**Ideation Phase**

**Empathize & Discover**

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| --- | --- |
| Date | 30-10-2025 |
| Team ID | NM2025TMID02430 |
| Project Name | Laptop Request Catalog Item |
| Maximum Marks | 100 Marks |

**Empathy Map Canvas:**

For a laptop request service catalog item, an Empathy Map helps understand the user's motivations, frustrations, and needs throughout the process. This goes beyond the basic form fields to create a more user-centered experience. The persona in the center of the canvas represents the employee making the request.

