




Says

What have we heard them say?  
What can we imagine them saying?



Thinks

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



Deepak raj

Implementing CRM for result tracking of a Candidate with internal marks

use to enter student marklist

total internal marks will stored

reports will me made for the students

sepersted by class

easy to use

it is safe and secure

the can return the sl;otts

different classes and student name list

seperated by departments

can easily update course details

user can handle neasily

semester results will be managed



Does

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



Feels

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