

Ideation Phase Empathize & Discover

Date	06 May 2023
Team ID	NM2023TMID19405
Project Name	SMART BILLING SYSTEM FOR WATER SUPPLIERS
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map is a tool used to gain a deeper understanding of customers or users by capturing their thoughts, feelings, behaviors, and experiences. It helps in developing a customer-centric perspective and identifying their needs, pain points, and motivations.

