

THINKS

Think is really annoying.
Am I dumb for not understanding this?

SAYS

I am allegiant to Delta because I never have a bad experience.

I want something reliable.

I don't understand what to do from here.

USER

DOES

Refreshes page several times.

Shops around to compare prices.

FEELS

Impatient-pages load too slowly.

Confused-too many contradictory prices.

Worried-they are doing something wrong.

