

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Build empathy

CRM for result tracking of a candidate using internal marks

Says **Thinks** What have we heard them say? What are their wants, needs, hopes, What can we magine them saying? and dreams? What other thoughts might influence their behavior? How to improve overall results while viewing progression I should is this I want to treat all I hope I will difficult to accurate and candidate fairly I need to students who is this software I need to To ensure I share this is this easily I grouped are am on the and reports . in top of accessible file to my elders I look forward In which particular subject knowledge where students got less marks So it should to improve my is it easy to decision with should keep field I am collect data merely result and strong account of internal marks be identified easily performance internal marks need to How can I give is this feedback to website trend candidate secure elders individual who use rsult tracking system checking for focussed \sim Satisfied priority mistakes in pride in the software software attention achievement To stay on To check the trend comparing Nervous achieve the results goals and accuracy milestones Work on have to multiple work long concern projects, result Overwhelmed about the checking school should be easy focussed on specific areas data so that they incapable school management candidates are in **Feels Does** What are their fears, frustrations, and anxieties? What other feelings might What behavior have we observed? influence their behavior? What can we imagine them doing?





