**2.1 Empathy map**

**Gain:** More times to focus on important task reduce stress and anxiety, and increase productivity.

**Pain:** Too many emails to manage efficiently, difficulty in identifying important emails, and need to constantly adjust priorities throughout the day.

**Does:** skims through email quickly, uses filters and labels to organize emails, and response from promptly to urgent emails.

**Feels:** Frustrated when important emails get buried in the inbox and overwhelmed with the amount of email received daily.

**User:** A busy professional who receives a large volume of emails daily and needs to prioritize and manage them efficiently.

**Says:”** I need and email system that can adapt to my changing priorities throughout the day”

**Think:** I don’t want to waste time shifting through mails that are not important or urgent. I need a system that can help me quickly identify the most important emails.