Empathy Map Canvas

Date	23 Oct 2025
Team Id	NM2025TMID04744
project Name	Garage management system
Maximum Mark	4marks

Empathy Map Canvas :

1. Says

- Customers keep asking about the service status.
- I spend too much time managing paper records.
- Sometimes bills or job cards go missing.
- It's hard to track which mechanic worked on which car.

2. Thinks

- If I had a system to track everything, I could save time.
- Automating updates would make my team more efficient.
- I need a clear overview of ongoing and completed services.

3. Sees

- Multiple vehicles waiting for service.
- Paper job cards pinned to a board.
- Mechanics asking for customer details repeatedly.
- Customers getting frustrated over waiting time.

4. Feels

- Frustrated by constant manual errors.
- Stressed about delayed updates and customer complaints.
- Hopeful that a digital system could reduce confusion.

5. Does

- Manually fills in service and billing details.
- Calls customers for updates.
- Checks paper records to find service history.
- Trains new staff repeatedly on manual workflows.

6.Insights

- Tracks customers, appointments, and services in one place.
- Reduces manual paperwork.
- Gives quick service updates to both staff and customers.
- Simplifies billing and improves accuracy.