

TITLE - CUSTOMER JOURNEY

User journey

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People2-9

Time30 min

DifficultyBeginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [🔗](#)

<div>1</div> <div>Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Create the user account</div>	<div>Setting up details of bank accounts and other finance sources</div>	<div>Entering income details to track how much they spend and save</div>	<div>Attaching mail account in order to receive reports over a week / month / year according to their preference</div>
<div>2</div> <div>Steps</div> <div>Detailed actions your user has to perform</div>	<div>User mobile number/email to create account and setting up the profile</div>	<div>Entering the expenses daily to keep track of them</div>	<div>Creating categories for expenses</div>	<div>Analyzing the reports in intervals to get an idea of where they are spending their money</div>
<div>Feelings</div> <div>What your user might be thinking and feeling at the moment</div>	<div>It is easy to create account with mobile number</div>	<div>May be I should stop spending my money on (unnecessary expenses)</div>	<div>I can see where my money is going</div>	<div>I can use the reports to design the budget better this time</div>
	<div>Is it secure to include my finance details here?</div>	<div>Keeping track of each penny is kinda difficult</div>	<div>user interface is not simple to distinguish income and expenses</div>	<div>Looking into the expenses and figuring out the unnecessary expenses each time is really time consuming. Is there an automatic solution for this?</div>
<div>4</div> <div>Pain points</div> <div>Problems your user runs into</div>	<div>Not being able to record the expense at any moment due to server down or other issues</div>	<div>App takes time to load ,Cannot access the app on the go</div>	<div>if there is only mobile version , it's not convenient to access where ever we need</div>	<div>Not being able to record expenses quickly</div>

Share your feedback

<div>Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	<div></div> <div>Giving mobile and website version to keep it readily accessible</div>	<div></div> <div>Creating lighter version of app to avoid high boot-up time and crashing</div>	<div></div> <div>Creating an automatic system to figure out unnecessary expenses by machine learning</div>	<div></div> <div>Creating interface in such a way that it provides quick add features</div>
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