

# EMPATHY MAP

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| PROJECT NAME | VEHICLE MANAGEMENT USING SALESFORCE |
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An empathy map is a visual tool used to gain a deeper understanding of a particular stakeholder or user group's perspectives, emotions, behaviors, and pain points. It helps project teams to empathize with the end-users, allowing for better design and development decisions that meet their specific needs and preferences.

In the context of the "Vehicle Management using Salesforce" project, you could create an empathy map to understand the perspectives, feelings, and experiences of the individuals who will interact with the system. This could include stakeholders such as vehicle drivers, maintenance personnel, procurement officers, and finance managers.



