CUSTOMER LOGIC MAP

DATE	05 November 2022
TEAM ID	PNT2022TMID20381
PROJECT NAME	Personal Expense Tracker Application
MAXIMUM MARKS	4 marks

Browsing, booking, attending, and rating a local city tour

	Entice — How does someone initially become aware of this process?	Enter — What do people experience as they begin the process?	Engage — In the core moments in the process, what happens?	Exit — What do people typically experience as the process finishes?	Extend — What happens after the experience is over?
Steps — What does the person (or group) typically experience?	Account can be created using customer's details. · Clear description about application will be provided	Transaction details will be provided · Customer can check their account balance amount	Detects if expense exceed the limit. · User can set the amount limit to be spend	The income and expense will be saved. · Entire process will be stopped.	User will have very nice experience · The user will use our application again if he used once.
Interactions — What interactions do they have at each step along the way? ▪ People: Who do they see or talk to? ▪ Places: Where are they? ▪ Things: What digital touchpoints or physical objects would they use?	User can interact with customer care by using help section. · User can contact us E-mail. · User can interact with customer care by using help section.	If the expense exceed income a notification will be send. · Data will be stored in Database.	We ask them to increase the budget if exceeds. · An alert message will be send.	Admin will instruct the user to update the expense periodically. · Notification will be sent if the customer didn't update the expense for long time.	Feedback will be get from the user. · User's feedback will be considered.
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")	Track their expense. · Analyze the expense. · Staying within the budget.	user will know how much they spent. · The user can spend the money without any illegal transaction but still remains in budget	user can live with the line · Use to track the expense.	User's can live their life peacefully without any financial tensions. · Unnecessary expense can be avoided.	Help the user have better life. · The user feel safe to spend money.
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	easy to use · Free of cost	Spending the money with this app is more exciting. · Users can save their monthly expenses.	Most of the expenses is easily tracked. · Entire data will be visualized.	Our application is more secure. · No trouble in service since we using cloud technology.	Happy mind set. · User will love to use the application.
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Frustrating if the application gets hang. · Slow internet may cause trouble.	People think their personal details may be sold. · People think that the admin will monitor every activities.	corrupted values may damage the graph. · User may forget the expense some times.	Time delay · User feels sometimes lazy to update the expenses.	People may recommend. · Suggest other about application.
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	Provide a simple summary · Easy to compare with others	Used to reduce the expense · Helps the user to save money	reward points will be given according to their savings	User understands need of the application	User friendly feedback