

Says

What have we heard them say?

What can we imag

Tecpro Solutions would typically help you set up your ZOHO Books account. This involves configuring your company information, chart of accounts, tax rates, and other essential settings.

Tecpro Solutions might provide training to your team to ensure that they understand how to use ZDHO Books effectively. This training could cover basic navigation, data entry, and recording.

f you are transitioning from another accounting system, Tecpro Solutions can assist in migrating your existing financial data into ZOHO Books. **Thinks**

What are their wants, needs, hopes, and dreams?
What other the control of their behavior?

ecpro Solutions likely want their clients to be satisfied with the services they provide. This includes meeting or exceeding dient expectations in terms of ZOHO Books preparation and

They may want to establish long-term relationships with their clients, becoming a trusted partner in their financial management. Tecpro Solutions' overall strategy, including their target market, pricing strategy, and service offerings, will significantly impact how they approach their ZOHO Books services.



SOLUTIONS

Tecpro Solutions might assist in integrating ZOHO Books with other business software applications to ensure a seamless flow of data.

> If clients are transitioning from another accounting software, Tecpro Solutions might assist in migrating their financial data to ZOHO Books.

Feding empathy towards their dients can influence their behavior. Understanding and relating to dients' challenges can lead to more dient-centric solutions and better

A paimary fear might be that clients are not satisfied with their services or that they might make mistakes in ZOHO Books preparation and maintenance, which could

Concerns about data breaches, loss of client financial data, or other security issues could be a significant fear, given the sensitive nature of financial information.



Does

They would help clients

set up their ZOHO

configure settings, and

create a suitable chart

of accounts based on the clients' business

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

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



