SALESFORCE DEVELOPER

PROJECT TITTLE : WORKFORCE ADMINISTRATION SOLUTION

TEAM ID : NM2023TMID0250

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IDEATION PHASE :

EMPATHIZE & DISCOVER

Creating an empathy map for a workforce administration solution involves understanding the thoughts, feelings, needs, and pain points of the target users. Here's a basic template:

User Persona: Describe the typical user of the workforce administration solution. Include details like their role, responsibilities, and any specific demographic information.

Says: What do users say about the solution? This can include their feedback, comments, or statements related to their experience.

Thinks: What are the thoughts and concerns that go through the user's mind when using the solution? This could be related to efficiency, accuracy, or any worries they have.

Feels: What emotions do users experience while interacting with the solution? Are they frustrated, satisfied, anxious, or relieved?

Sees: What is the user's environment like? What are the external factors that affect their interaction with the solution, such as the tools they use, the people they work with, or the industry trends?
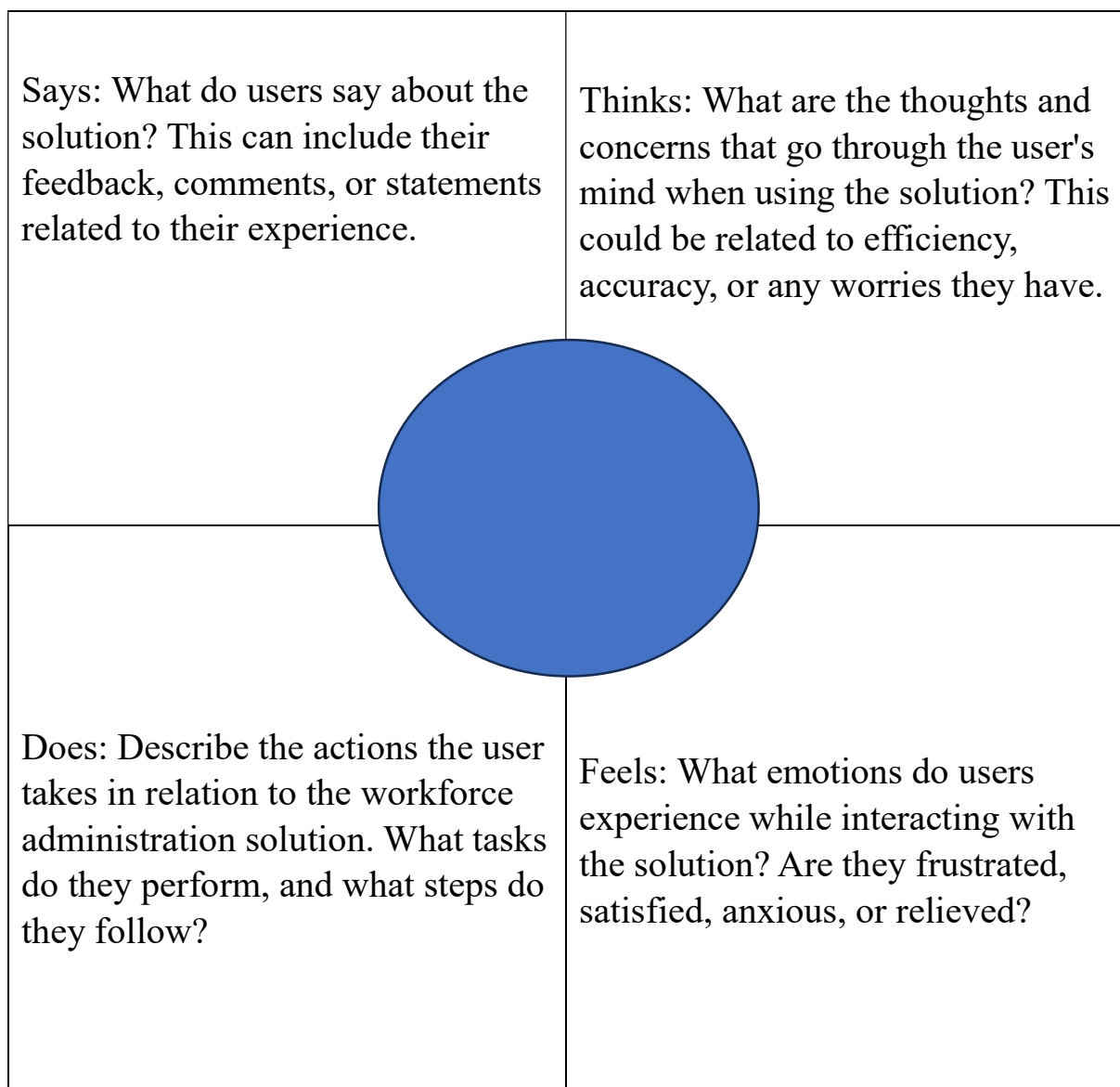
Does: Describe the actions the user takes in relation to the workforce administration solution. What tasks do they perform, and what steps do they follow?

Needs: What are the primary needs of the user that the solution must address? This could be streamlining processes, reducing errors, or providing valuable insights.

Pain Points: Identify the key pain points or challenges that users face when using the current solution, or that the new solution aims to solve.

Remember that empathy maps are typically based on user research and interviews to gather real insights into users' experiences and

perspectives. Use this template as a starting point and customize it to fit the specific context of your workforce administration solution

Says: What do users say about the solution? This can include their feedback, comments, or statements related to their experience.	Thinks: What are the thoughts and concerns that go through the user's mind when using the solution? This could be related to efficiency, accuracy, or any worries they have.
Does: Describe the actions the user takes in relation to the workforce administration solution. What tasks do they perform, and what steps do they follow?	Feels: What emotions do users experience while interacting with the solution? Are they frustrated, satisfied, anxious, or relieved?

EMPATHY MAP