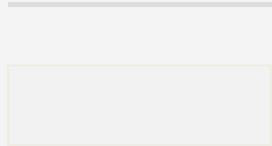




# Customer experience journey map for Personal Expense Tracker



## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

<div><div>SCENARIO</div><div>Browsing, booking, attending, and rating a local city tour</div></div> <div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div>!</div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div>➞</div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div>🔄</div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div>➞</div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div>🕒</div><div>Extend</div><div>What happens after the experience is over?</div></div>
	<div><div>Salary is settle down without savings</div><div>Aim to fulfill the future requirements</div><div>Able to increase monthly savings</div></div>	<div><div>Track expenses daily</div><div>Avoid unwanted expenses</div></div>	<div><div>Set budget for everything you are plan to buy</div><div>Limit the expenses which is exceeds the limit</div></div>	<div><div>Limit the unnecessary expenses</div></div>	<div><div>Able to control the unwanted expenses</div><div>Fulfill the future requirements</div></div>
	<div><div><div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?</div><div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div></div></div></div>	<div><div>User able to register by their own</div><div>Only registered or authorised user can be able to login into the application</div><div>Give some detailed description about the expenses</div></div>	<div><div>Able to control the expenses on daily basis</div><div>Each day calculated amount will be generated</div></div>	<div><div>Each information should be maintained and stored</div><div>Add on option is more effective based on different expenses</div></div>	<div><div>Limit expenses based on previous expenses spent</div><div>Limit expenses based on previous expenses spent</div><div>Limit expenses based on previous expenses spent</div></div>
	<div><div><div><div></div><div>Goals &amp; motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div></div></div>	<div><div>outline the budget leads to attain requirements more</div><div>Increase the savings by limit the expenses</div></div>	<div><div>Interactive icons and related themes to be applied</div><div>Deletion of category list provides benefits incase of unknowingly entering of expenses</div></div>	<div><div>Daily expenses should also be add on</div><div>Based on expenses added graph will be modified accordingly</div></div>	<div><div>Efficient of saving income is increased</div><div>Usage of application increases</div><div>Interaction and maintain the expenses within a limit</div></div>
	<div><div><div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div></div></div>	<div><div>Notification alert may also sent to the registered mail id</div><div>Get notified when limit exceeds</div></div>	<div><div>Analyse the expenses through graphical representation</div><div>Able to see customers daily expenses and savings</div></div>	<div><div>If a person saved more money for a day, they get rewards</div><div>Update along with the price of each expense</div></div>	<div><div>Limit their unwanted expenses</div><div>Able to maintain expenses by their own</div><div>Predict the expenses in prior itself</div></div>
	<div><div><div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div></div></div>	<div><div>Salary is settle down without savings</div><div>Expenses is more than monthly income</div></div>	<div><div>Sometimes calculation made manually incase of less expenses</div><div>Twice alerts may feel disortion of users</div></div>	<div><div>Add extra expenses which was not actually used</div><div>Delete the included expenses result in miscalculation of extra amount</div></div>	<div><div>Enter the details manually may encounter less time</div><div>Maintain time to entering details along with the cost of each expense</div><div>Not accuracy in bar chart graphs</div></div>
	<div><div><div><div></div><div>Areas of opportunity</div><div>How might we make each step better? What ideas do we have? What have others suggested?</div></div></div></div>	<div><div>Validate the total amount periodically</div><div>Alerts will be sent twice a day for more attention</div></div>	<div><div>Analyze the expense through graph is more efficient</div></div>	<div><div>Limit the amount according to buy expenses</div><div>Setting budget plans</div></div>	<div><div>Able to control the unwanted expenses</div><div>Preplan the expenses and save accordingly</div><div>Review the product and buy the best expense</div></div>