Project name	Gas pipeline monitoring system for hospital
Team id	NM2023TMID19449
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Mark	04

Empathy Map Canvas:

*An empathy map is an simple,easy-to-digest visual that captures Knowledge about a user's behaviours and attitude.

* 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

Says

What have we heard them say?
What can we imagine them saying?

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

This refers to what the user or customer might say out loud. For our gas pipeline monitoring system, some potential "Says" might include:

"I'm worried about the safety of my workers."

"I want to be sure that my pipeline is operating efficiently."

"I need to know if there's a leak in my pipeline."

This refers to what the user or customer might be thinking. For our gas pipeline monitoring system, some potential "Thinks" might include:

"I hope this system can detect even small leaks quickly."

"I want to make sure my pipeline is cost-effective to run."

"I don't want to risk anyone's health or safety by missing a potential issue."

PEOPLE & PATIENT

This refers to what the user or customer might do. For our gas pipeline monitoring system, some potential "Does" might include:

"Have workers trained on how to use the system properly."

"Monitor pipeline performance and adjust operations as needed."

"Regularly check the system for updates and alerts."

"Anxious about the potential for a leak or accident."

"Concerned about the well-being of my workers."

This refers to what the user or customer might be feeling. For our gas pipeline monitoring system, some potential "Feels" might include:

Confident that this system will help me operate my pipeline effectively and safely.

Does

What behavior have we observed?
What can we imagine them doing?

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?