



Says

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

They are saying that this apps are tragically unreliable because the drivers choose to either ignore request and accept them to cancel them

The apps keeps glitching & constantly have to install and uninstall the app in order to work.

Customers are saying that they use it a lot in my region and also when travelling it is the best way to move aroud unfortunately some drivers insist in making personal budgets for some places



Thinks

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

Want to pickup the people at their location. Have to improve the gps of the apps to easily reach the location of the people

This app needs to be user friendly. Have to develop the ideentification of the apps easily and have to visible in play store and pixels easily

The apps are annoyable. so have to develop the drivers communication to easily communicate with the people and dealer have to be customer friendly.



Does

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

Vistavoyage apps need to update the app to have a way to reach out nd explain the issues you might be havig.

Some people have losing their money without refund. And cancellation of tickets was also not working well

People affected by some response problem. Also the customer have facing the anger issues form the dealers



Feels

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

They have many issues and problems inusing some vista voyage apps. also they have economical issues like increase in transport charaes.

Facing time issues and service problems facing by the people whil using those vista voyage apps

Also people face insecurity while using those apps and most of them are women and children