xxdddd

**Feels**

**Thinks**

**Does**

**Says**

Intrigued

Helpful

Rank the person based on profile

Secegreating the peoples who cannot pay back the lone

Not looking good

Trained persons can only access

High

Need based loan

Reference

From the IBM session videos and internet

<https://theproductmanager.com/topics/customer-empathy-map/>