

Project Design Phase – 2

Date	08 oct 2022
Team ID	PNT2022TMID44286
Project Name	Personal Expense Tracker
Batch	B8-2A4E

Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	check your account statements compare your expenses identify room for change	choose single account register application create your expense category create your expense input	import items and we can add them when spending money it helps you to stick to your budget Record Expenses and income	Remind you with the accurate report of your expenses Achieve your economic growth Access control
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	don't stop to use your business is growing seamlessly integrate with existing infrastructure ability to provide valuable insights	Helps to keep an accurate record of your money It helps to meet your financial objectives This application should also be supported in mobile devices	The budget calculator Tracking your expenditure Digitize your expense tracking	Identify Problem Areas Encourage and increase savings
Touchpoint What part of the service do they interact with?	expense tracker application web browser end user	mode of the payment and transactions an application that can connect and store the data in a secure way	category of the expenses user can set limit according to the category of expenses	approval of new expenses above the budget and get notified we can avoid data loss we can also track the where and where we spend the most
Customer Feeling What is the customer feeling? Tip: Use the <i>emojif app</i> to express more emotions	Reducing the risk of an error 😊	well designed application 😞	time to fulfillment 😊	Help create financial stability 😊
Backstage				
Opportunities What could we improve or introduce?	Increase financial	Increase the checking of account statement	Get receipts for all purchases, and put them	Depreciation of equipment
Process ownership Who is in the lead on this?	user	Best overall free app	your customer is satisfied and keep coming at it in the place	Have the best business account miro