# Project Design Phase-II
# Customer Journey

| Date | 09 November 2022 |
|---|---|
| Team ID | PNT2022TMID33144 |
| Project Name | Personal Expense Tracker Application |

**❶ Phases**

High-level steps your user needs to accomplish from start to finish

| Create the user account | Setting up details of bank accounts and other finance sources | Entering income details to track how much they spend and save | Attaching mail account in order to receive reports over a week / month / year according to their preference |
|---|---|---|---|

**❷ Steps**

Detailed actions your user has to perform

| User mobile number/email to create account and setting up the profile | Entering the expenses daily to keep track of them | Creating categories for expenses | Analysing the reports in intervals to get an idea of where they are spending their money |
|---|---|---|---|

**❸ Feelings**

What your user might be thinking and feeling at the moment

👍

| It is easy to create account with mobile number | May be I should stop spending my money on (unnecessary expenses) | I can see where my money is going | I can use the reports to design the budget better this time |
|---|---|---|---|

👎

| Is it secure to include my finance details here? | Keeping track of each penny is kinda difficult | user interface is not simple to distinguish income and expenses | Looking into the expenses and figuring out the unnecessary expenses each time is really time consuming. Is there an automatic solution for this? |
|---|---|---|---|

**❹ Pain points**

Problems your user runs into

| Not being able to record the expense at any moment due to server down or other issues | App takes time to load ,Cannot access the app on the go | if there is only mobile version , it's not convenient to access where ever we need | Not being able to record expenses quickly |
|---|---|---|---|

**❺ Opportunities**

Potential improvements or enhancements to the experience

| Giving mobile and website version to keep it readily accessible | Creating lighter version of app to avoid high boot-up time and crashing | Creating an automatic system to figure out unnecessary expenses by machine learning | Creating interface in such a way that it provides quick add features |
|---|---|---|---|