

# 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