Team Information

Project Title: Calculating Family Expenses Using ServiceNow

Team ID: LTVIP2025TMID29665

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Empathy Map Canvas

Project: Calculating Family Expenses Using ServiceNow

This project aims to develop a user-friendly application within the ServiceNow platform to help families track and manage their expenses. The solution focuses on automation, visibility, and ease of use, replacing traditional manual tracking or spreadsheets with a digital alternative.

SAYS

- "I need an easy way to log our monthly expenses."

- "I wish I had a clear breakdown of where our money is going."

- "Is there a way to automate this instead of using spreadsheets?"

THINKS

- "Am I overspending in any category?"

- "Is the rest of my family entering their expenses properly?"

- "I hope this tool is secure and easy to use."

DOES

- Collects receipts and notes down expenses.

- Manages family budget manually or in Excel.

- Looks for tools/apps to simplify financial tracking.

FEELS

- Overwhelmed by irregular tracking.

- Anxious about budgeting errors.

- Curious about using technology for financial planning.

PAINS

- Manual tracking is tedious and error-prone.

- Lack of real-time updates on shared expenses.

- Limited visibility into expense trends.

GAINS

- A centralized system for tracking all expenses.

- Real-time visibility and reporting.

- Custom dashboards and reminders via ServiceNow.

Empathy Map Diagram

Empathy Map: Calculating Family Expenses Using ServiceNow

SAYS	THINKS	FEELS
- "I need an easy way to log our monthly expenses." - "I wish I had a clear breakdown of where our money is going." - "Is there a way to automate this instead of using spreadsheets?"	- "Am I overspending in any category?" - "Is the rest of my family entering their expenses properly?" - "I hope this tool is secure and easy to use."	- Overwhelmed by irregular tracking. - Anxious about budgeting errors. - Curious about using technology for financial planning.

PAINS	DOES	GAINS
- Manual tracking is tedious and error-prone. - Lack of real-time updates on shared expenses. - Limited visibility into expense trends.	- Collects receipts and notes down expenses. - Manages family budget manually or in Excel. - Looks for tools/apps to simplify financial tracking.	- A centralized system for tracking all expenses. - Real-time visibility and reporting. - Custom dashboards and reminders via ServiceNow.