



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?



Feels

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



Does

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



ABINAYA V

I am student i have export and import goods in airlines

I want to try out the product

how must does this cost?

what's the refund policy?

Do you have any special deals?

This to expensive

How do i buy this?

Is there any customer support available?

Why should i use the product

i wonder if there's better alternative

this product seems confusing

ask for a free trail

more research

lists the possitiveness

This was a great purchase

Excited

Anxious

Overwhelmed