

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

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?
What can we magine them saying?

Diagnosis of liver infection at the preliminary stage is important for better treatment. (what is liver disease).

In today's
scenario devices
like sensors are
used for
detection of
infections.

I think smoking causes liver disease.

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

Thinks

I think liver disease is caused by eating processed meat.

How is liver disease spread?

How to diagnose liver disease?

I think daily exercise can prevent liver damage.

I think the liver may not be effected unless obese.

Liver diseases averts
the normal function of
the liver. This disease
is caused by an
assortment of
elements that harm
the liver.

General malaise, fatigue.

Anorexia/
weight
loss.

How can liver disease affects.

I learned about disease in the liver.

Feelings of enlarged abdomen.

What behavior have we observed?

What can we imagine them doing?

Does

Hand tremores.

Hearned who liver disease affects.

How liver
disease
affects. How
to cure liver
disease.

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?











