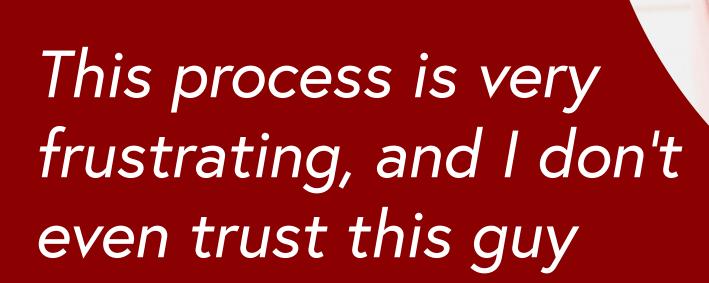
Rachel's Empathy Map

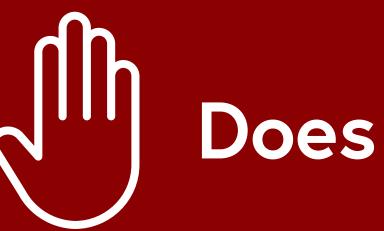
Says



Where can I find someone reliable?







Calls her friend to get recommendations

> Annoyed when the price has changed again



