Team ID: PNT2022TMID03137

SCENARIO

Browsing, booking, attending, and rating a local city tour

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps — What does the person (or group) typically experience?	Started Tracking the Expense; To secure their money; More Safety to use; Persons salary details given; To manage the salary correctly; Budget Safety to expenditure; Current expense can be tracked daily; The details will be protected and secured to be use to track the expenditure	Searched for an Application; Complete installation; He create an account; Customer found the way to track their expenditure; Customer Opens the application; Creates the account by giving the salary and personal details in it	User buy something and recieve invoice; Available money is stored; Not easy to save money; The customer notify the bill payed and his expense is tracked; The purchase money is calculated and the remaining is saved; Not being able to act upon the insights, not easy to make saving plan	Save the details to calculate the next day expense; Review and exit	Can enter your incoming and departing cash; The bank account can kept monitored
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?	keep track on purchase; Customer purchase details; Details are entered and tracked daily according to the bill payments	The customer details should be entered; Given details stores in a database; Bank details will be shared	Collecting the receipts; Make a good plan to save money; Creating a spreadsheet to manage the expense; The spreadsheet monitored by the customer	letting you allocate certain amount to save; Money is managed depending on the daily spending; You can ensure that your money is used wisely; Budget manager helps to daily expense of an individual; The saved money is calculated separetly to the future need	The Expense should be maintained a unique way; The user should be aware of their daily expense
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")	Involves accuracy; Payments tracked	Get better understanding of expenses; Confirm the calculations; Compare the daily expenses withe previous day	set and reevaluate your money; Write out a schedule to keep track your money; Keep motivating factor to save your salary; Expensify	It will be a mentor to change the habit of buying unnecessary things; It makes you sense that why you're in debt and how you got there; Expense of a house can be tracked and used to commit save some money	Continue to set new goals to save your money
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Customer awareness with the result; Keep tracking the expense continuously; Recommended to the family and friends	Handles documents; Tracks receipts; Prevents data losses and frauds; Mitigates human errors	Offers precise analysis; Tracks and arranges receipts; Approves invoices and payments	Serious budgets are calculated; Digital makes easier to track	Good as a wallet; Recommend to others to track their expense; Trusted to save bank details to track it
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Application error; Problems with account synchronization	Lack of bill payment feature	Time requirement is the negative thing in using the application; Difficulty finding a budgeting method	Budgeting takes time; Effort is important to track the budget	Investments should watched carefully; The deatails must be safe and secure
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	If you failed to use the application availble in the Play store you will be the loser; Download or install the application to Track the salary you obtained	We can use the application to track the expense	Budgeting is done and noted; Save the money for future; Cheating can be avoided	Secured money for the opportunity to invest it later	Monthly expenditure should be maintained; Track your spending before creating budget; Until you know what you spend money on it will be impossible to forecast all your expenses