

Ideation Phase

Empathize & Discover

Date	12-06-2025
Team ID	LTVIP2025TMID52018
Project Name	resolvenow: your platform for online complaints
Maximum Marks	4 Marks

Empathy Map Canvas:

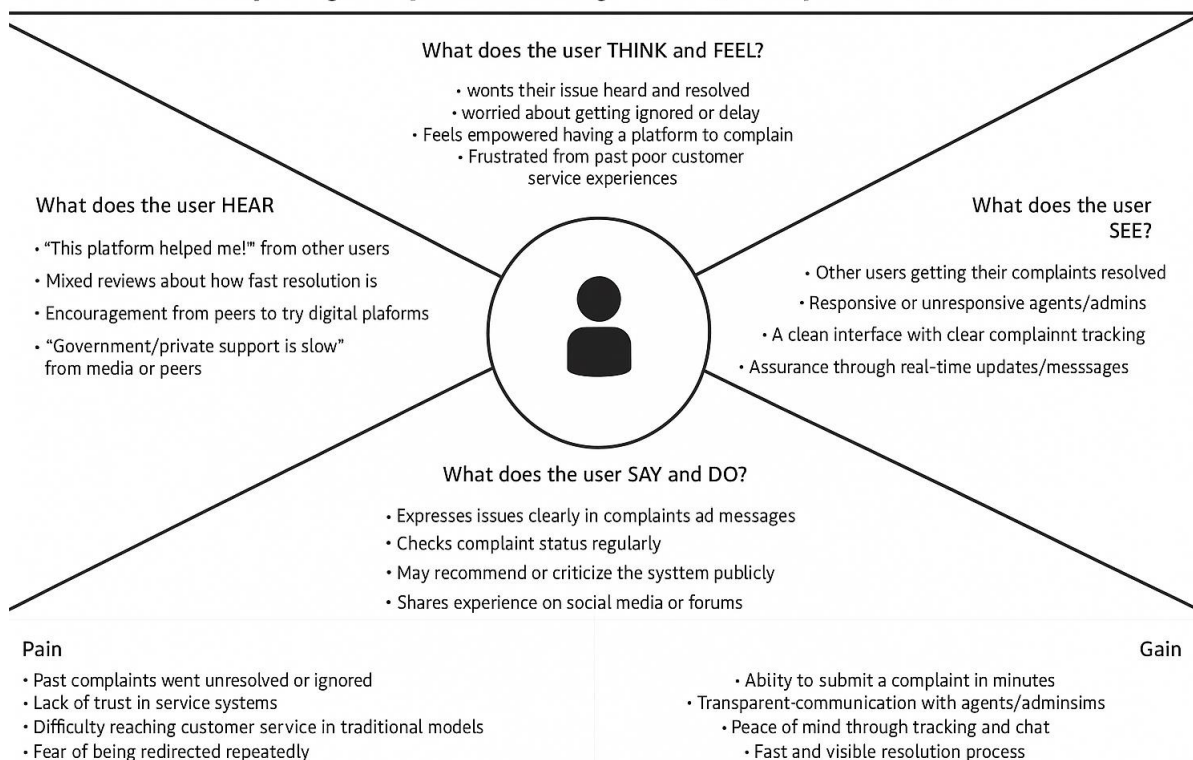
An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviors and attitudes.

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.

Example:

Empathy Map – Ordinary User (Complainant)



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

Example: Resolve Now

