

## Ideation Phase

### Empathize & Discover

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

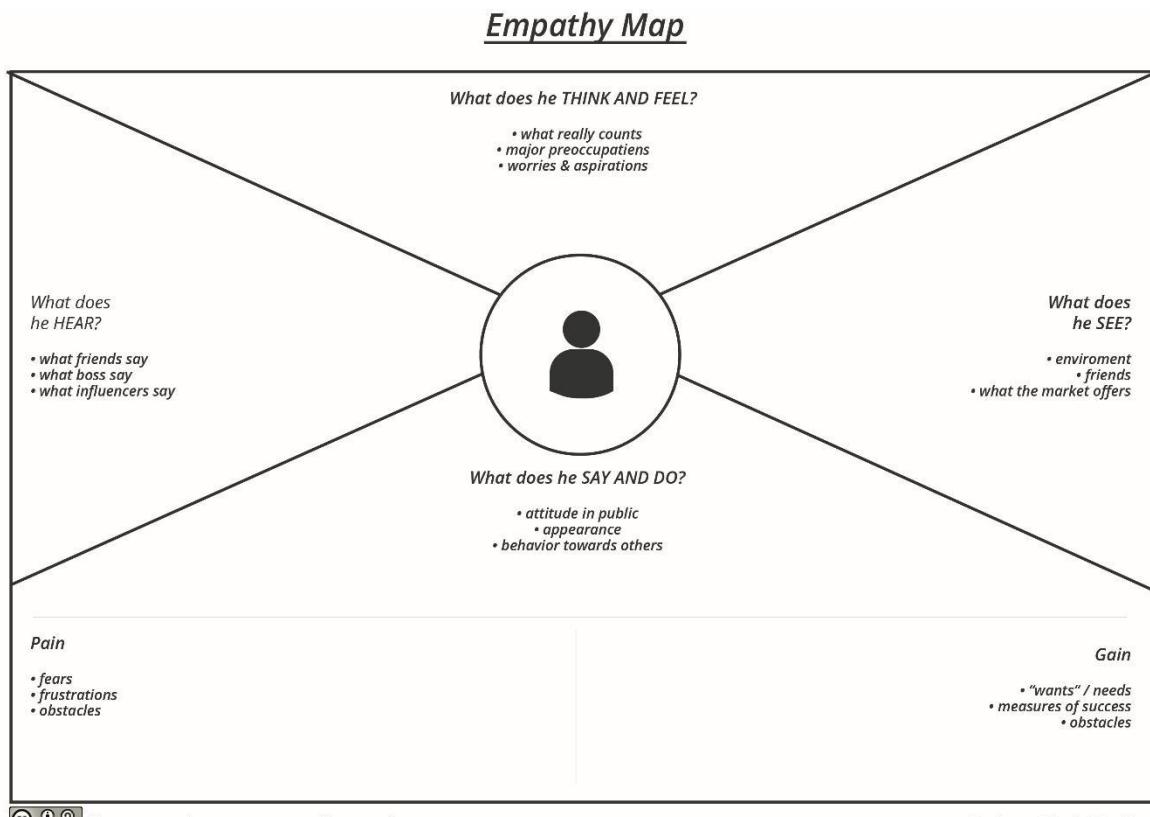
#### **Empathy Map Canvas:**

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

#### **Example:**



Business Model Toolbox

Reference: <https://www.mural.co/templates/empathy-map-canvas>

## Example: Streamlining Ticket Assignment for Efficient Support Operations

### Empathy Map Canves

