

Says

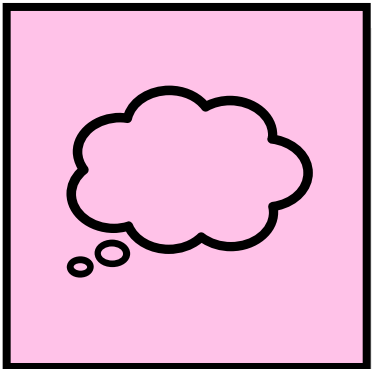
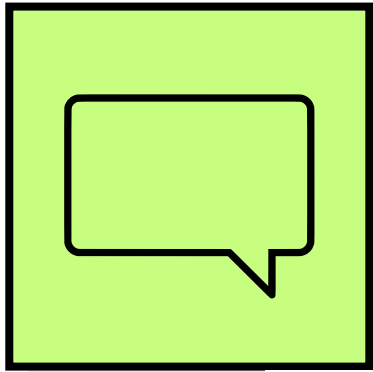
What have we heard them say?
What can we magine them saying?

They says
about
Salesforce

Learning
Tools and
service of
Salesforce
platform

Functions
of
Salesforce

Introduction
of Trailhead



Thinks

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

To improve
customer
management

Holistic
understanding
of customer

To know
about
multiple
customers
interactions

To learn
about app
development
in Salesforce

Does

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

Observe
the growth
of
salesforce

Observed
about the
Applications
of CRM

We imagine that
they managing
customers data
with the help of
CRM



They fears when
they are not
know about the
process to do
with the
customers' data

They
frustrated
when they
have too much
work to do

They influenced
when they know
more about
customers'
personal data

Feels

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