Customer Journey Map

Date	03 october 2022
Team Id	PNT2022TMID28027
Project Name	Personal Expense Tracker Application

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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?	Visit the application	display categories descriptions on th app	receive email alert if limit exceed	Show date and time of transaction.	view the monthly amount they saved and spent	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 tha expenses	Find the month/ year when the user spent more.	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 beware of financial condition	User should get a details of their expenses .	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, delete and update the expenses	Separate our daily expenses category wise.	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 restore donce if it is	lata	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 user excent the bude	eeds	User interface is simple to distinguish the income and expenses	User interface of web application is easy to use