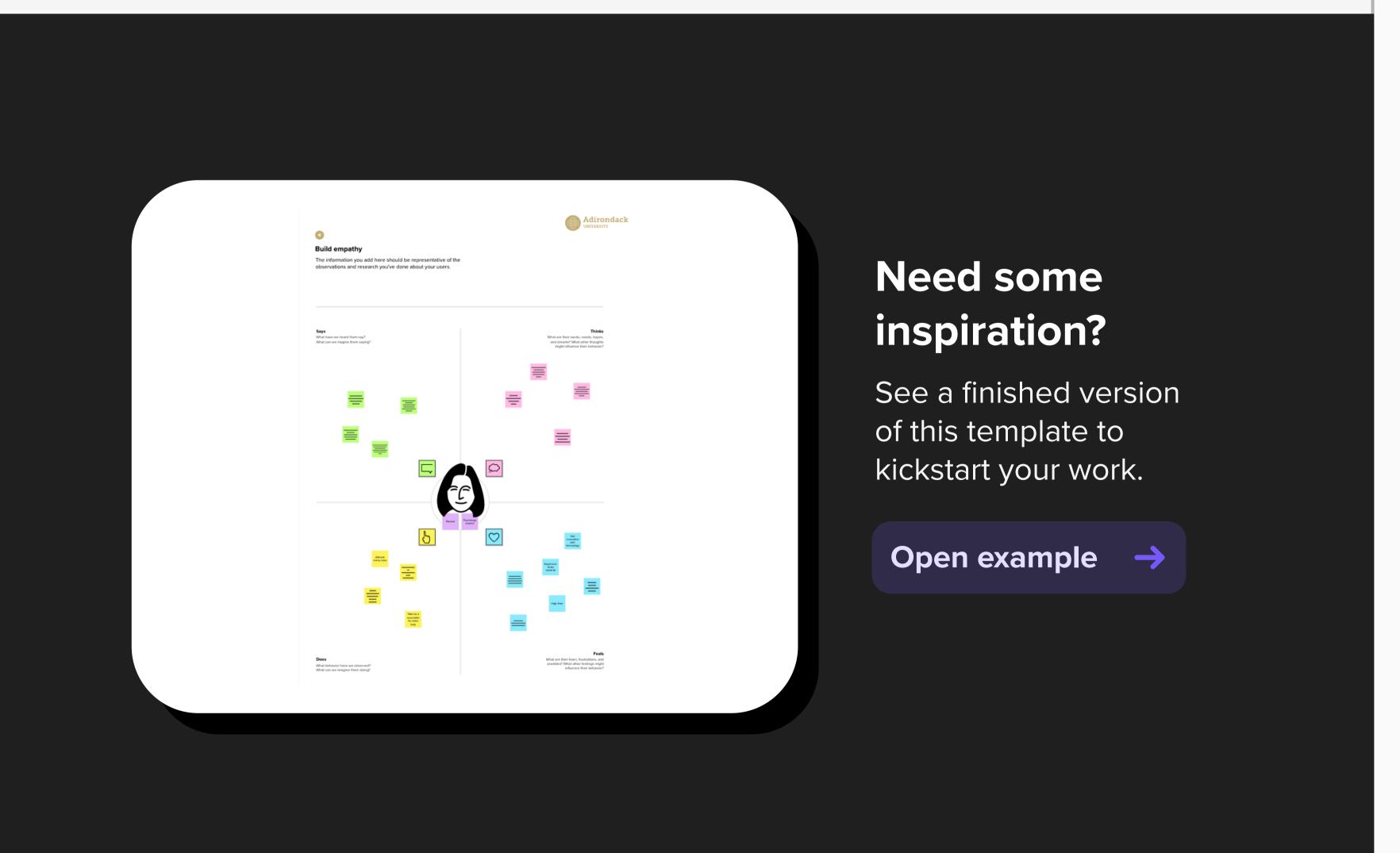
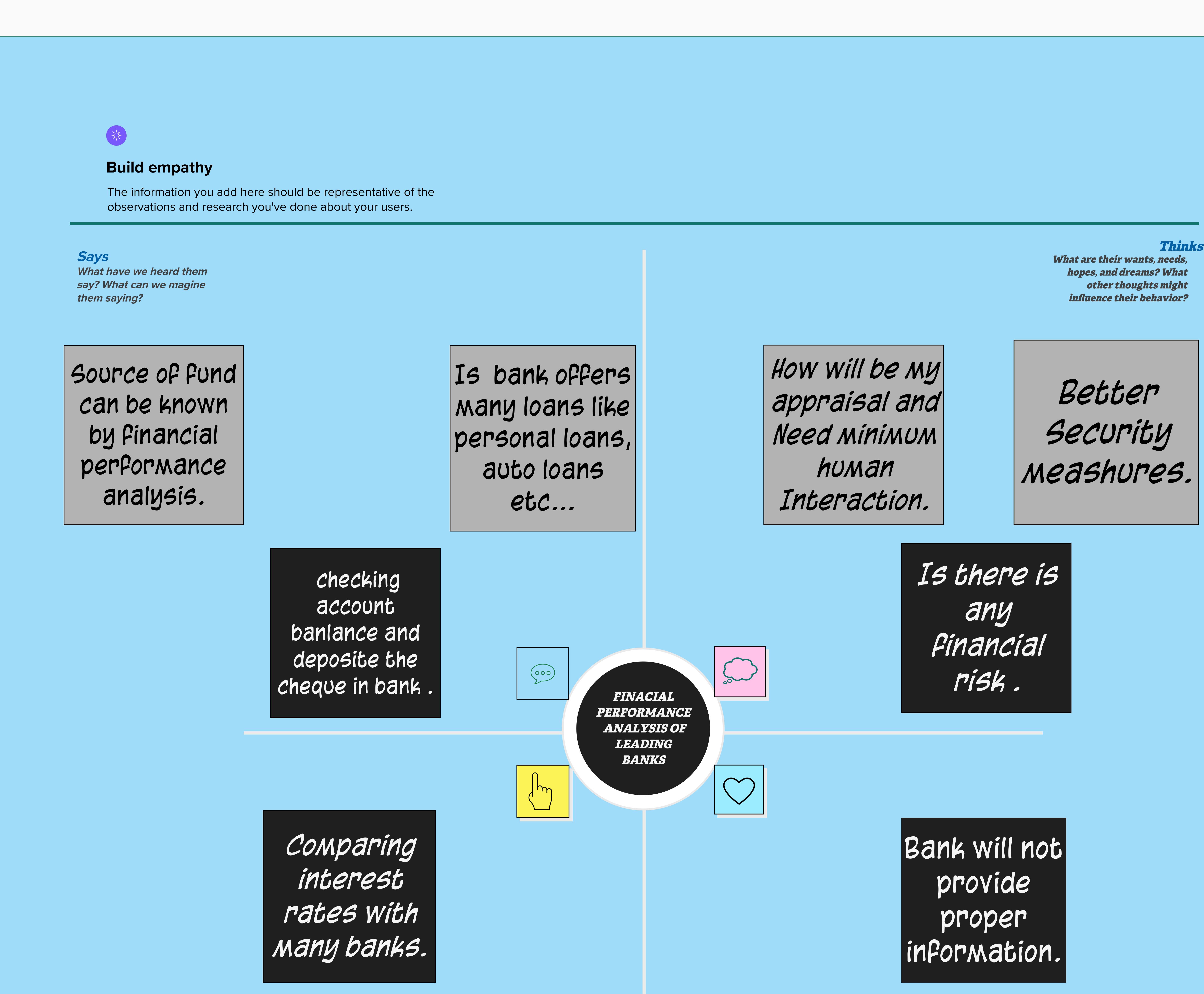


Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Share template feedback





Verify the

Scanned

document

Manually.

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

Property

documents and

Salary

certificate has

been seriously

viewed.

Feels What are their fears, frustrations, and anxieties? What other

their behavior?

feelings might influence

Confusedby

too Many

contradictory

prices.

IF there is

any wrong

information.

Thinks

other thoughts might