

Says

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

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



Thinks

Are there specific features or functionalities they mention?

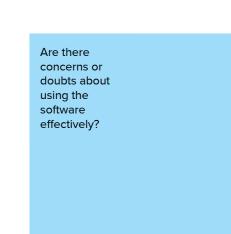
What might be going on in their minds when it comes to ZOHO Books?

Are there common challenges or pain points they express verbally?

What do the staff and administrators at EduConnect say about ZOHO Books?



EduConnect Learning Center Do they have specific expectations or goals?



What actions are taken in the context of ZOHO Books preparation and mainWhat actions are taken in the context of ZOHO Books preparation and maintenance?

Do they spend a lot of time on data entry, report generation, or other tasks?

What tools or resources do they use alongside ZOHO Books?

How do the staff and administrators feel about using ZOHO Books?

Are there emotions related to the preparation and maintenance process?

Are they excited, frustrated, confident, or anxious?



Does

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



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

