

Empathy map

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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.



