



Says

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

account records are safe in this

you can use this app at all times

all the required details can be retrieved at the required time.



Thinks

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

Increase security of accounts details

Account registration details should be added



fashion haven

Refreshed the page to make its load

hit back button instead of previous

confused

excited



Does

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



Feels

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