



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

This was easier the last time I used it.

Notification shows after subscribe the channel.

I like that it stored my profile.



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

I am not sure what to do next.

This channel is important.

The ads on the page are distracting.

SUBSCRIBER

Refreshed the page to make it load.

The channel update day to day.

Hit back button instead of previous.

Confused

Excited

some time good



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?