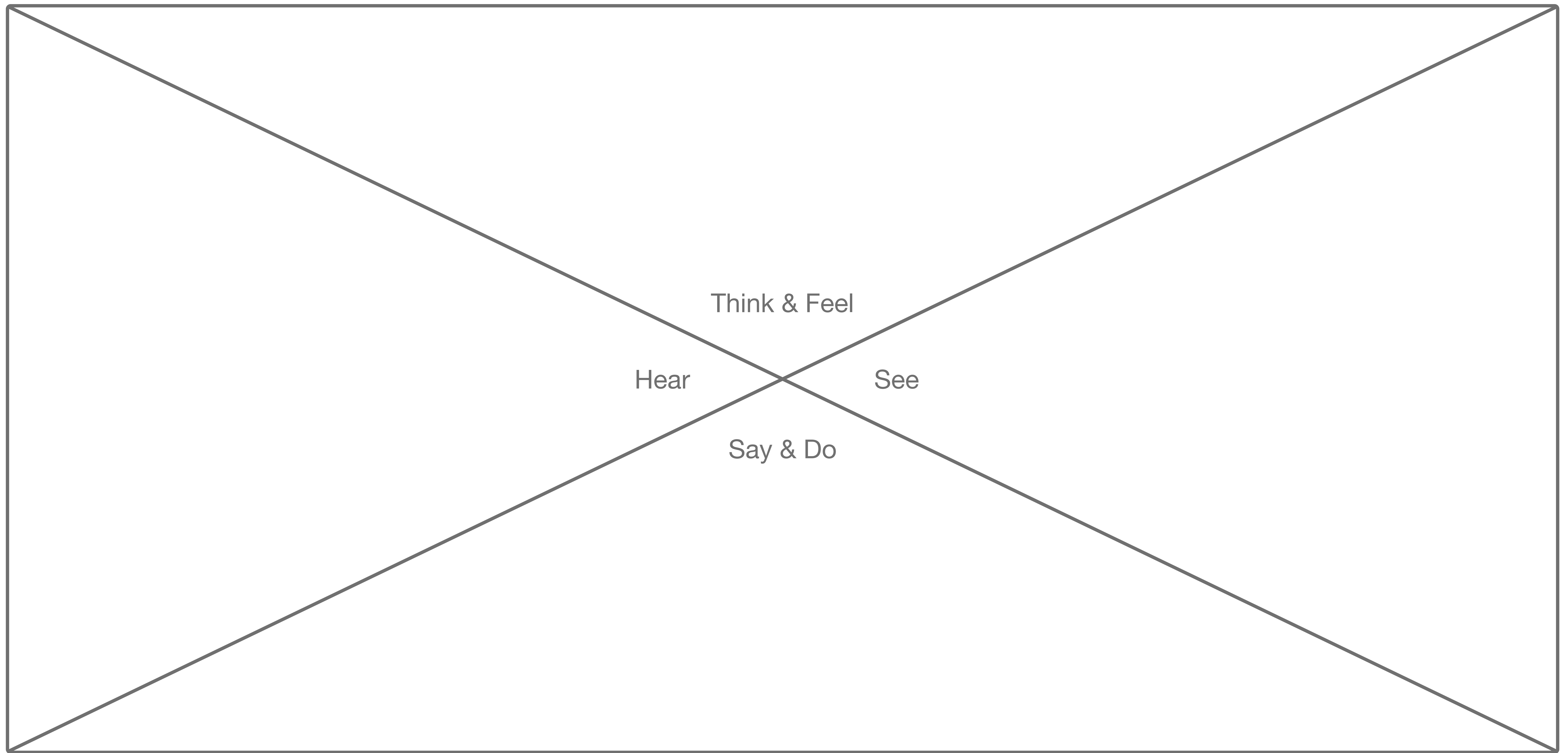


# Customer Empathy Map



Pain

Gain