**Empathy Map Canvas**

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| --- | --- |
| 📅 Date | 30JUNE 2025 |
| 👥 Team ID | LTVIP2025TMID31307 |
| 👥 Team Size | 4 |
| 👑 Team Leader | K Veera Venkkateshh |
| 👤 Team Members | - G Satya Veera Durga Prasad  - K Manikanta  - K Vikhitha |
| 📌 Project Name | Public Transport Management System |

**Empathy Map Canvas**

**Persona: Transport Department Administrator**

| **SAYS** | **THINKS** | **DOES** | **FEELS** |
| --- | --- | --- | --- |
| "It's difficult to get a complete picture of our daily operations." "I spend too much time cross-referencing spreadsheets for employee schedules and bus assignments." "We need a better way to track passenger counts and revenue from each trip." | "How can I ensure data consistency across all our records?" "There must be a more efficient way to assign drivers and conductors to trips." "I wonder if we are maximizing our route efficiency or losing revenue due to poor data." | Manually updates employee details and shift schedules. Enters bus and route information into separate systems. Consolidates daily trip reports from various sources. Tries to reconcile fare collections with passenger numbers. | Frustrated by the lack of a centralized system. Concerned about data inaccuracies leading to operational issues. Stressed by the manual effort required for routine tasks. Desires a system that provides real-time visibility and ease of management. |

**📄 Sample Record Detail Page**

Below is a conceptual illustration of a sample Salesforce record detail page for key objects like the **Employee** or **Bus station** object. This demonstrates how our proposed custom objects would appear in the Salesforce interface, supporting efficient public transport administration.



