

## Ideation Phase

### Empathize & Discover

Date	10 November 2023
Team ID	PNT2023TMID592150
Project Name	Online Payments Fraud Detection Using ML
Maximum Marks	4 Marks

### Empathy Map :

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 helps 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.

