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SCENARIO	Solution	OUTCOME	FEELINGS	ACKNOWLEDGEMENT
What is the current scenario, challenges or goals of this customer:	What is a service, product or feature that will help them?	What will be the outcome and results or effect from that?	How would they stop & start feeling?	Ask a 'TICK' question to gain agreement or acknowledgement.
Customer 1:				
Customer 2:				
Customer 3:				