

Ideation Phase Empathize & Discover

Date	02 October 20.
Team ID	PNT2022TMID31114
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes. It is a useful tool to help teams better understand their users. Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Customer Care Registry:

