

## Says

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

I have a company of sweets manufacture and trader of sweets

My company aims for sustainability I will supplier payments and generate financial reports

## **Thinks**

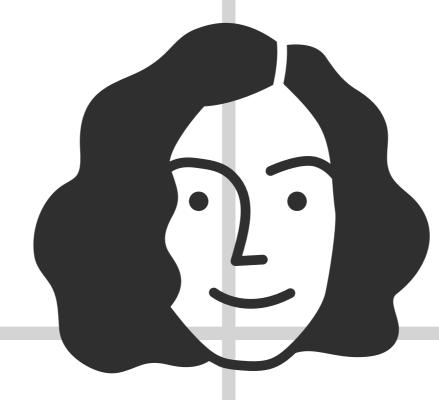
What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?



Manage inventory

Generate invoice for my customers

Handle purchase orders



## Keerthi Sweets

Keerthi Sweets
manufacturer and
trader of sweets
relies of Zoho books

I will do my customers financial report

I will maintain inventory management

Track stock levels and manage suppliers payments

Over
whelmed
with
information

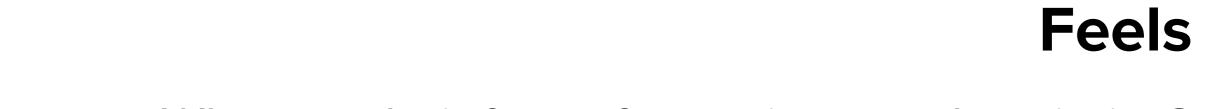
Excited to learn about this

Various about this topics



## Does

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



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



