

Guided city tours

Date	12 October 2022
Team ID	PNT2022TMID21350
Project Name	Project - PERSONAL EXPENSES TRACKER.
Maximum Marks	4 Marks

Based on ten customer interviews and observations from the Fairplane Guided City Tours team

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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?

When visiting our site or app

step

Customer interact with applicat

Creation of account

Verificatio n of deals entered

Storing and comparing of expenses is done in this stage

Processed data is displayed

Shows user about balance and amount

Writing & submitting review

Identify major expense area

Refer better spending habits

Reminder emails

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?

They will be provided with options to enter and track expenses

Application url

Interact with guide

Entering data and other information

"DATA IS PROCESSING" PAGE

Expenses summary page

If other users interact with this person, they will see these completed tours also

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Reach the application as soon as possible

Waste any time on useless details

Help me to create

My account seamlessly

Help me enter all relevant data easily

Help me leave the tour with good feelings and no awkwardness

HELP ME UNDERSTAND ALL MY EXPENSES DEATILS CORRECTLY

Help me see what I could be doing next

Help me see ways to enhance my new trip

Negative moments

What steps does a typical

PEOPLE SOMETIMES ARENT ABLE TO ACCESS THE WEBSITE DUE TO VARIOUS REASONS

ENTERING DETAILSCAN BE BORING AND TIME CONSUMING

Excited about creating their account

ANIXETY ABOUTTHEIR RESULTS

MIGHT PUT THEM IN A BAD MOOD KNOWING ABOUT THEIR OVER EXPENSES

person find frustrating, confusing, angering, costly, or time-consuming?