

Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says **Thinks** What have we heard them say? What are their wants, needs, hopes, What can we magine them saying? and dreams? What other thoughts might influence their behavior? increase chat communicate productivity quickly and connect is effectively with easy to use colleagues chat connector hadmore customization greatly options to fit enhance specific needs communication and collaboration There is no growth of digital time connector communication wasting integrates well technologies andinternet with other widely used in tools personal and porfessional setting Chat Connect easy to Used for control **Emotion such** one-one or asfrustration, group confusion, conversation satisfaction etc. sending messages in the chat display message reaction features like messages reaction , stickers emojis ,GIFS, ,voice message video chat The user feel provide satisfied in sense of finding the immediacy information Delete, close , archieving message also organize available conversation

Does

What behavior have we observed? What can we imagine them doing?

offer video

and audio chat

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?