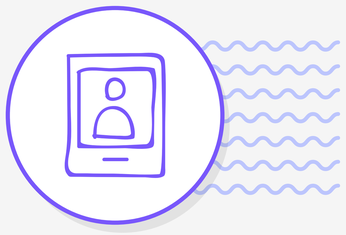
Template



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?

The upsurge in the volume of unwanted emails called spam has created an intense need for the development of more dependable and robust antispam filters.

Spam prevents the user from making full and good use of time, storage capacity and network bandwidth.

This method is followed so as to articulate the issues that are yet to be addressed and to highlight the differences with our current review.

Users who receive spam emails that they did not request find it very irritating.

Thinks

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

Spam has no fixed and indisputable definition . It is generally understood to be unwelcome emails, especially those sent in bulk, but this is, in part, a designation by network administrators concerned particularly with overtaxing network resources.

Spam filtering is, for this reason among others, a better application domain for thinking about machine learning based classification as socially consequential

These words are analyzed by the 'learner' algorithm to determine a set of weights. These weights measure the degree to which a given word is associated with 'spam' vs. 'ham' (nonspam) emails.

There is no posited semiotic relationship between the words and no meaning in the messages is extracted, nor is there an attempt in the algorithm at narrative analysis.

Give them a name and a portrait to empathize with your persona.

spam filtering protocols **use instance-based or memory-based learning methods to identify and classify incoming spam emails based on their resemblance to stored training examples of spam emails.**

A spam filter is **a program used to detect unsolicited, unwanted and virus-infected emails and prevent those messages from getting to a user's inbox.**

A spam filter generally uses *technologies like artificial intelligence and machine learning to detect unsolicited, unwanted, virus-infected ...*

While most customers achieve an acceptable level of spam filtering from the default PureMessage configuration, *ongoing tuning can optimize the spam ...*

technical managers and end users time are wasted for deleting spam messages, closing spam web banners, and downloading unwanted spam information.

This situation created preconditions for the development and wide spreading of professional anti-spam filtering services.

This task should be done automatically, taking into account the need of possible reassignment of existing rules scores, when a new rule is added to the system. Currently,

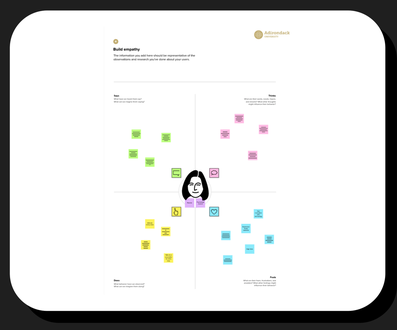
In this work, we test the suitability of using different evolutionary computation approaches for automatic scores setting of rules in an anti-spam filter.

Does

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

Feels

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



Need some inspiration?

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

Open example →