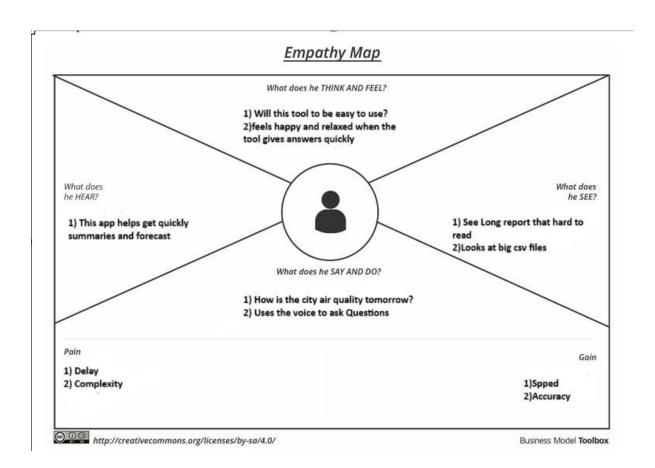
Ideation Phase Empathize & Discover

Date	27 June 2025
Team ID	LTVIP2025TMID21127
Project Name	Sustainable Smart City Assistant
Maximum Marks	4 Marks

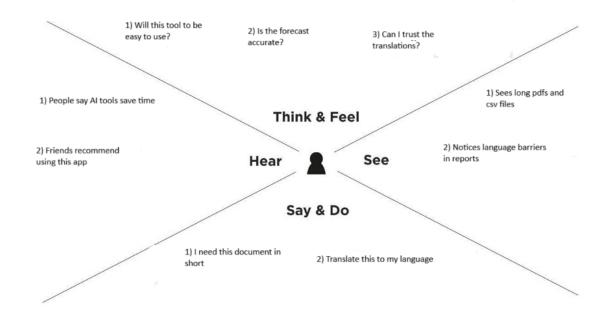
Empathy Map Canvas:

An **Empathy Map** is a simple, visual tool that helps understand the behaviors, feelings, and challenges of users. For the **Smart City Al Assistant**, it is important to understand the needs of both **citizens and city administrators** who use the tool for summarizing policies, translating information, analyzing data, and detecting city anomalies..

Example:



Reference: https://www.mural.co/templates/empathy-map-canvas



Pain

- 1) Hard to understand long documents
- 2) Struggles with language barriers

Gain

- 1) Saves time with quick summaries
- 2) Gets accurate forecasts