

Customer care registry

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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.



PROBLEM STATEMENT

Ambiga

user name

is a/an Customer

user characteristics

who needs to post the query in chatbot.

user need

because she want to know about the correct details of the relevant products.

insight

PROBLEM STATEMENT

Revathi

user name

is a/an Admin

user characteristics

who needs

to responsible the user's query from vendor side

user need

because

she wants to maintain the queries status in an updated manner.

insight

PROBLEM STATEMENT

Suganya

user name

is a/an Owner

user characteristics

who needs

to take care the feedback reviews of the customer.

user need

because

she wants to reduce the compliance registry.

insight

PROBLEM STATEMENT

Meena

user name

is a/an System Administrator

user characteristics

who needs

to manage the details in both customer and company side.

user need

because

she needs to forward the messages and manage the queries which is given by customer side.

insight