



--	--	--	--	--	--	--	--	--	--

**Qualitative Summary: *How would you qualitatively summarize the DMU in three sentences or less?***

The Decision-Making Unit (DMU) consists of an end user, Danai Kosh, who prioritizes smart energy management to reduce costs while enhancing convenience, a financially-conscious economic buyer seeking tangible returns on energy savings, and a tech-savvy champion enthusiastic about AI-driven smart home technology. Each persona is influenced by their respective circles, including family, tech blogs, and financial advisors, all seeking a solution that is easy to use, compatible with existing smart devices, and capable of significant long-term savings. Their combined priorities and influences underscore the importance of a product that is cost-effective, user-friendly, and offers advanced energy control features.

Note that one of the limitations of this worksheet is that it is static, as the roles in an acquisition process can change over time. As you map out the Process to Acquire a Paying Customer in Step 13, you may find it necessary to create additional persona profiles to encompass the multiple stages inherent in some decision-making processes.