

# EMPATHY MAPPING - CUSTOMER CARE REGISTRY

## SAYS

Whether the application is trustworthy?

How much does user need pay for the service?

Will the agent definitely provide the solution for User's Problem?

Will you collect user's personal details for providing Service?

## THINKS

Can we give a try for this application?

Will it be really useful for us?

Thinks How it will Provide Solution for our Problem

Thinks How to register account in the application

## DOES

Collects information about the applications

Gets all their Doubts clarified about the application

Looks for a Demo For how the application works

Creates an account after getting complete clarifications

## FEELS

Excited

Fear

Uncertain

Overwhelmed

