

## 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? software that puts all standard business processes and foundational capabilities of a standard SAP ERP system in the context of a vehicle OEM and distributor

The Vehicle Management System (VMS) is an application for the **Automotive** 2001.) industry.

vehicle management

To assist in the tracking of vehicles operation and the planning of maintenance

MVEDRs in GM vehicles have the capability to store a description of both the crash and the precrash phase of a traffic collision (Correia et al,

> Periodic Maintenance Service (PMS) aims at the. prevention of car breakdowns and failures. Regular. vehicle maintenance helps optimize the performance, reliability, safety, and durability of the car while.

**Thinks** 

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

> Trucking: Trucking fleets tend to have large trailerdrawing tractors that transport highvolume loads. ...

The Vehicle Management System (VMS) is an application for the Automotive industry.

The main purpose for developing this project can **helps to manage** the customer details, vechile details, fuel details, insurance details, driver details, maintance details etc.

**Does** 

What behavior have we observed? What can we imagine them doing?

All of this module have different role and bring different benefit to the community. This paper will describe about these modules in details.

software that puts all standard business processes and foundational capabilities of a standard SAP ERP system in the context of a vehicle OEM and distributor.

**Feels** 

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

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