Project Design Phase-II

Customer Journey Map

Date	12 October 2022					
Team ID	PNT2022TMID22045					
Project Name	Personal Expense Tracker Application					
Maximum Marks	2 Marks					

Steps What does the person (or group) typically experience?	Register		Add Information		Verification		Analyse Expenses		Results	
	The user enters the required details to register a application	can access of acount	Get an overview of expenses	As soon as the user enters the details tracking starts	Confirm calculation	User details verification	Detection	Detects the situation like when expense exceed over the income	Try to save money by using Tracking app	Self control on spending a money
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?	Enter details	Review the application	Admin should monitor the work	User friendly	to evaluate application	verification of data	Notification will provide when user exceeds expense limit	Check balance	Save the person from exceeding budget	Recovery from the errors
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Gain access to account	Spread application	Helps me to spend my expense on limit	Conform the calculations	To ensure the specification.	Identity problem areas	To ensure quality of application	Make a better budget	Help me to recover from th loss of money	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Login credentials verified	Register without any error	Spending money in this application is more secure	Login credentials verified	Safety on user data	Check on fraud	Making financial control	Your spend mindfully	Feeling save since the recovery	Data is sec
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Loss of data	Network issues	User thinks Personal data is not secured	Going back and forth to bank overview	Network issues	System delay	Time consuming process	Unpredictable variables	Time delay	Stress o
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	User friendly application	It provides reports	Detection can made quicker	Expense is updated	User details contains password,username	Performance Evaluation	Categorize your expenses.	Build your budget.	In case of exceeding the amount limit alert message	General