



## Project Planning Phase 2

### Customer Journey Map

Date	20 October 2022
Team ID	PNT2022TMID03491
Project Name	Personal Expense Tracker Application
Maximum Marks	4 Marks

<b>Scenario</b> <small>User entering their experience on a regular basis motivated that expense to obtain meaningful insights</small>													
<b>Steps</b> What does the person experience?	Spend the Money		Fall into debt and crisis	Find no way to manage the expense	Start using the application by registering	Enter the expenses	View the visual stats of expenses	Receive mail notifications when expenses goes high	Get better insights about financing	Get a clear cut plan on how to spend money effectively	Personalized Recommendation	Formulation of expenses	
<b>Interactions</b> What your user might be thinking and feeling at the moment?	Expense tracking and planning		Making note of every expenses	Get a plan	Initial Registering	Expenses charts and history	Optimistic	Visualize the spent areas	Analyse the key points	Obtain a customised plan	Receive alerts via email	Reduces chances of bad debt	Advancements in planning
<b>Goals andMotivation</b> At each step what is primary goal or motivation?	To track expenses		To create a wise plan to spend money	Analyse the statistics	Keep note of each and every expense	Plan for each categories	Formulate a spending chart	Identify highly spent areas	Spend money effectively	Optimise the work plan	Complete experience on expense tracking	Receive alert mails to keep user on track	
<b>Positive Moments</b> What does a person find motivating, enjoyable?	Intellectual		Goal Driven	Hopeful	Motivated	Expectant	Satisfied	Wise Planning	User friendly interaction	Refreshed and inspired	Self introspection	Compare results	
<b>Negative Moments</b> What problems does a person face and find it frustrating?	Doubtful		Uncertain	Hesitant and fear of commitment	Frustrated	Confused	Improper planning	Overwhelmed	Finding it difficult to adapt to the suggestion	Lack of Self planning	Regret		