

## Personal Expense Tracker



Browsing, booking, **Extend** Engage attending, and rating a local city tour What happens after the What do people How does someone What do people In the core moments initially become aware experience is over? typically experience experience as they in the process, what of this process? as the process finishes? begin the process? happens? **Steps Add and Update** Show Alert Logout Fill account data

Fill expense Data Share What does the person (or group) typically experience? Create user Expense Send email when Logout from current Share the app if they Create expense by Load the website account Interactions User Total usage of Show past expense Email with alert data their expense with labels User expense amount label of User register section Share button Thank You Screen User Email and What interactions do they have at amount Password each step along the way? User home page with expense data People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? **Goals & motivations** Avoid injection Avoid injection Is user logged out Provide necessary is Known by others Neat and Friendly UI correctly At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") **Positive moments** Know their remaining Secured by Shared to others balance and use it Easy Maintenance verification usage of amount usage reminder What steps does a typical person accordingly find enjoyable, productive, fun, motivating, delightful, or exciting? Chance of attacking **Negative moments** Chance of attacking if not properly Marketing for others that makes public Missing few expected features Need to login at regular interval if not properly the template What steps does a typical person serialzed find frustrating, confusing, angering, costly, or time-consuming? Areas of opportunity Way to keep user logged with secured Making eye catchy colours and neat UI Integrating the chatbot How might we make each step better? What ideas do we have? What have others suggested?