

# Empathy Map Canvas

|               |                          |
|---------------|--------------------------|
| Date          | 25/10/2025               |
| Team ID       | NM2025TMID08644          |
| Project Name  | Garage Management system |
| Maximum Marks | 4 Marks                  |

## Stakeholders:

- Garage Owner: Wants efficiency, billing accuracy, and staff productivity.
- Mechanic: Needs a task scheduler and service record tracking.
- Customer: Expects quick service updates and transparent billing.

The empathy map helps visualize stakeholder emotions, thoughts, and needs to design a user-centric solution.

## Empathy Map - Garage Management System

### SAYS:

'I need faster service'  
'I want reminders'

### DOES:

Checks status  
Contacts via phone

### THINKS:

'Why is service delayed?'  
'Are records secure?'

### FEELS:

Frustrated when uninformed  
Satisfied with updates