Ideate- Empathy Mapping
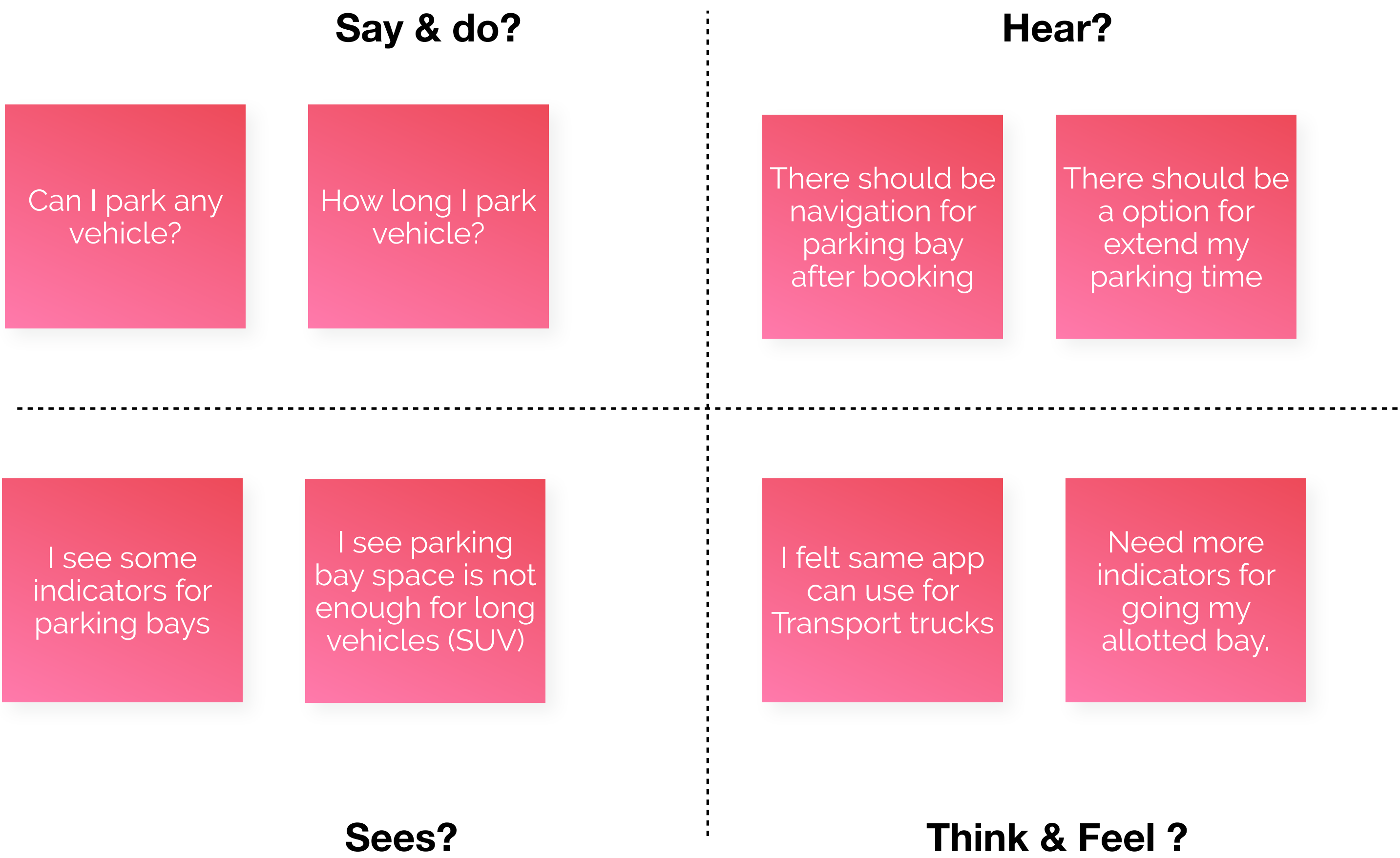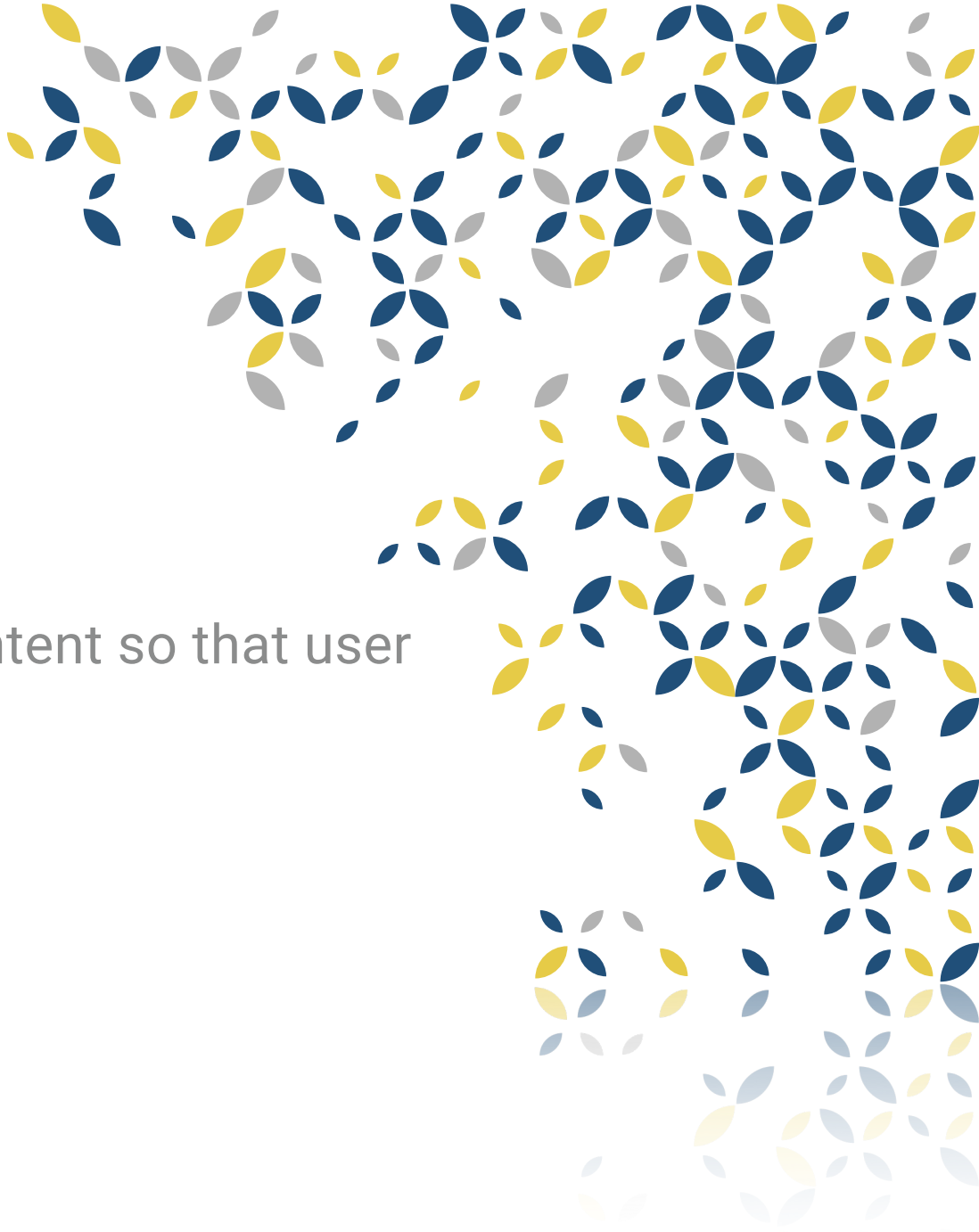
In order to get a deeper Understanding about user behaviour and decisions , I used empathy mapping method.

Say & do?

Can I park any vehicle?

How long I park vehicle?

Hear?

There should be navigation for parking bay after booking

There should be a option for extend my parking time

I see some indicators for parking bays

I see parking bay space is not enough for long vehicles (SUV)

I felt same app can use for Transport trucks

Need more indicators for going my allotted bay.

Sees?

Think & Feel ?

Ideate- information Architecture

Information architecture is a practise of deciding how to arrange a parts of something to be understandable. IA aims at arganizing content so that user
Would easily adjust to the functionality of the product and could find everything we need without big effect