**Ideation Phase**

**Empathize & Discover**  
**Date:** 26 June 2025  
**Team ID:** LTVIP2025TMID32000  
**Project Name:** Sustainable Smart City Assistant Using IBM Granite LLM  
**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.

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

**SAYS**

* “I want quick summaries of long city policy documents.”
* “There should be a single platform for city issues and citizen engagement.”
* “Is there an AI that can help track sustainability goals?”
* “I need actionable eco-tips that I can follow daily.”

**THINKS**

* “Can AI reliably forecast our resource usage?”
* “Will this assistant be usable by non-technical citizens?”
* “Is my data safe in this system?”
* “Will these insights really help my city grow sustainably?”

**DOES**

* Uploads policy documents and KPI files to the dashboard.
* Submits feedback about urban issues.
* Asks chat-based questions about city planning or environment.
* Reviews eco tips, forecasts, and anomaly alerts.

**FEELS**

* Relieved when policy summaries are easy to read.
* Empowered by personalized sustainability suggestions.
* Concerned about misuse of AI recommendations.
* Hopeful that data-driven planning improves city services.