Empathy Map Canvas

CUSTOMER CARE REGISTRY

Lot's of recommendation

Clear UI interface and easy interaction

What do they THINK AND FEEL?
what really counts
major preoccupations
worries & aspirations

Known the service provider details

They want you to give them consistent

Responding quickly

They like you to be proactive

Variety of service

Time efficient

How the service will be worthy

Customer satisfaction

What do they HEAR?
what friends say
what boss say
what influencers say

How long i have to wait ?

What customer expects ?

CUSTOMER CARE REGISTRY

Is service phone number available

Is webpage responsible

Is service is made on time ?

What do they SEE?
environment
friends
what the market offers

Customer wants to know about our service

Customer can expects best service based on our skills

Is the Environment will be in friendly manner ?

What do they SAY AND DO?
attitude in public
appearance
behavior towards others

Interactive user interface

Had a chat support to answer some queries related to the platform

Providing communication directly to the user and customer

Instance reply

PAIN
fears
frustrations
obstacles

Slow software

Lack of strategies

Finances price increase

Exploiting available data

Lots of manual work

GAIN
"wants" / needs
measures of success
obstacles

Service delivering the needs on time

Help center

Tracking of services

Providing assurance on repair services

Benefit for the customer

Share your feedback