












Date	03 October 2022
Team ID	PNT2022TMID32577
Project Name	Personal Expense Tracker Application
Maximum Marks	4 marks

SCENARIO	Entice	Enter	Engage	Exit	Extend
Entering, Tracking and Analysing of expenses	 How does someone initially become aware of this process?	 What do people experience as they begin the process?	 In the core moments in the process, what happens?	 What do people typically experience as the process finishes?	 What happens after the experience is over?
 Steps What does the person (or group) typically experience?	<div>Account can be created using customer's details.</div> <div>Clear description about application will be provided</div>	<div>Transaction details will be provided</div> <div>Customer can check their account balance amount</div>	<div>Detects if expense exceed the limit.</div> <div>User can set the amount limit to be spend.</div>	<div>The income and expense will be saved.</div> <div>Entire process will be stopped.</div>	<div>User will have very nice experience</div> <div>The user will use our application again and again if the used once.</div>
 Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?	<div>User can interact with customer care by using help section.</div> <div>User can contact us E-mail.</div> <div>User can interact with customer care by using help section.</div>	<div>If the expense exceed income a notification will be send</div> <div>Data will be stored in Database</div>	<div>User can contact us E-mail.</div> <div>User can contact us E-mail.</div>	<div>Admin will instruct the user to update the expense periodically</div> <div>Notification will be sent if the customer didn't update the expense for long time.</div>	<div>Feedback will be get from the user</div> <div>User's feedback will be considered</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>Track their expense</div> <div>Analyze the expense</div> <div>Staying within the budget.</div>	<div>user will know how much they spend.</div> <div>The user can spend the money without any fright if more amount still remains in budget</div>	<div>user can live with the line</div> <div>Use to track the expens</div>	<div>User's can live their life peacefully without any financial tensions.</div> <div>Unnecessary expense can be avoided.</div>	<div>Help the user have better life.</div> <div>The user feel safe to spend money</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>easy to use</div> <div>Free of cost</div>	<div>Spending the money with this app is more exiting.</div> <div>Users can save their monthly expenses</div>	<div>Most of the expenses is easily tracked.</div> <div>Entire data will be visualized</div>	<div>Our application is more secure</div> <div>No trouble in service since we using cloud technology.</div>	<div>Happy mind set.</div> <div>User will love to use the application.</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>Frustrating if the application gets hang.</div> <div>Slow internet may cause trouble.</div>	<div>People think their personal details may be sold.</div> <div>People think that the admin will monitor every activities.</div>	<div>corrupted values may damage the graph.</div> <div>User may forget the expense some times.</div>	<div>Time delay</div> <div>User feels sometimes lazy to update the expenses.</div>	<div>People may recommend.</div> <div>Suggest other about application.</div>
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Provide a simple summary</div> <div>Provide a simple summary</div>	<div>Used to reduce the expense</div> <div>Helps the user to save money</div>	<div>reward points will be given according to their savings</div>	<div>User understands need of the application</div>	<div>User friendly feedback</div>