

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?



Attractive design

Respresent the business

Slogan or phrase should added

May be this isn't the best

I want something new

Too Many Acronyms

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Satisfaction

Asks a lot of questions

Asks friends

Overwhelmed

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?



