**Ideation Phase**

**Empathize & Discover**

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| Team ID | LTVIP2025TMID30146 |
| Project Name | Garage management system |
| Maximum Marks | 4 Marks |

**Empathize & Discover**

The Empathy Map helps the Garage Management AI team deeply understand the needs of garage owners, mechanics, and customers — their thoughts, feelings, challenges, and expectations — to design a more user-centered AI-powered garage management system.

**1. WHO are we empathizing with?**

* Garage Owners – want efficiency, cost savings, and better customer retention.
* Mechanics / Service Advisors – want faster diagnostics, access to service history, and fewer manual tasks.
* Customers – want quick service, transparency in costs, and regular updates.

**2. What do they SAY?**

* “I spend too much time diagnosing issues manually.”
* “It’s hard to keep track of service schedules and customer requests.”
* “Customers keep calling for updates — I wish there was an easier way to inform them.”
* “I don’t know when to reorder parts until it’s too late.”

**3. What do they DO?**

* Check service records manually or via spreadsheets.
* Use phone calls or WhatsApp for booking confirmations.
* Rely on experience-based diagnosis without AI assistance.
* Write invoices manually or with basic billing software.

**4. What do they THINK?**

* “I could serve more customers if I had quicker diagnostics.”
* “An integrated system would help me avoid losing track of bookings.”
* “Better inventory alerts could prevent delays.”
* “AI suggestions could make my work easier and more accurate.”

**5. What do they FEEL?**

* Frustration – due to missed appointments or unavailable parts.
* Overwhelm – from managing multiple tasks manually.
* Concern – about keeping customers happy and informed.
* Hope – that AI could automate routine work and improve service quality.

**6. USER NEEDS**

* AI-assisted troubleshooting for quick problem identification.
* Easy service booking & rescheduling system.
* Real-time inventory tracking with reorder alerts.
* Multi-language AI chatbot for customer communication.
* Salesforce integration for service history & loyalty tracking**.**

**7. INSIGHTS**

* AI can reduce manual diagnosis time, improving turnaround and efficiency.
* Real-time inventory + booking management prevents delays and improves customer trust.
* Gradio UI makes the AI assistant easy to access for both mechanics and customers.
* Salesforce CRM ensures customer retention and targeted service offers.