# Empathy Process Flow

**Scenario**

**User Downloads An E-Commerce App**

## Says

Good App and the genuine product sell by App

## Thinks

Expects the quality of the product sell by the App

Orders the products from the app

User becomes happy afteer using the app and buying the genuine product

## Does

## Feels

Identifying a problem in the product → Understand user pain point → Analyze user feedback → Explore product features → Identify feature gaps → Brainstorm solutions

Create a prototype → Test with users → Iterate based on feedback