Empathy Map

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WHO are we FEEL
Frustrated that they have to leave
teaching work to go check for item available
irritated when they have to take constant
follow up

GOAL

What do they need to DO?
Users the registry system to get resources
Physically goes and contacts the person
Takes constant follow up item delivered/
replaced.s

What do they HEAR?
What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?

PAINS
What are their fears,
frustrations, and anxieties?
Network problem

GAINS
What are their wants,
needs, hopes, and dreams?
Easy proses
Less man power
Maintain records

What do they THINKS?
How much time is wasted in manaintaing
resources
getting work done without having to take multiple ...

What do they SAY?
Managing resources is time
consuming
managr tasks
requires contacting several people
and constant follow up

What other thoughts and feelings might influence their behavior?