

Project Design Phase-II
Customer Journey Mao

Date	30 October 2022
Team ID	PNT2022TMID22090
Project Name	Personal Expense Tracker
Maximum Marks	4 Marks

Customer Journey Map:

<div>SCENARIO</div> <p>Browsing, booking, attending, and rating a local city tour</p>	Register	Add Information	Verification	Analyse Expenses	Results
<div>Steps</div> <p>What does the person (or group) typically experience?</p>	<div>The user fills the details in registration form</div> <div>By registering user can access the account /dashboard</div>	<div>Get an overview of expenses</div> <div>tracking starts as soon as user enters the required details</div>	<div>User email id verification</div> <div>confirm calculation</div>	<div>Detection</div> <div>when expense exceeds limit</div>	<div>Self Control to save money</div> <div>analyse reort and attempt to increase savings</div>
<div>Interactions</div> <p>What interactions do they have at each step along the way?</p> <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>Enter the User Details</div> <div>Review</div>	<div>User friendly application</div> <div>Admin makes updation and monitors work done</div>	<div>To verify user credentials</div> <div>application evaluation</div>	<div>notified on exceeding limit</div> <div>can check balance</div>	<div>Protect and ensure user does not exceeds the budget</div> <div>Error Recovery</div>
<div>Goals & motivations</div> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div>Accessibility to account</div> <div>Recommend application</div>	<div>Helps in controlling expenses and being within the limit</div> <div>Calculation confirmation</div>	<div>Ensure Specification</div> <div>Identity confirmation</div>	<div>Quality of Application</div> <div>Better budget</div>	<div>Provides alert and notifies me</div> <div>Recover from money lagage</div>
<div>Positive moments</div> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div>Registered without any interruption or error</div> <div>reviewed the application and login credentials verified</div>	<div>Login credtials verified</div> <div>Money expenses secure and recorded</div>	<div>User data security</div> <div>check on fraud</div>	<div>financial control and management</div> <div>Spend wisely</div>	<div>Positive feeling after able to control money expenses</div> <div>Positive feeling when account and user data is secure</div>
<div>Negative moments</div> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div>Data missing and loss</div> <div>Network issues</div>	<div>user assumes that data is secure</div> <div>going back and forth to overview</div>	<div>System process delay</div> <div>network interruption and issues</div>	<div>Time consuming</div> <div>Variables unpredictable</div>	<div>Stressed thinking about the situation</div> <div>slow progress and time delayed</div>
<div>Areas of opportunity</div> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<div>It is an userfriendly application</div> <div>Report on expenses and income is provided</div>	<div>Expense updated</div> <div>quicker process of detection</div>	<div>User credentials are username and password</div> <div>Evaluating performance increase and decrease</div>	<div>Build your budget plan</div> <div>Categorize and look into your expenses made</div>	<div>Alerted and notified via mail on exceeding limit</div> <div>Generate report</div>

