**Date**: 28 June 2025  
**Team ID**: LTVIP2025TMID31982  
**Project Name**: EduTutor-AI

**Introduction**

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user’s behaviours and attitudes.  
It is a useful tool to help teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it.  
The exercise of creating the map helps participants consider things from the user’s perspective along with his or her goals and challenges.

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

**🗣️ SAYS**

* “I want to revise with smart quizzes.”
* “I need feedback right after my quiz.”
* “I don’t want to waste time searching for practice.”
* “As a teacher, I need to see how my students are doing.”

**💭 THINKS**

* “Is this quiz actually based on what I need?”
* “Can this help me perform better in exams?”
* “Will I get meaningful feedback?”

**🧍‍♂️ DOES**

* Signs in and selects quiz topics
* Takes quizzes and views results
* Teachers check student progress
* Educators compare class-wide analytics

**❤️ FEELS**

* Confident when the AI helps improve
* Satisfied with interactive practice
* Curious about topic mastery
* Encouraged to track improvement