Ideation Phase Empathize & Discover

Date	21 March 2023
Team ID	NM2023TMID08937
Project Name	Chat connect-A real -time chat and
	communication app
Maximum	5 Marks
Marks	

Connect Chat allows you to interact with other ITIL staff in a productive way using a familiar chat tool similar to SMS on your smartphone. There are two ways to view Connect Chat, via the Sidebar or Workspace.

Amazon Connect enables your customers to start chatting with contact center agents from any of your business applications, web or mobile. Interactions are asynchronous, enabling your customers to start a chat with an agent or Amazon Let bot, step away from it, and then resume the conversation again.



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.



Chat Connect - A Real Time Chat And Communication App

Real time chat is an online communication channel that allows you to conduct real time conversation.







