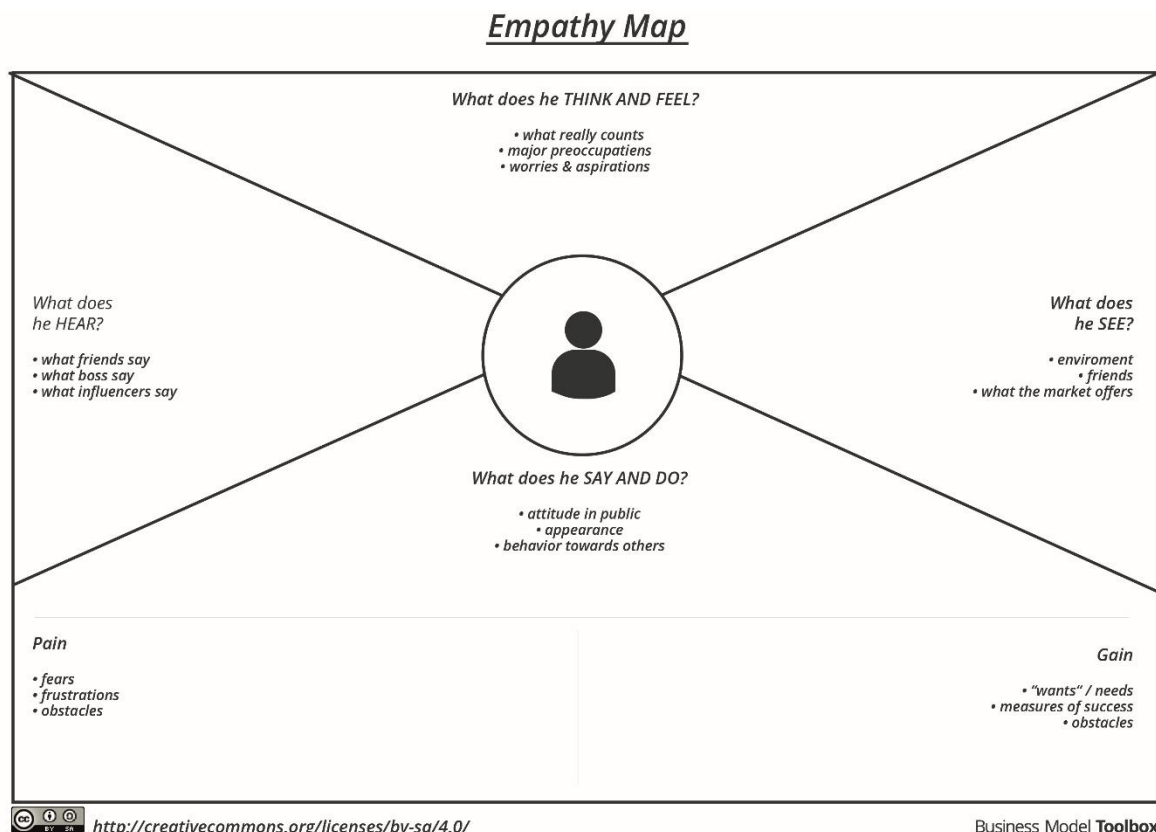| Date	19 September 2022
Team Id	PNT2022TMID45340
Project Name	Real -Time Communication system Powered By AI For Specially Abled
Maximum Marks	4 Marks

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.

Empathy Map:

Empathy Map

What does he THINK AND FEEL?
• what really counts
• major preoccupatiens
• worries & aspirations

What does he HEAR?
• what friends say
• what boss say
• what influencers say

What does he SEE?
• enviroment
• friends
• what the market offers

What does he SAY AND DO?
• attitude in public
• appearance
• behavior towards others

Pain
• fears
• frustrations
• obstacles

Gain
• "wants" / needs
• measures of success
• obstacles

Business Model **Toolbox**

Empathy Map: Real-Time Communication System Powered By AI For Specially Abled

What do they THINK AND FEEL?

what really counts
major preoccupations
worries & aspirations

- They likes music industry. They want to get into sound production
- Concerts are favourite
- They like travel and music festivals and have attended a few
- They does not like loud noises and cursing

What do they HEAR?

what friends say
what boss say
what influencers say

- Does not have too many friends
- Most friends are not sociable
- Professors are active listeners but lack in giving back solutions
- Parents are vocal about accomplishments

What do they SEE?

environment
friends
what the market offers

- Uses cell phones for directions and has assistance in school.
- Sees smiles and first bumps.
- Access to different venues and ethnicities
- Being in a city campus, the environment is loud / fast paced.

What do they SAY AND DO?

attitude in public
appearance
behavior towards others

- Once tasks are done she gets to enjoy a movie
- Likes to move around
- Enjoys going to music/ theatre department.
- Enjoys movies and going to favourite places

PAIN

fears
frustrations
obstacles

- Not being able to travel alot.
- People small talk, don't understand how important it is to have a connection
- She is being looked at differently.

GAIN

"wants" / needs
measures of success
obstacles

- Connect with a music group
- Has over 20,000 songs; can find people to share it with
- Being able to connect with classmates and friends.