

## Says

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

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



**Thinks** 

2: zoho expenses allows employees to record milage through gps

preparation and maintaince of zoho books for travel trax tours

2: zoho expenses allows employees to record milage through gps

Travel and

expenses

budget.

as per your

Think:1: you can record the distance you travelled and be billed by mileage rate

2: zoho expenses allows employees to record milage through gps

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TRAVELTRAX TOURS

R.PANDIMEENAL
P.PRASHANNA
P.C.PRIYA
P.S.PRIYADARSHINI

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I have couple of question related to customize zoho books for a B2C travel agency.

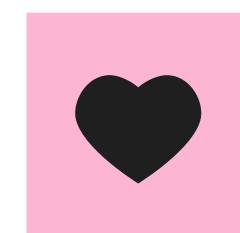
> service provider of holiday tour package cruise ships your package and tour

Does

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?



**Feels** 

