

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

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?

this system can manage to says for creating an invoice and paying the bills of customers.

regulatory bodies to monitor water usage

the amount

of waters

they

consume.

billing process

and reduce the

risk of errors

water management,reduce wastage and enhance customer satisfaction.

Thinks What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

> managing water comsumption and billing processes.

A smart billing system for waters suppliers can provide numerous benefits.

water suppliers would primarily be used by the water suppliers themselves

Give them a name and a portrait to empathize with your persona.

> accurately bill their

measure and customers

improve customers satisfaction and reduce disputes

water suppliers can bring several benefits for the suppliers and the customers.

Feels

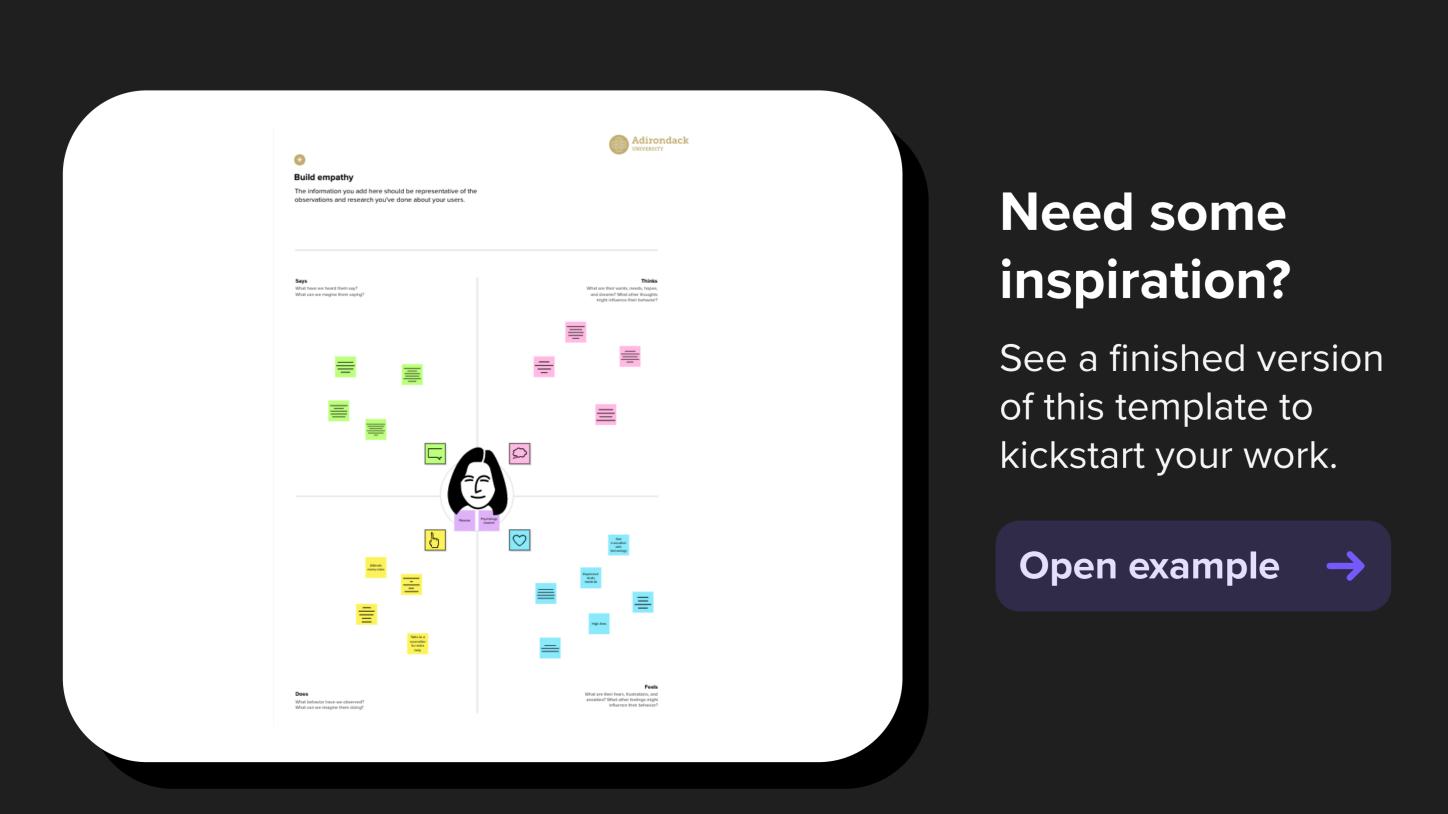
What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

A smart billing system for water suppliers is a digital platform

Does

What behavior have we observed? What can we imagine them doing?

and discrepancies.



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