

## 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?

it will safe

payments

transactions



**Thinks** 

it will safe track billable hours are

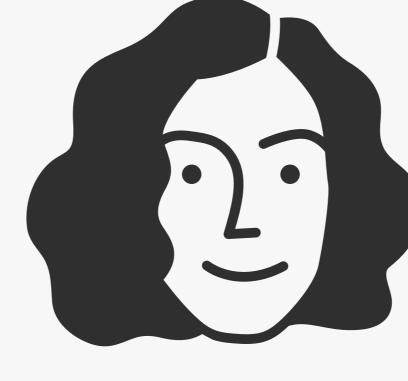
seamlessly?

can bank accounts be connected easily?

it supports multiple currencies

this website updating or not

it will saffe managing uses access



preparation and maintenance of zoho books for fresh bites catering

checking invoice, bills,etc..,transacio ns

updating inventory, invoice details

checking for software updates

it is satisfaction to all customers and suppliers

it is usefull for start up companies

this software is very nice

## Does

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



See an example

**Feels** 

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

