

Project Design Phase-II

Customer Journey Map

Date	03 October 2022
Team ID	PNT2022TMID04668
Project Name	Personal Expense Tracker
Maximum Marks	4 Marks

SCENARIO Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Checking the other applications Users find it challenging to understand what their costs Requirement of users listed Each user must be able to make expense Users are constantly aware of everything spending and saving them within budget	Enter income amount and daily expenses Users must allocate their income and daily expenses and figure into their account The user can easily observe their progress and track their daily expenses Users are constantly aware of everything spending and saving them within budget	Investigation of costs Analysis is carried out on the user entered everything expenses and monthly income Planning the budget Users are constantly aware of everything spending and saving them within budget	Tracker for routine The user is able to be aware of their daily budget to prevent financial loss Limited amount Users are able to be aware of their daily budget to prevent financial loss	Learn to use After using the application, the user is able to be aware of their daily budget to prevent financial loss
Interactions What interactions do they have at each step along the way? <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? 	Interaction with a person The user must gain access to the application to be able to use the application The user must gain access to the application to be able to use the application	Interaction in things In addition to manual transactions, manually entered expenses and income can be added	Interaction in things Users can access information about their financial status and expenses Display the costs for fundamental needs and needed spending Interaction in things	Interaction at a place Users have the opportunity to save money for the future From the estimated gross, the user can see how much they have left for the month	Interaction at a place They can use the feature for expenses if they have any questions about the money and the month They can use the feature for expenses if they have any questions about the money and the month
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Requirement of basic details like bank accounts, loans, etc. Easy usage of the application by the user	Providing the analysis based on the daily expense	Graphical representation Can verify the users when the first month	The user credentials should be collected on the first approval	Feedbacks are collected
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	According to expected sign to the application Having a great user interaction design making it comfortable to use	Saving could be determined by building expenses from the income	Easy to predict the saving	Overall savings of the year	Approval amount can be added for the analysis
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	In repeated login, users the account connection is lost or not clear	What application fails to verify the user's bank account	Connecting various bank account Premium user account and expense	Connect across without login credentials	on demand self service
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	To collect contact from many users to increase the efficiency	Expenses are tracked based on the given details of the user	Overall saving could be represented in graphical analysis	Saving of the year or month Can view the analysis	Feedback from the users be used for updating the application