Empathy Map Canvas - Filled

77 **Date**: 31 January 2025

🔟 **Team ID**: LTVIP2025TMID28719

Project Name: Calculating Family Expenses Using ServiceNow

@ Maximum Marks: 4 Marks

Empathy Map Canvas

Section Response

"I wish there was a simple way to log and track what we're spending

Says

"I can't remember where most of our money went this month."

"We might be overspending, but I have no clear proof."

Thinks "What if I miss a due payment or exceed the budget again?"

Manually enters expenses into a diary or mobile note. Does

Asks other family members about their spending.

Overwhelmed with too much financial uncertainty. Feels

Frustrated when reconciling expenses at the end of the month.

EMPATHY MAP CANVAS SAYS THINKS • I wish there was a • We might be simple way to log a track overspending, but I have what we're spending daily. no clear proof. What if I miss a due • I can't remember where most of our payment or exceed monyy went this the budget again? month. **DOES FEELS** Manually enters Overwhelmed with too much financial expenses into a diary or mobile note. uncertainty · Asks other family · Frustrated when reconciling expenses members about their spending at the end of the month