

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Says

What have we heard them say?

Date: 24 October 2022

Team ID: PNT2022TMID36338

Project Name: Smart Waste

Management System For Metropolitan

Cities

Maximum Marks: 4 Marks

What can we magine them saying? and dreams? What other thoughts might influence their behavior? Want a remainder on when to take wastages' from To give a the garbage remainder To keep track to take the on the wastage balance wastages in the garbage They want To update the someone be respective their side to authorities clean the about the society garbage level **Does** What behavior have we observed? What can we imagine them doing? What are their fears, frustrations, and anxieties? What other feelings might influence their behavior? \sim Gives a remainder when a wastages from the garbage Alerts the should be taken respective authorities when the garbage level is full stores data User friendly in the cloud authorities can track the balance wastage **GAIN** PAIN Garbage level remainder In case of failure it doesn't The implementation cost Cleaner himself can learn serve as a nice way stay work properly is high about garbage level on track

Thinks

Feels

What are their wants, needs, hopes,





