further improved to secure an admit in your

Admission in the University.

## 8. CHANNELS of BEHAVIOUR



ONLINE

What kind of actions do customers take online? Extract online channels from #7

## OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7and use them for customer development.

Visiting College campus, Enquire students, Academic representatives and nearby people about the University. They will search online about the preferred university and the criteria to join the University