

Ideation Phase

Empathize & Discover

Date	19 September 2022
Team ID	PNT2022TMID53488
Project Name	Project – Customer care Registry
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.

Empathy Map Canvas

Gain insight and understanding on solving customer problems.

1

Build empathy and keep your focus on the user by putting yourself in their shoes.



