

Ideation Phase

Empathize & Discover

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| Date | 31 May 2025 |
| Team ID | LTVIP2025TMID60743 |
| Project Name | Sustainable Smart City Assistant Using IBM Granite LLM |
| Maximum Marks | 4 Marks |

Empathy Map Canvas:

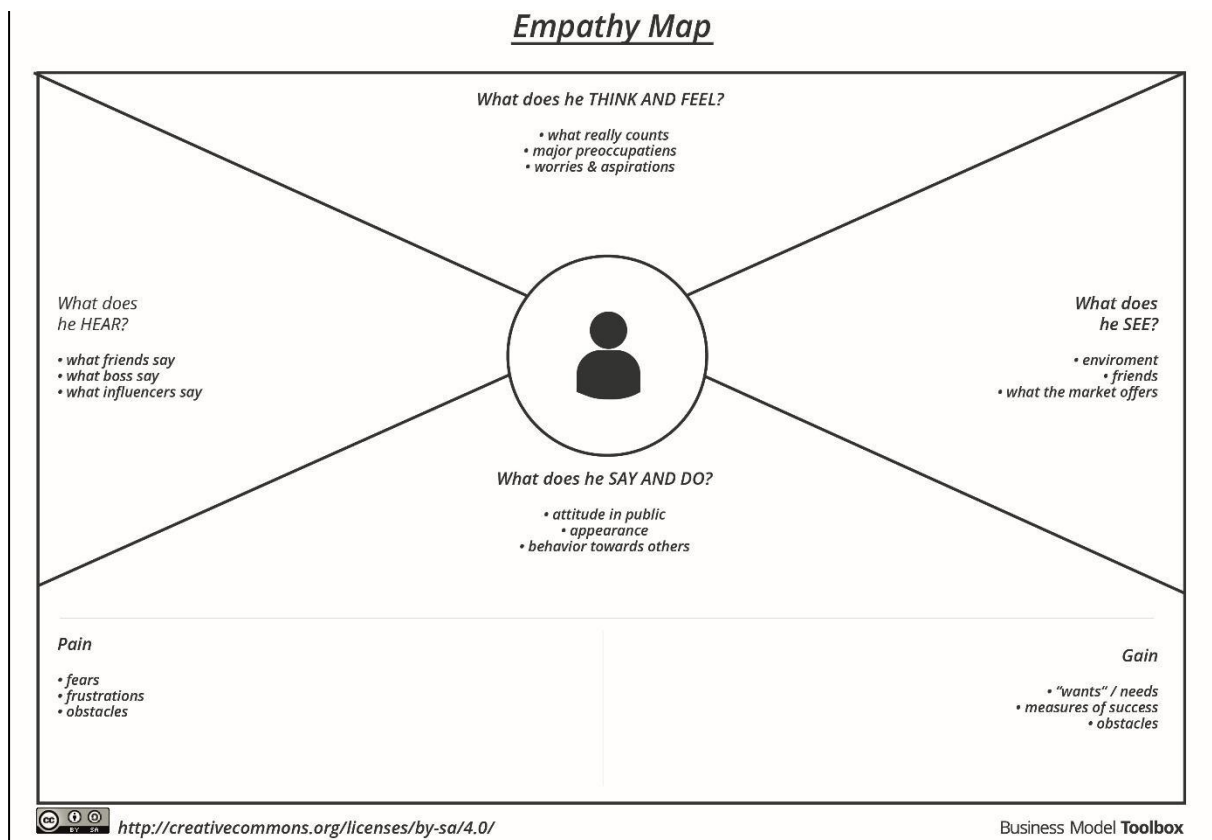
An **empathy map** helps us understand what people in a city **need, feel, and struggle with**. It shows what they **see, hear, say, and do** in daily life.

For our **Smart City Assistant**, the map helps us:

- Understand people's problems like pollution, traffic, or waste.
- Learn what they want — clean air, better transport, or energy-saving tips.
- Make the assistant more helpful and human-friendly.

It helps us **build the right solution** by thinking like the people we're helping.

Example:



Example: Food Ordering & Delivery Application

