



Says

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



Thinks

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

Zoho books  
for health  
hup medical  
clinic

VENDORS  
\* mega  
pharmaceuticals  
\*midline industries  
\*spectrum  
radiography  
supplies

Introduction  
The navigation  
panel on the left  
hand side lits all the  
modules of Zoho  
books

Service  
Creation  
The milestone  
explains about  
service creation

Customer  
firstly to create  
Customer  
accounts:go to  
sales >Customer  
>create new  
customers

Bank account  
health hup medical  
clinic has opened  
an account in ICICI  
Bank with A/C no  
000001 .

Service review  
The health hup  
medical clinic is very  
useful for the people  
and the health hup is  
partly the business  
purpose

Financial reports  
health hup medical  
clinic Financial  
report submitted  
by the annual after  
the one year

Health hup  
medical clinic is  
the most popular  
of the topic in the  
medical industry

customer  
service is the  
first part in  
the process

Purchase  
Purchase is the  
commen and the  
regular process of the  
business and the  
medical clinic concept  
is sale the medicine

Bank transactions  
The health hup  
medical clinic  
purchase and sales  
money transfers is  
the Bank  
transactions

Journal entries  
The medical clinic  
product sold  
details is enter the  
account book  
Journal page



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?