

Project Design Phase-II Customer Journey Map

Date	10 October 2022
Team ID	PNT2022TMID16927
Project Name	Personal Expense Tracker
Maximum Marks	4 Marks

<div>1 Phases</div> <div>High-level steps your user needs to accomplish from start to finish.</div>	<div>Login register</div>	<div>Get the email</div>	<div>Analyse expenses</div>	<div>Logout their application</div>
<div>2 Steps</div> <div>Detailed actions your user has to perform</div>	<div>Visit website or app</div> <div>Connect your bank account number</div> <div>Tracking income and expenses</div>	<div>Start a limit for the amount to be used for particular month.</div> <div>Email confirmation</div> <div>Email reminder</div>	<div>Get better understanding of expenses</div> <div>Payments and invoices</div> <div>Experience the application</div>	<div>Leave the application</div> <div>Prompt for review</div>
<div>3 Feelings</div> <div>What your user might be thinking and feeling at the moment</div>	<div><div>Easy to maintain their application</div><div>Access anywhere, anytime</div><div>No more data loss</div></div> <div><div>Person who is handling system must have some technical knowledge.</div><div>Feeling insecure</div></div>	<div><div>Notifications help positively</div><div>Better spending awareness</div><div>Easy alert</div></div> <div><div>Many notifications feels overwhelming.</div><div>Notifications are disturbed.</div></div>	<div><div>They can able to track their account details</div><div>They can maintain to account details safely</div></div> <div><div>A little bit confused.</div><div>Fear about security.</div></div>	<div><div>Time is saved</div><div>Peoples are love their application feeling refreshed and inspire</div></div> <div><div>A little bit bored.</div><div>Little bit stressed.</div></div>
<div>4 Pain points</div> <div>Problems your user runs into</div>	<div><div>Not knowing where to start, what type of content/ transactions?</div><div>Uneducated people feels difficult.</div></div>	<div><div>Irritation of checking mails.</div><div>Difficult to see all emails.</div></div>	<div><div>Unsure</div><div>Lost of time to see all the information.</div></div>	<div><div>Sometimes troubled.</div><div>apathetic</div></div>
<div>5 Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	<div>Improved financial security.</div>	<div>Tracking financial programs.</div>	<div>Encourages and increases saving</div>	<div>Peoples need</div>