Project Title: Project Design Phase-I Problem Solution Fit Team ID: PNT2022TMID51918

Personal Expense Tracker

Customers most probably use **helpdesk**.

Pros:

1. Reasonably priced
2. Highly scalable for team of any size

Cons:

They do not understand the severity of all complaints and end up treating them all in the same way

1. Late replies for their queries
2. Complicated process to take over
3. High chance their queries may not be considered at all
4. Replies irrelevant to their queries
5. Advertisements shown

Our customers are usually above 16 years old. Ranging from college students to working adults to retired professionals. Also, reputed organizations too.



1. Data Entry Errors
2. Unauthorized Bookings
3. Inaccurate Reciepts
4. No Visibility into spending trends and patterns
5. Lost Reciepts

* Tracking Expenses Will Build a Budget that works
* Monitor your spending to make sure all monthly expenses are coversed
* Even with a successful budget,check-in ensure your spending plan is up to update
* Quick Cash Storages
* Insufficient Cash Flow

1. Asking their friend’s opinions
2. Checking solutions in the online forums
3. Using helpdesk
4. Solve the issues themselves based on their own knowledge
5. A monthly budget is a useful tool to track income and expenses.



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|  | **3. TRIGGERS TR**  What triggers customers to act? i.e. seeing their neighbor installing solar panels, reading about a more efﬁcient solution in the news.  Overtime, they get disappointed with late and irrelevant replies and triggered to act | **10. YOUR SOLUTION SL**  If you are working on an existing business, write down your current solution ﬁrst, ﬁll in the canvas, and check how much it ﬁts reality.  If you are working on a new business proposition, then keep it blank until you ﬁll in the canvas and come up with a solution that ﬁts within customer limitations, solves a problem and matches customer behavior.   * Creating a Personal expense tracker * Managing their expenses in a month * Customers can keep track of expense in the month * Automatic mail gets send to the user by the system if expense gets increased the limit. * Users will be able to set limit on their expense. | 1. **CHANNELS of BEHAVIOUR CH**    1. **ONLINE**   What kind of actions do customers take online? Extract online channels from #7   * 1. **OFFLINE**   What kind of actions do customers take ofﬂine? Extract ofﬂine channels from #7 and use them for customer development.  **ONLINE**:   1. <https://www.vox.com/> 2. <https://www.google.com/> 3. <https://www.quora.com/>   **OFFLINE:**   1. Pencil and Paper 2. Envelope System |  |
| **4. EMOTIONS: BEFORE / AFTER EM**  How do customers feel when they face a problem or a job and afterwards?  i.e. lost, insecure > conﬁdent, in control - use it in your communication strategy & design.   * Emotional factor – Spend more than they can reasonably afford. * Sadness factor – Sadness trigger a chain of emotions that leads to extravagant tendencies. |