**IDEATION PHASE**

**Empathize & Discover**

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| **Date** | **03 NOVEMBER 2023** |
| **Team ID** | **NM2023TMID04737** |
| **Project name** | **A CRM Application For Managing Loan App and Fraudulent Prevention** |

Creating an empathy map for a CRM application for managing loan applications and fraudulent prevention can help you understand and empathize with the users and stakeholders involved. This tool can assist in uncovering the needs, motivations, pain points, and feelings of different user groups

