Template

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.

Share template feedback

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?

LOANS are the major requirement of the modern world. By this only, Banks get a major part of the total profit.

This can help financial institutions to make more informed decisions about which loan applications to approve and which to deny.

A loan is a sum of money that is borrowed and repaid over a period of time, typically with interest..

Predicting personal loan approval using machine learning analyses a borrower's financial data and credit history to determine the likelihood of loan approval.

Thinks

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

The customer first applies for a home loan and after that, the company validates the customer eligibility for the loan.

To automate this process, they have provided a dataset to identify the customer segments that are eligible for loan amounts so that they can specifically target these customers.

The company wants to automate the loan eligibility process (real-time) based on customer detail provided while filling out online application forms.

Loan status can have two values: Yes or NO.

Predicting Personal Loan Approval Using Machine Learning

Does

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

Most banks earn profit from the loan, but it is risky to choose deserving customers from the number of applications.

Logistic regression, decision tree, random forest, and neural networks have all been used and have been able to accurately predict loan defaults.

here are various algorithms that have been used with varying levels of success.

Personal loans can stimulate economic growth by providing individuals with the funds they need to make major purchases, start businesses, or invest in their education.

Feels

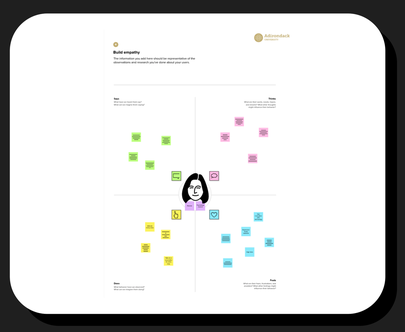
What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

A personal loan is a type of unsecured loan that can be used for a variety of expenses such as home repairs, medical expenses, debt consolidation, and more.

Predicting personal loan approval using machine learning analyses a borrower's financial data and credit history to determine the likelihood of loan approval

o qualify for a personal loan, borrowers typically need to provide proof of income and have a good credit score.

Banks are facing a significant problem in the approval of the loan.



Need some inspiration?

See a finished version of this template to kickstart your work.

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