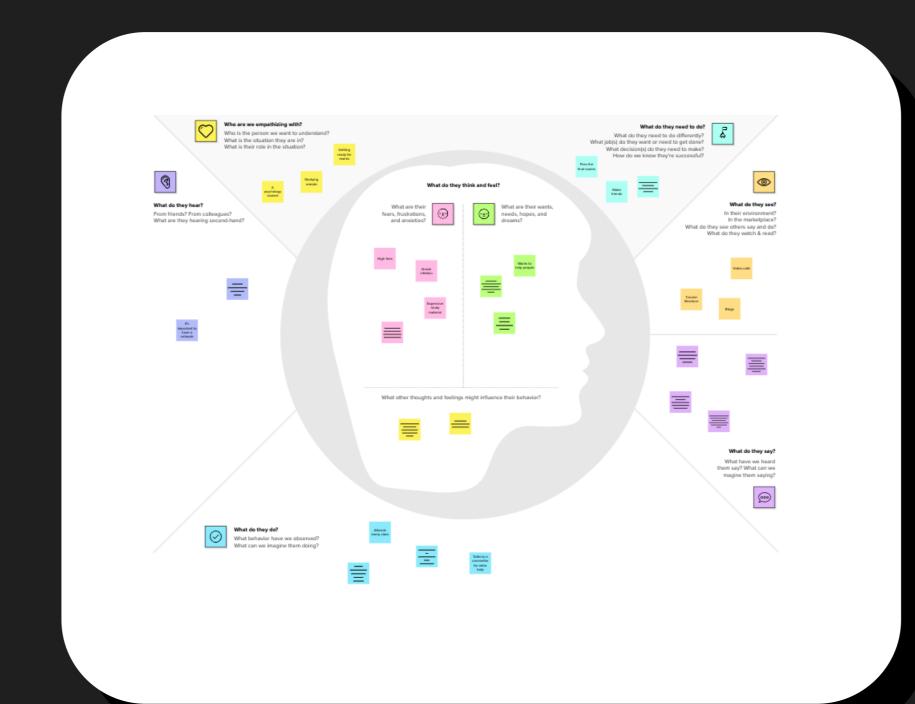
Customers from multiple language

servive

Booking of

Immediate rectification of problem





See a finished version

kickstart your work.



