Ideation Phase
Empathize & Discover

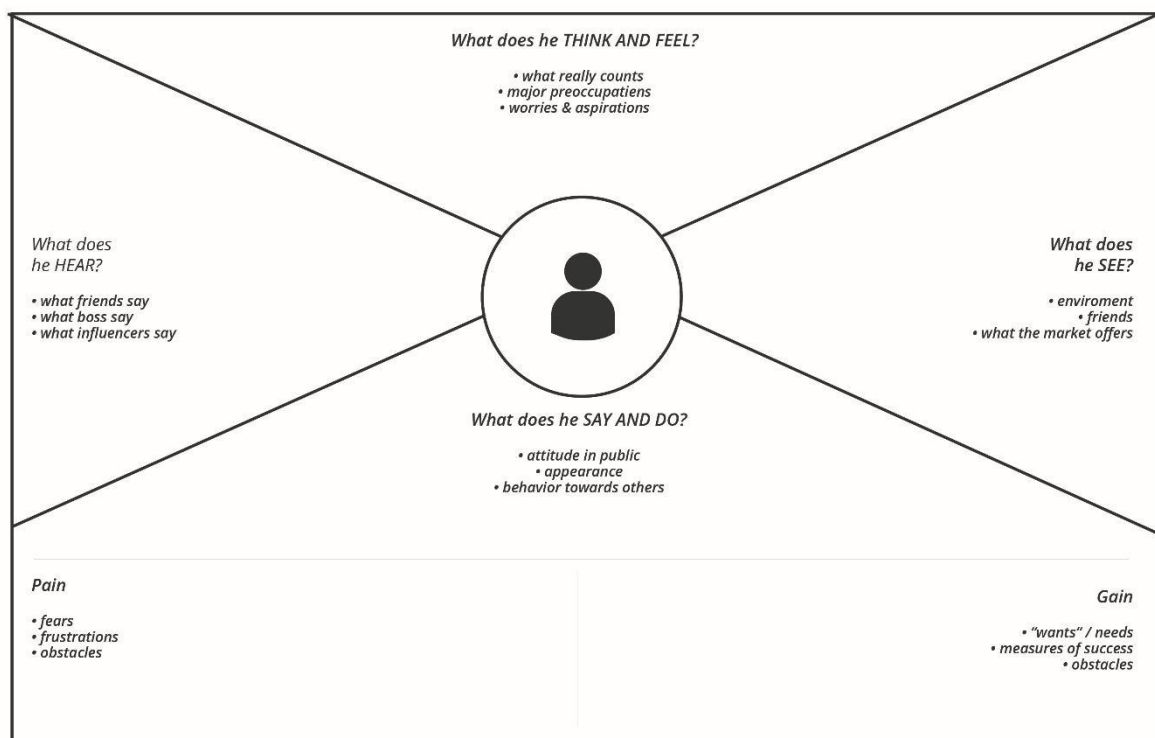|	
Date	22 June 2025
Team ID	LTVIP2025TMID37462
Project Name	Sustainable Smart-city AI Assistant Using IBM LLM
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to helps teams better understand their users.
Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Example:

Reference: https://www.mural.co/templates/empathy-map-canvas

Example: Sustainable Smart-City AI Assistant Application

KPI Forecasting	Eco-tips	Sustainability Report

Think & Feel

Hear   **See**

Sustainability Queries

AI–Powered Sustainable Smart City

Chat Assistant

Fragmented	Integrated

Pain
Fragmented

Gain
Integrated