

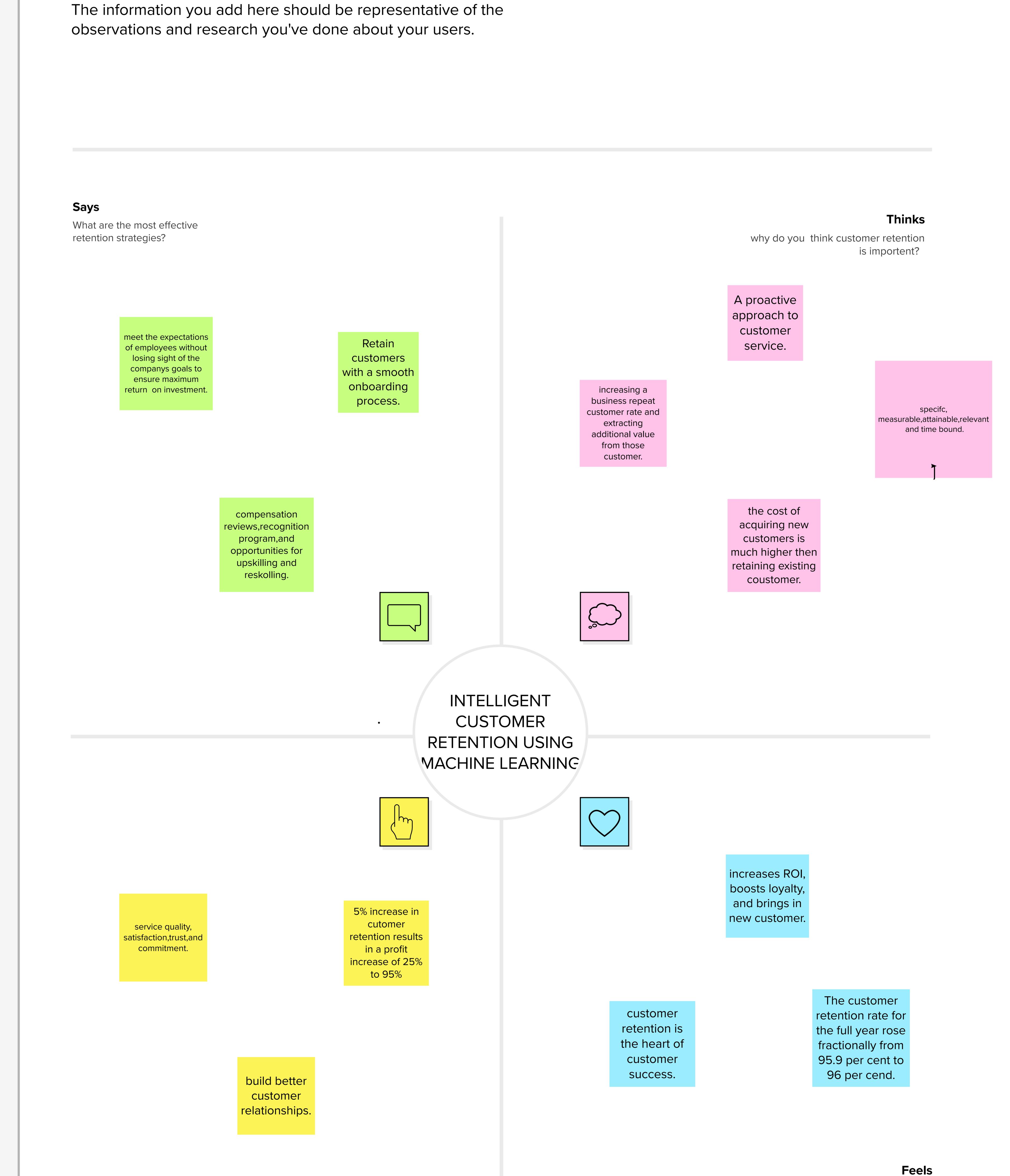
Empathy map

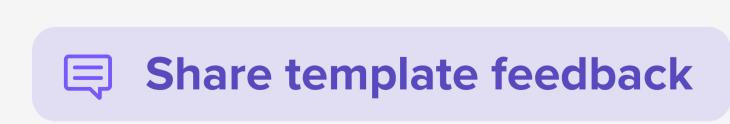
Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

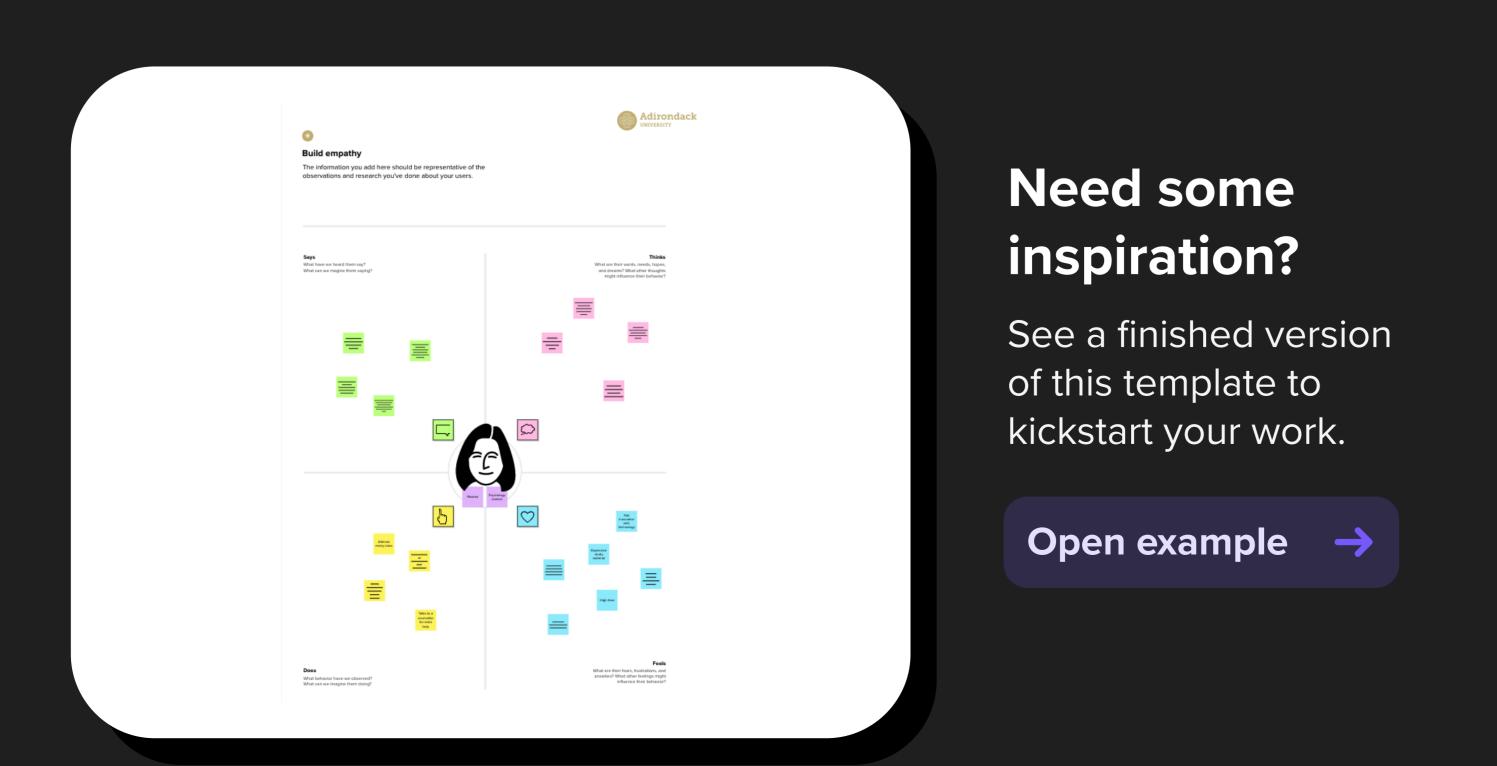
Build empathy

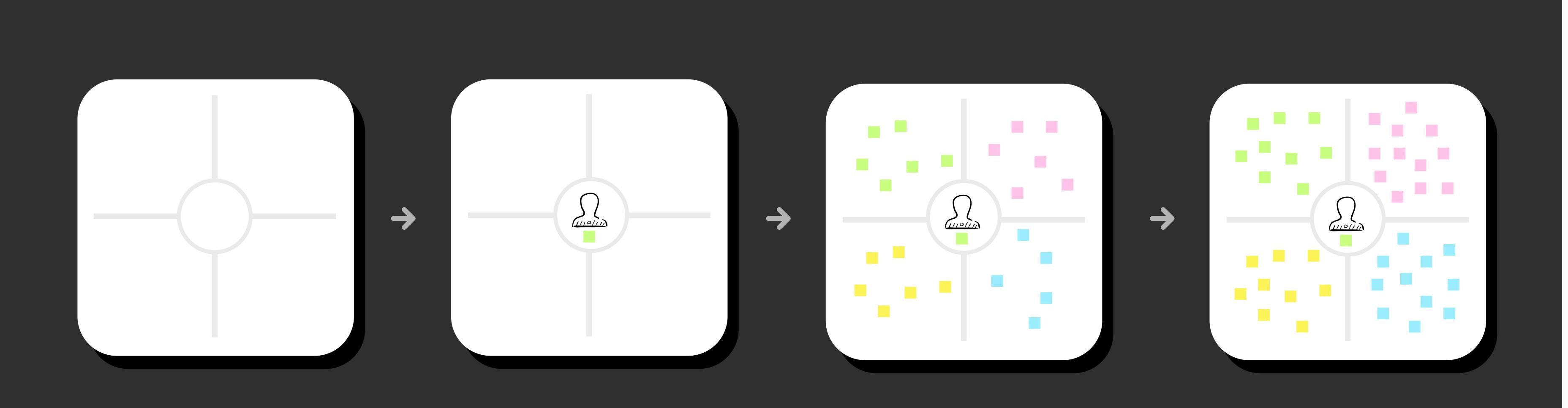
Does

What is the customer retention?









What is a smart goal for customer

retention?