

Ideation Phase
Empathize & Discover

Date	27 June 2025
Team ID	LTVIP2025TMID31710
Project Name	Sustainable Smart City AI Assistant using IBM Granite LLM
Maximum Marks	4 Marks

Empathy Map Canvas:

Quadrant	Suggested Content for Citizens
THINK & FEEL	“I want cleaner air”, “I worry about commute delays”, “I need green tips I can trust”.
SEE	Crowded roads, fluctuating AQI readings on news, scattered dashboards.
SAY&DO	Checks multiple apps, shares complaints on social media, asks friends for best routes.
HEAR	News alerts about pollution, friends recommending apps, authorities urging sustainable habits.
PAIN/GAIN	<i>Pain:</i> confusing data, no predictions. <i>Gain:</i> one portal, real-time alerts, AI advice.