



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?

What do TechPro Solutions customers say? This could include feedback, comments, or requests they've made, both positive and negative.

What might be going on in their minds? Are they concerned about technology issues, cost-effectiveness, or efficiency?



Persona's name

TechPro Solution
P. Sathya
A. Santhiya
M. Santhana priya

What emotions do they experience when using TechPro's services? Are they frustrated, relieved, satisfied, or anxious?

What actions do they take when interacting with TechPro Solutions? Do they contact customer support, refer others, or discontinue using the services?



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?