

# Empathy map

Date	31-10-2025
Team ID	NM2025TMID03095
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.



