



Says

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

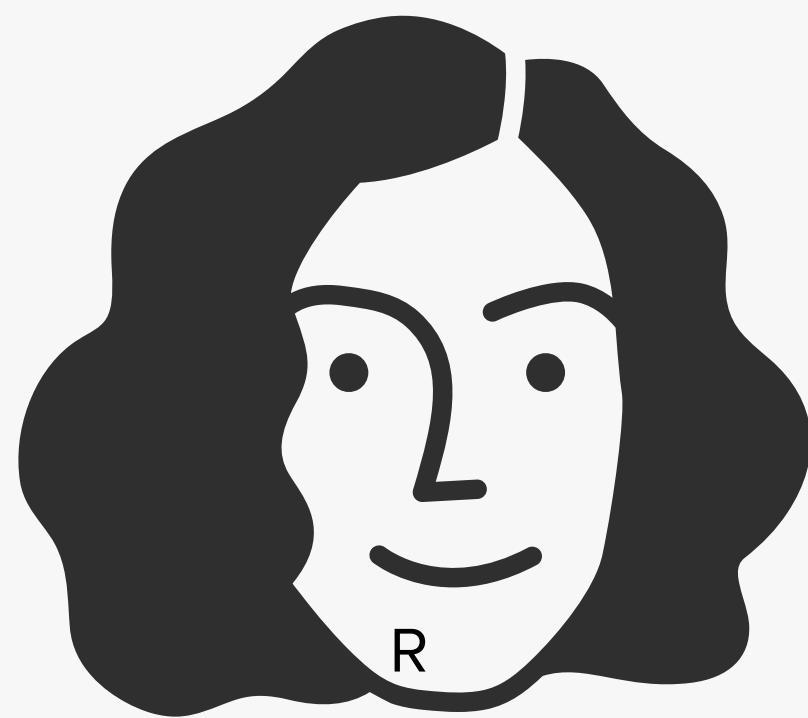
I need a reliable platform for online learning



Thinks

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

I want to excel in my studies and need quality resources



Preparation and maintenance of ZOHO books for Educonnect learning center

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Searches for courses, watches video lectures, takes quizzes, and seeks help from tutors

Frustration with confusing topics, motivation to learn, and possibly some anxiety about exams.



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?