



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?

Tracking medical service fees accurately is essential for our financial stability.

Zoho Books helps us generate clear statements for our patients.

We appreciate the convenience of having all financial data in one place.

Actively uses Zoho Books to manage patient billing and track medical service fees.

Utilizes Zoho Books to generate clear and understandable statements for patients.

Relies on Zoho Books to handle insurance payments efficiently.

How can we further optimize our billing and invoicing processes with Zoho Books?

Are there additional features in Zoho Books that can improve our financial transparency?

What strategies can we employ to ensure that our billing remains efficient and error-free?

Hopeful that Zoho Books will continue to support efficient billing processes.

Appreciative of the tools and features that Zoho Books provides for their healthcare billing needs.



Committed to maintaining financial transparency and stability through Zoho Books.



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?