

PROJECT DESIGN PHASE-II

CUSTOMER JOURNEY

Date	18-10-2022
Team ID	PNT2022TMID05597
Project Title	Personal Expense Tracker Application

Journey phases	Register / Login	Dashboard	Add Expense	Add Income	Analyse Expenses	Save Money	Verify Information
Goal	Access to the account	Give the Graphical representation	All the expenses must be tracked accurately	All the income must be tracked accurately	Get the better understanding of the expense made	Save money using reports	To confirm the added expenses
Context & Touchpoints	Register a new account or login to the existing account	Show the list of expense and income	The Different Expenses Should Be Added to the Appropriate Categories	The Different Income Should Be Added to the Appropriate Categories	More Frequently Examine the Expense Reports	Users must accept the Tracker's reports and make the necessary financial adjustments before using it.	Cross Verify with Your Bank Statement
Customer Thought	Feeling Secure because of auth	Easy to Analyse the expense and able to manage the budget	Must have the detail expense report for all the expenses	Must have the detail income report for all the expenses	Users Might Find it Difficult to Keep Track of Their Expenses for Each Period Time	How Much Can Save? How to Control This? Where Do Put My Savings?	User Can't Be Sure of My Calculations, So I Check My Bank Statements
Pain Points	Forgetting the Password May Take a Long Time to Recover the Account	Add the Expense and Income	The User Might Forget to Update His/Her Expenses in the App	The User Might Forget to Update His/Her Income in the App	Users may struggle to adapt to the circumstances they have been put in	Not Being Able to Act upon Insights, Not Easy to Make Savings Plan	Rechecking the Bank Statements Frequently to Determine Where the Money Was Spent
Emotion							