THINKS

1 - Is it trust worthy?

2 - Will it be Cost efficient?

3 - Will our product reach the destination without damage?

4 - Whether it will take more time for response?

5 - Modes of notification .

6 - Biased ?

SAYS

1 - I want something reliable.

2 - Need quick service .

3 - Must be World Wide service.

4 - Services in Remote Places.

5 - Multilingual customer service .

6 - Must be Safe and Secure.

FEELS

1 - Frustrated -
the checkout process has too many steps.

2 - Anxious -
the confirmation is taking too long to appear.

3 - Amazed of Interface

4 - Better when compared to manual work.

DOES

1 - Checks for customer reviews.

2 - Try by ourselves.

3 - Compare with other services.

4 - Spends money more .

5 - Regrets / satisfied with service .