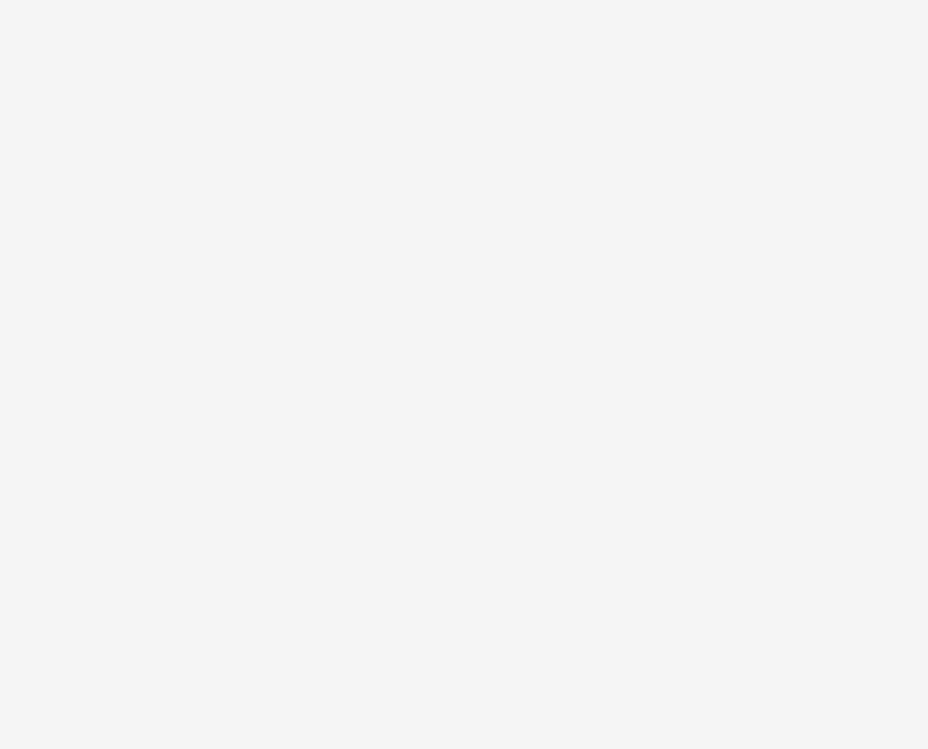


Empathy map

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 Says

Does

What behavior have we observed?

What can we imagine them doing?

The information you add here should be representative of the observations and research you've done about your users. What have we heard them say? What are their wants, needs, hopes, What can we magine them saying? and dreams? What other thoughts might influence their behavior? I think i'm not Why is this following the so time NM_ID:8FABD6F1EC5ED069A504359C09A03AA2 correct consuming? steps Why is it Why is it taking so want to KEERTHANA V KEERTHANA M long to get many document? a visa? CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT Team ID:NM2023TMID15104 Consulting More Edgy appropriate Overwhelmed Research officers Use google Consulting Confusing Anxious visa officer everything

Thinks

Feels

What are their fears, frustrations, and

anxieties? What other feelings might

influence their behavior?



