

Ideation Phase
Empathize & Discover

Date	7-september-2022
Team ID	PNT2022TMID25078
Project Name	Smart Waste Management System For Metropolitan Cities
Maximum Marks	4 Marks

EMPATHY MAPPING

SAYS,

- Cost of the product?
- Use of the product?
- Is there any customer support available?
- Do you have any special deals?
- What is the size best?
- Is it reliable ?

THINKS,

- Quality of the product?
- Why is this so hard?
- What is best for me?
- Do I really need extra features ?
- Ask for a free trail !

Does,

- Checks the website?
- Make small decision?
- Whether it operates manually?
- Deliver all over the world?
- Compares product

Feels,

- Fear....
- Excited....
- Inadequate....
- Overwhelmed....
- Anxious.....