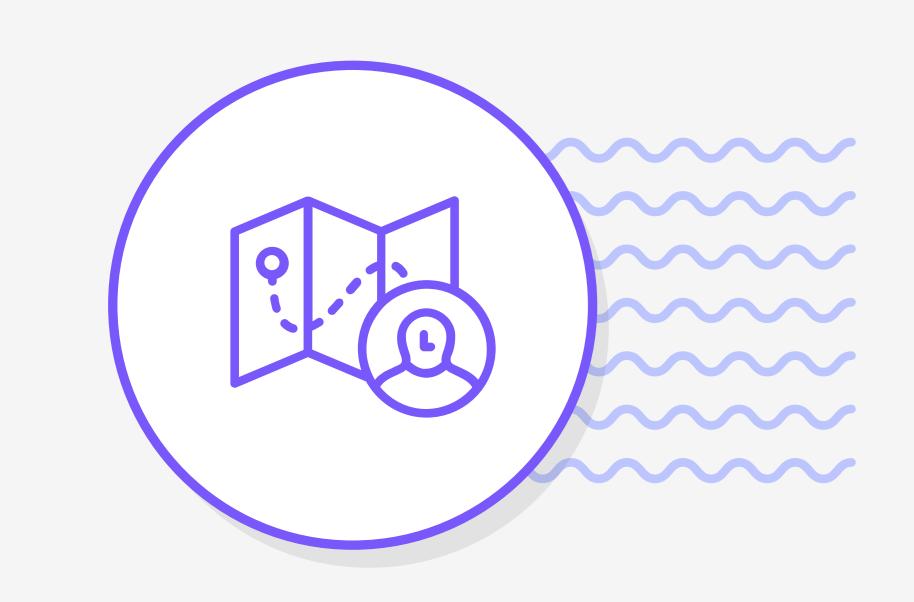
Personal Expenses Tracker Application

Team ID:PNT2022TMID45905



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

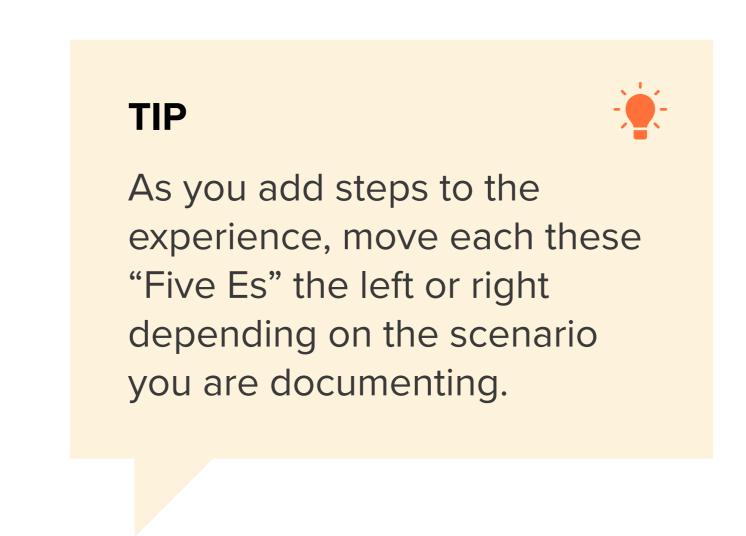
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Product School



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.



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?	Exploring the ideas of expenses application manage	Registration Set the bugdet limit of month Receive the Email of conformation of login	Awareness about Spemding the waste Calculation of daily expenses Alert System Show the alert email	Knownledge about the daily expenses Analyzing unwanted expenses Customer rating	Report Personalised storing recommendation
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?	Application UI Login into the website Customise the categories	Interact UI Enter the data and other informations	Data is processing Get Customer Email	Dashboard page of expenses	Complete the tracking of expenses in dashboard
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me to save a money Help me not waste any time on useless details	Help me to create an account Help me to set limit for my expenses	Help to reach limit and get notify me Help me enter all the relavent details when I register	Help me understand my expenses details correctly Help me to saving a money	Give me a better recommendation or analyze the data Help me to view the history of transaction
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Thinking of manage the expenses Exploring the application and its features	Excited about the creating of account Assist me to manage the expenses within the limit	improving the way of spending and tracking the espenses labout the expenses habbits	Become the awareness of spending habbits	Better recommendations and increase the frequency
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Thinking about the money management of the user People sometime to access the various reasons	User may be think about security issuses	If the money left is not enough, user will get anxiety	The knowledge gain will be nothing if he fails in staying within the budget	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Give complete tutorial of using the web application Make use of advertisment	Its hard to remind the user if he forget to add some expense while spending	We can provide animated web pages	Rating and gets the user feedback	Provide the thankyou spend better and manage the expenses