



Customer experience journey map for Personal Expense Tracker



Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
	<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Salary is settle down without savings</div> <div>Aim to fulfill the future requirements</div> <div>Able to increase monthly savings</div>	<div>Track expenses daily</div> <div>Avoid unwanted expenses</div>	<div>Set budget for everything you are plan to buy</div> <div>Limit the expenses which is exceeds the limit</div>	<div>Limit the unnecessary expenses</div> <div>Able to control the unwanted expenses</div> <div>Fulfill the future requirements</div>
	<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div>User able to register by their own</div> <div>Only registered or authorised user can be able to login into the application</div> <div>Give some detailed description about the expenses</div> <div>Once the expenses added to the category list then the total amount will be generated</div> <div>Add expenses categories</div> <div>Manage expenses within the limit given</div>	<div>Able to control the expenses on daily basis</div> <div>Each day calculated amount will be generated</div> <div>Each information should be maintained and stored</div> <div>Add on option is more effective based on different expenses</div>	<div>Limit expenses based on previous expenses spent</div> <div>Limit expenses based on previous expenses spent</div> <div>Limit expenses based on previous expenses spent</div>	
	<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>outline the budget leads to attain requirements more</div> <div>Increase the savings by limit the expenses</div>	<div>Interactive icons and related themes to be applied</div> <div>Deletion of category list provides benefits incase of unknowingly entering of expenses</div>	<div>Daily expenses should also be add on</div> <div>Based on expenses added graph will be modified accordingly</div>	<div>Efficient of saving income is increased</div> <div>Usage of application increases</div> <div>Interaction and maintain the expenses within a limit</div>
	<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Notification alert may also sent to the registered mail id</div> <div>Get notified when limit exceeds</div>	<div>Analyse the expenses through graphical representation</div> <div>Able to see customers daily expenses and savings</div>	<div>If a person saved more money for a day, they get rewards</div> <div>Update along with the price of each expense</div>	<div>Limit their unwanted expenses</div> <div>Able to maintain expenses by their own</div> <div>Predict the expenses in prior itself</div>
	<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Salary is settle down without savings</div> <div>Expenses is more than monthly income</div>	<div>Sometimes calculation made manually incase of less expenses</div> <div>Twice alerts may feel disortion of users</div>	<div>Add extra expenses which was not actually used</div> <div>Delete the included expenses result in miscalculation of extra amount</div>	<div>Enter the details manually may encounter less time</div> <div>Maintain time to entering details along with the cost of each expense</div> <div>Not accuracy in bar chart graphs</div>
	<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Validate the total amount periodically</div> <div>Alerts will be sent twice a day for more attention</div>	<div>Analyze the expense through graph is more efficient</div>	<div>Limit the amount according to buy expenses</div> <div>Setting budget plans</div>	<div>Able to control the unwanted expenses</div> <div>Preplan the expenses and save accordingly</div> <div>Review the product and buy the best expense</div>