



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?

HealthHub Medical Clinic, a healthcare facility, relies on Zoho Books to manage patient billing and invoicing. They can track medical service fees, manage insurance payments, and generate statements for patients. Zoho Books helps them maintain financial transparency and ensures efficient billing processes.

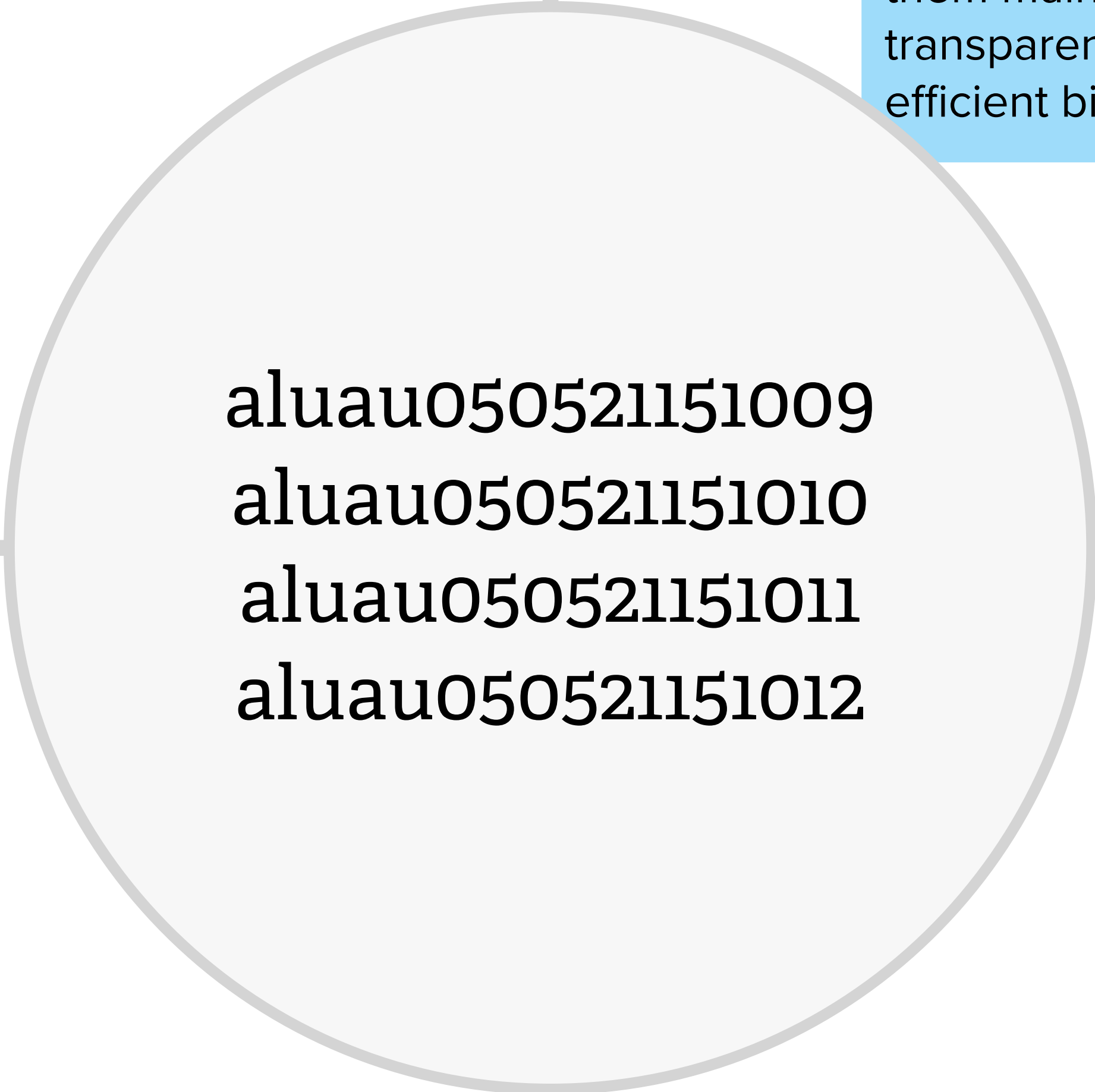
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Does

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?