

Ideation Phase

Empathize & Discover

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|---------------|------------------------|
| Date | 14 September 2022 |
| Team ID | PNT2022TMID15588 |
| Project Name | Web Phishing Detection |
| Maximum Marks | 4 Marks |

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge of a user's behaviours and attitudes.

It is a useful tool to help 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.

Below, we have attached our empathy map to simulate our idea of the users' perspective. We have listed what they think and feel, hear, see and say and do.

