



### 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?



How to track the booking and confirm the seats

Regular Omni bus service from Ramanadu to Chennai

Recruit drivers and labours for cleaning the bus

How we collect the amount for ticket booking and how we receive the amount via gpay, patym etc.

Maintaining of Bus, salary paid to driver and cleaners

Booking tickets through website and enrol the passengers.

Generating reports of cash inflow and cash outflow, find the net results (profit or Loss)

Enter the Administrative expenses like staff salary, driver salary, office expenses, Repairs and Maintaining of Bus etc.

Maintains of ticket booking and make receipts and invoices is very simple and userfriendly

Enter the ticket booking from the passengers and enter the receipts of the amount in ZOHO books

Expenses entry and finding the analysis of cost is very useful in zoho books (taking expenses ledger statement)

Expenses entry and finding the analysis of cost is very useful in zoho books (taking expenses ledger statement)



### 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?

[See an example](#)