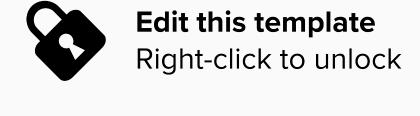
Customer care registry

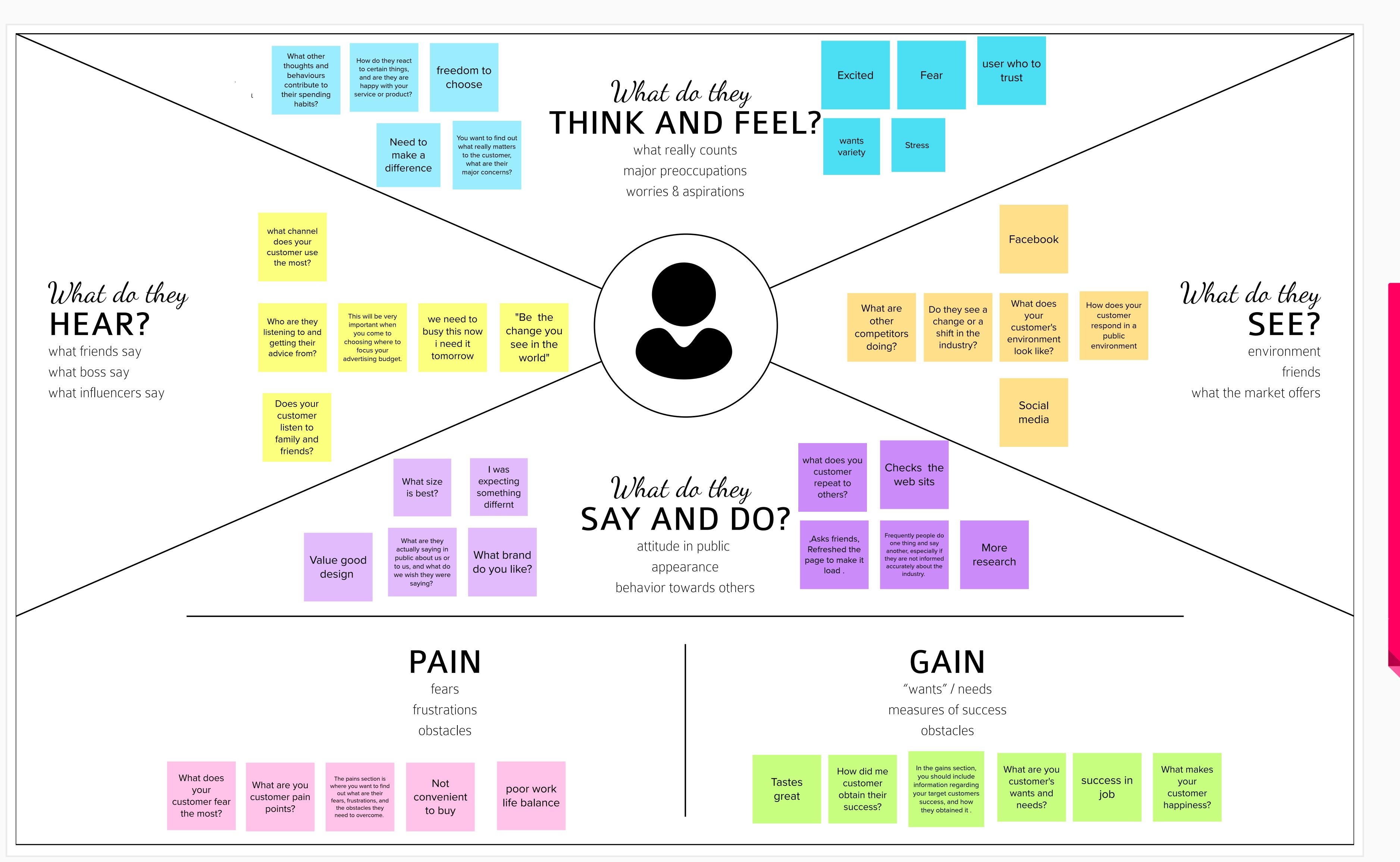


Empathy Map Canvas

Gain insight and understanding on solving customer problems.



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



Ambiga user name		is a/an	Customer	
		ame	user characteristics	
who needs		to post the query in chatbot.		
			user need	
because	she	she want to know about the correct details of the relevant products.		
			insight	

Revathi		is a/an	Admin			
user name		ime	user characteristics			
who needs		to responsible the user's query from vendor side				
			user need			
because	she	she wants to maintain the queries status in an updated manner.				
			insight			

Suganya		is a/an Owner		
user name		me user characteristics		
who needs		to take care the feedback reviews of the customer.		
		user need		
because	she	she wants to reduce the compliance registry.		
		insight		

Meena is a/		is a/an .	System Administrator user characteristics	
		ame		
who needs		to manage the details in both customer and company side.		
			user need	
because	she	she needs to forward the messages and manage the queries which is given by customer side		
			insight	