

Empathy map

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| Date | 27-01-2026 |
| Team ID | LTVIP2026TMIDS24894 |
| Project Name | Educational Organization Using ServiceNow |
| Maximum Marks | 4 Marks |

Empathy map

The Empathy Map helps understand the real experiences, challenges, and expectations of the main users of the ServiceNow platform in an educational institution — such as students, faculty, and administrative staff.

By analyzing what users say, think, do, and feel, the system can be designed to meet their actual needs effectively.



