

Ideation Phase

Empathize&Discover

Date	31January2025
TeamID	NM2025TMID07621
ProjectName	Streamlining Ticket Assignment for Efficient Support Operation
MaximumMarks	4Marks

EmpathyMapCanvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

Streamlining Ticket Assignment for Efficient Support Operations



