



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?

I want to be able to work more quickly.

Make decision.

That was easy.

Complete processes.

Focused.

How does this compare to similar products i've used?



harini

Is this really worth it?

Saves work and shares with others.

I really like this features?

This pop-up is distracting.

Exicted.

Curious.



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?