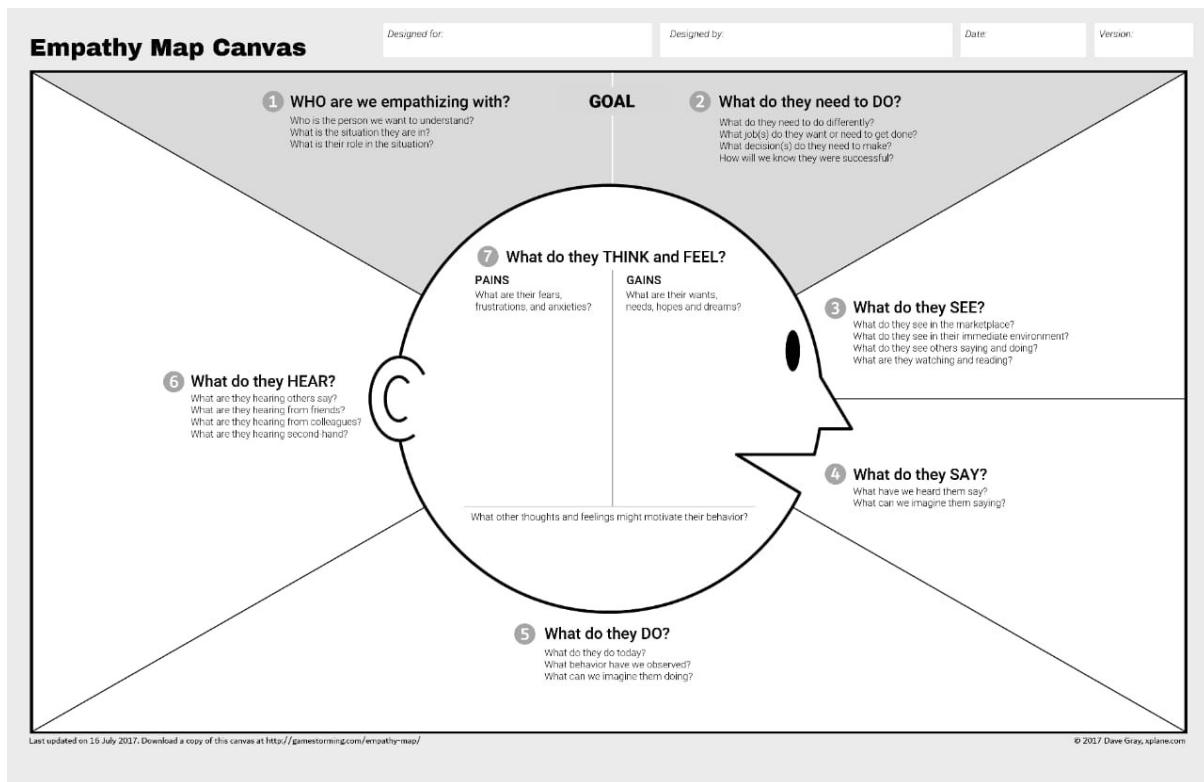| Date	20 Feb 2026
Team id	LTVIP2026TMIDS46782
Project Name	Streamlining ticket assignment for efficient support operations
Maximu m Marks	4

Empathy map canvas:

The empathy map for the project "Streamlining Ticket Assignment for Efficient Support Operations" focuses on understanding the challenges faced by IT support agents. They say that manual ticket assignment wastes time and causes uneven workloads, and think that automation could make their work more efficient and fair. They do tasks like manually checking and prioritizing tickets and constantly coordinating with teammates to balance work. As a result, they feel frustrated and stressed due to repetitive manual processes but motivated to find a better system. This understanding highlights the need for an automated, fair, and efficient ticket assignment solution that improves workflow and customer satisfaction.

Example:

Understanding Ticket Management Processes

Integration
Link ticket systems with existing customer relationship management tools.

Automation
Utilize automated responses for common inquiries to enhance efficiency.

Tracking
Implement consistent ticket tracking to monitor progress and resolve issues.

Feedback
Gather user feedback post-resolution to improve service quality continuously.

The Empathy Map for the project "Streamlining Ticket Assignment for Efficient Support Operations" helps understand the real experiences of IT support agents. They often say that manual ticket assignment consumes too much time and leads to unfair workloads, while they think automation could make their jobs more efficient and organized.

Example:

Empathy Map Canvas

Designed for: Designed by: Date: Version:

1 WHO are we empathizing with?
Who is the person we want to understand?
What is the situation they are in?
What is their role in the situation?

GOAL

2 What do they need to DO?
What do they need to do differently?
What job(s) do they want or need to get done?
What decision(s) do they need to make?
How will we know they were successful?

7 What do they THINK and FEEL?

PAINS
What are their fears,
frustrations, and anxieties?

GAINS
What are their wants,
needs, hopes and dreams?

3 What do they SEE?
What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?

6 What do they HEAR?
What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?

What other thoughts and feelings might motivate their behavior?

4 What do they SAY?
What have we heard them say?
What can we imagine them saying?

5 What do they DO?
What do they do today?
What behavior have we observed?
What can we imagine them doing?

Last updated on 16 July 2017. Download a copy of this canvas at http://gamestorming.com/empathy-map/

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