**Empathize & Discover**

Team ID: LTVIP2025TMID20497

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

**Empathy Map Canvas – Smart City Assistant**

The empathy map for the **Sustainable Smart City Assistant** captures the perspectives of urban stakeholders, helping us build a generative AI-powered platform that truly addresses the needs of both citizens and city administrators. It focuses on their goals, behaviors, challenges, and motivations in relation to smart governance and sustainability.

**Users:**

* **Citizens** (residents, commuters, students)
* **City Officials** (administrators, planners, sustainability officers)
* **Public Service Departments** (transport, utilities, waste management)

**What users SAY:**

* "I want to understand what’s happening in my city in simple terms."
* "I need alerts or summaries that actually matter to me."
* "There should be a single place to ask questions or report issues."
* "We want citizen feedback to be taken seriously."

**What users THINK:**

* "Is my city doing enough for sustainability?"
* "Will this platform actually improve urban services?"
* "Can I trust this AI to provide accurate and fair information?"
* "How can we make faster and smarter decisions?"

**What users DO:**

* Visit dashboards for city service updates
* Submit feedback or complaints through portals
* Track environmental or infrastructure performance
* Refer to summaries instead of full-length policies
* Engage in community awareness or eco campaigns

**What users FEEL:**

* Empowered when they get real-time, relevant updates
* Frustrated by slow response from civic systems
* Excluded when information is too technical
* Curious and hopeful when AI makes civic interaction simpler

**Pains:**

* Long, unreadable policies and reports
* Lack of real-time data insights
* Poor engagement or feedback response mechanisms
* Inability to detect or act on operational anomalies quickly

**Gains:**

* AI-generated policy summaries for better understanding
* Real-time KPI forecasting and anomaly detection
* Eco tips and recommendations based on behavior or locality
* Chat assistant for instant information and civic interaction

