

Ideation Phase

Empathize & Discover

Date	20 February 2026
Team ID	LTVIP2026TMIDS35287
Project Name	Docspot - Seamless Appointment Booking System
Maximum Marks	4 Marks

Empathy Map Canvas:

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 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.

User: Patient

SAYS

- I want to register and log in.
- I want to view available doctors.
- I want to book an appointment online.
- I want to view my appointment history.

THINKS

- I need to check doctor availability before booking.
- I should be able to reschedule or cancel appointments.
- My data should be stored securely.

DOES

- Registers and logs into the system.
- Views doctor profiles.
- Selects available time slots.
- Books appointments.
- Uploads medical documents.
- Views appointment history.

FEELS

- Confident when booking is successful.
 - Relieved when appointment status is updated.
 - Satisfied when data is securely stored.
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User: Doctor

SAYS

- I want to register as a doctor.
- I want admin approval.
- I want to manage my availability.
- I want to accept or reject appointments.

THINKS

- I need to update my schedule.
- I should control appointment approvals.
- I need to view patient details.

DOES

- Submits doctor registration request.
- Updates availability.
- Accepts or rejects appointments.
- Views patient appointment details.

FEELS

- Organized when managing appointments digitally.
- Efficient when availability is controlled.

Example:

Empathy Map Canvas – DocSpot

