



Says

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

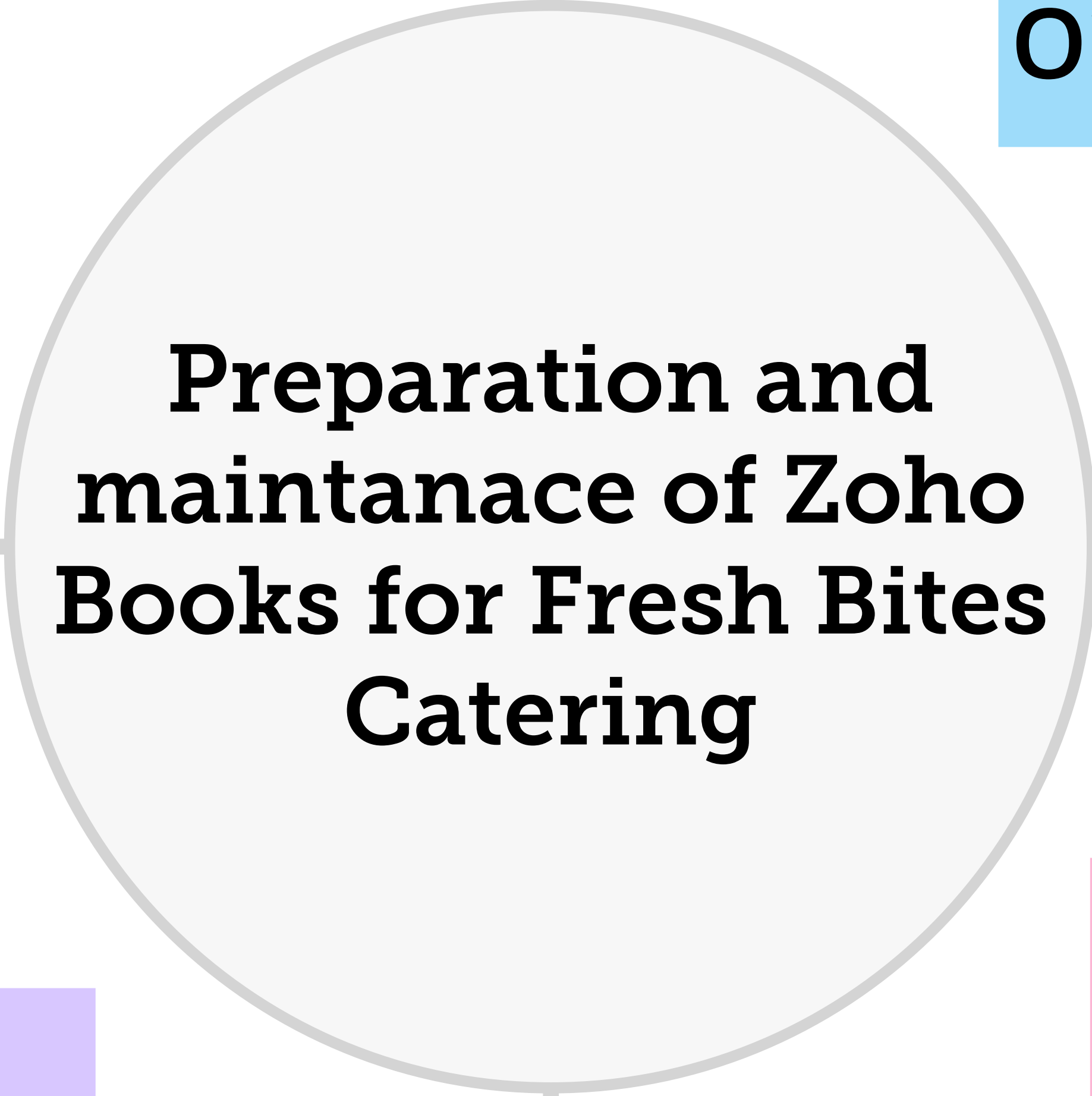
it will safe
track
billable
hours are
seamlessly?

Zoho books
supports
multiple
currencies?

Can bank
accounts be
connected
easily?

This
website
updating
or not

It will safe
managing
uses
access



Checking
invoice,
bills,etc.
transactions

Updating
inventory,
invoice
details.

Checking
for
software
updates

It is
satisfaction to
all customers
and suppliers.

It is usefull
for start up
companies

This
software is
very nice.



Thinks

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

It will safe
managing
uses
access.



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?

