

Empathy Map Canvas

Date	25/10/2025
Team ID	NM2025TMID03454
Project Name	Garage Management system
Maximum Marks	4 Marks

Stakeholders:

- Garage Owner: Wants efficiency, billing accuracy, and staff productivity.
- Mechanic: Needs a task scheduler and service record tracking.
- Customer: Expects quick service updates and transparent billing.

The empathy map helps visualize stakeholder emotions, thoughts, and needs to design a user-centric solution.

Empathy Map - Garage Management System

SAYS:
'I need faster service'
'I want reminders'

DOES:
Checks status
Contacts via phone

THINKS:
'Why is service delayed?'
'Are records secure?'

FEELS:
Frustrated when uninformed
Satisfied with updates