Customer Journey Map

| Team Id | PNT2022TMID32569 | |
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| Project Name | Personal Expense Tracker Application | |

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| 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? | Visit the application | display categories descriptions on th app | receive email alert if limit and time of exceed transaction. | amount they | Aware of expenses |
| 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? | Register the application | Enter the detail about expenses | Entering the expenses daily to keep track of them Comparing to expenses | year writer the user | User can view the expenses both in the form of bar chart and pie chart. |
| Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid") | Prevent from wastage of money | User should get a summary of their expenses. | Help to identify the amount spent Help to be of financed amount spent | get a details of | User should be able to plan their budget. |
| Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | Find the month/ year when the user spent more. | User will be able to add description about their transactions. | Transaction history should be shown. Easy to edit,deleand update the expenses | daily aynancac | Analyse the month/year wise performance. |
| Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | It doesn't give suggestion | Expenses are added via manually | Unable to restore data once if it is lost | Does not provide decision capability | If it is uninstall unable to maintain the data |
| Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? | It is secure platform to include the finance details | Using multiple categories to add expenses | Notify if the user exceeds the budget. | User interface is simple to distinguish the income and expenses | User interface of web application is easy to use |