PES1201700445

SAYS

- 1) Which car gives a better mileage
- 2) What is the Ex-Showroom and On-Road Price
- 3) Does is comply with the pollution emission norms
- 4) What are the different cars in the Sedan section
- 5) What are the maintenance costs of the car

THINKS

- 1) Which car should I buy?
- 2) What safety features does my car need?
- 3) Which car insurance should I buy?
- 4) Diesel or Petron fuelled car?
- 5) What are the various dealers available?
- 6) What are the different budget constraints

EMPATHY MAP OF A CUSTOMER WHO WANTS TO BUY A CAR

DOES

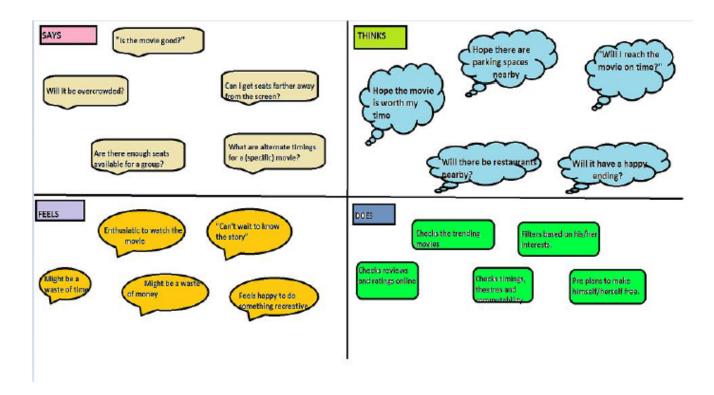
- 1) Surveys what are the different cars available according to his requirements
- 2) Test drives the cars which fall under his requirements
- 3) Gathers opinion about the car
- 4) Performs formalities regarding the financial aspects
- 5) Checks the quality of interior

FEELS

- 1) Excited about getting a new car
- 2) I can now go on long trips
- 3) I'm concerned about the Car's price depreciating over time
- 4) I can now flaunt my car

HCI ASSIGNMENT-2

EMPATHY MAP FOR A PERSON WHO WANTS TO WATCH A MOVIE



SAYS

- · I am interested in this field
- I will make good money if I choose this field
- · I need a degree to get a job in this field
- This is the best college/institution for my chosen field
- I don't know what career option to choose
- · This is the best city/country for this career
- It's probably better to take a gap year

THINKS

- Will it be interesting?
- Will I be good at it?
- Can I do it for a long time without getting bored?
- What if I make the wrong choice?
- How much will I get paid?
- How long should I study before I can start working?
- What will the society think?
- Should I go to college or is there an alternate path to this option?

DOES

Student who is trying to choose a career for themselves

FEELS

- Reads about all the options available
- Attends seminars/open houses/ career talks
- Talks to people from different career backgrounds
- Takes career aptitude tests
- Meets a career counsellor
- Attends workshops/does projects
- Does internships/ job shadows people

- Confused: Too many options
- · Worried: About making the wrong choice
- Excited: New chapter in life
- Determination: To achieve set goals
- · Nervous: While waiting for the results
- Tired: Admissions process is very hectic and stressful
- Anxious: Don't know what will happen

NAME: SWATHI

SRN: PES1201701826

DATE: 28 - 08 - 2020

SAYS

- · Which area will be better to stay
- A rea with better water resources.
- How much land am I looking for
- Something reliable to stay in.
- A land with proper document.

THINKS

- I want my budget to be within 50,00,000/-
- Should I change the area to more comfortable to live and have good transportation
- Does it have department stores near by
- Do I really want a land now
- Will I get a good land which includes all my thoughts within

Empathy map for a customer who wants to purchase land.

DOES

- Checking all websites where we can buy land.
- Looking for the pros and cons of the land.
- A sking friends for advises in looking for the land.
- · What will be better to have nearby, a playground or a
- park Going forward even if it is a slightly higher than the budget if the land is in a better area.

FEELS

- Exited as buying land.
- How can I trust online websites
- Fearing to lose money by scamming.
- Land might have terrific history.