

Ideation Phase

Empathize & Discover

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|---------------|----------------------------------|
| Date | 26 September 2022 |
| Team ID | PNT2022TMID51925 |
| Project Name | Project - Customer Care Registry |
| Maximum Marks | 4 Marks |

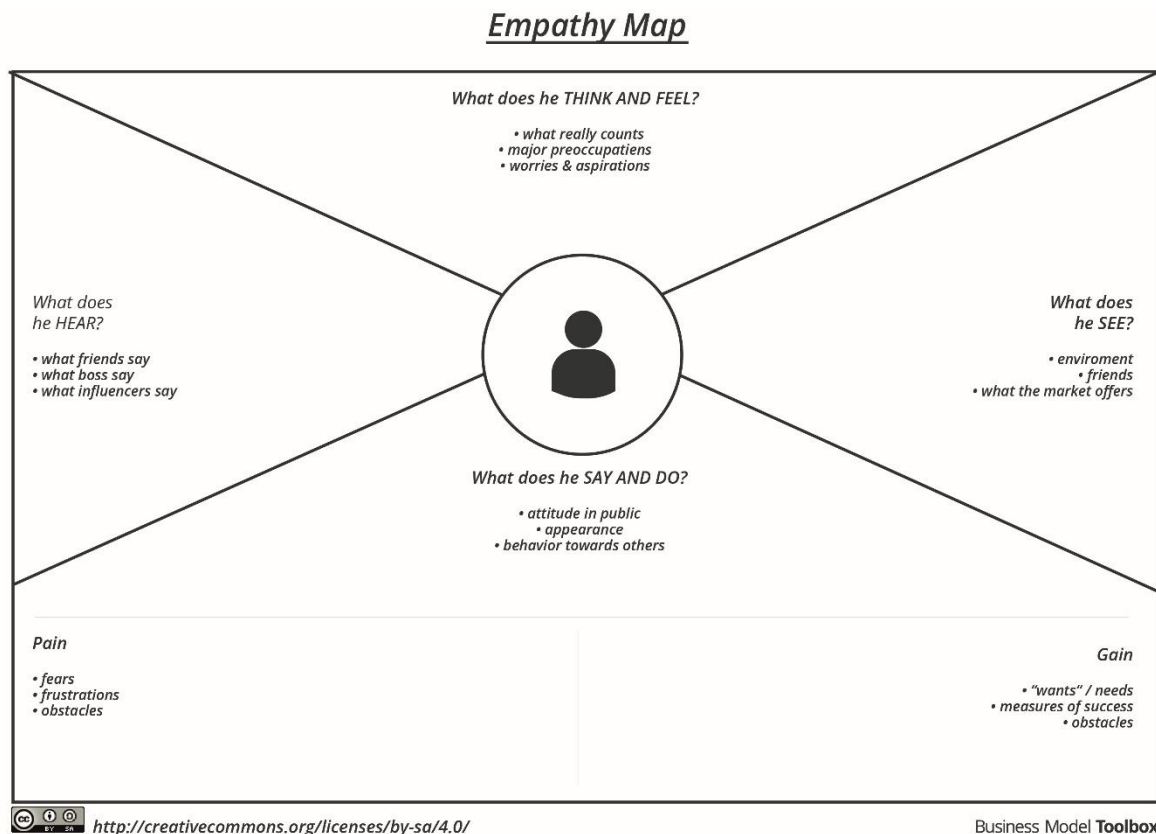
Empathy Map Canvas:

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

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.

Example:



Empathy Map Canvas

Gain insight and understanding on solving customer problems.

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

