Project Design Phase – 2

Date	15 October 2022	
Team ID	PNT2022TMID33307	
Project Name	Personal Expense Tracker Application	
Maximum marks	2 marks	

Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Check poor Categorite Secretly account year room for statements expenses change	Channel Casele your especie especie trainer categories entrainer e	General state of the Control of the	Funds pured. Achieve Sparing Access and Sparing Ac
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrotor.	Sale-up at Insention) Ability to the page poor integrate with provide coloning results are solving providing granding inhostrophra imagints.	Indep to keep an account of the Belgo Year an account of Mark Year account of Mark Year from the American from the American and author Objectives are not now now.	The MORROD Secretarion of the Conference of the	was able about the second of t
Touchpoint What part of the service do they interact with?	On the control of the	Processors As Pr	Management of the Control of the Con	Approval of high Approv
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	Reducing the likelihood of error	Well Designed pricing	Time to Fulfillment	Helps create financial stability
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Opportunities What could we improve or ntroduce?	Increase financial objectives	Increase the checking of account statement	Get receipts for all purchases, and put them in an envelop	Depreciation of equipment
Process ownership Who is in the lead on this?	User	Best overall free app	Use software in congruence of the congruence of	More a dedicated business have detained