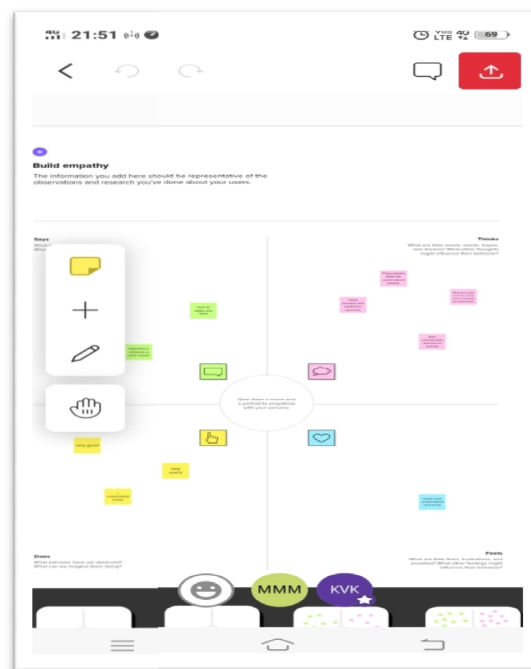# 1   INTRODUCTION

1.1   Overview

The project aim is to provide real-time knowledge for all the students who have basic knowledge of salesforce and looking for a real-time project will also help to those professionals who are in cross-technology and wanted to switch to salesforce with the help of this project they will gain knowledge and can include into their resume as well.

1.2   Purpose

*Multi-Track or Multi-Session Events
*Conferences
*RSVP Events
*Training Courses
*Fundraising Event

2   problem Definition & Design Thinking

2.2   Empathy Map

An empathy map is a collaborative tool teams can use to gain a deeper insight into their customers. Much like a user persona,an empathy map can represent a group of users,such as a custumer segment.