

Empathy Map Canvas – Filled



Date: 31 January 2025



Team ID: LTVIP2025TMID28719



Project Name: Calculating Family Expenses Using ServiceNow



Maximum Marks: 4 Marks

Empathy Map Canvas

Section

Response

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

