Ideation Phase Empathize & Discover

Date	19 September 2022
Team ID	PNT2022TMID48334
Project Name	Project - customer care registry
Maximum Marks	4 Marks

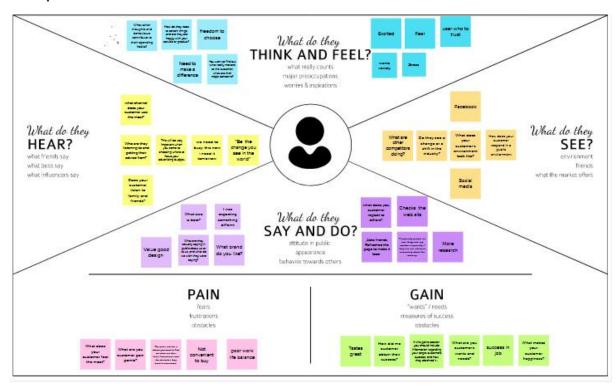
Empathy Map Canvas:

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 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.

Example:



Reference:https://app.mural.co/t/suhaina4082/m/suhaina4082/1663420036341/61e0c0b6 b4e8d6802155cdb982a44da66183bc46?sender=ud3bf9093c6fda03273615215