## Project Design Phase – 2

Date	08 October 2022
Team ID	PNT2022TMID18201
Project Name	Personal Expense Tracker
Batch	B11-5A1E

## Customer Journey Map:

Journey Steps Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	<b>Sharing</b> Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Check your Categorite Identify account your room for statements expenses change	Chases Create your Chase expense expense usater selescript categories input	communication to being four faccord communication for the property communication for the prop	famility you with famility you with famility your famility your famility your formation and famility formation and famility formation your famility formation your famility formation your famility formation you with famility you famility you famility you famility you famility famili
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Scale up at Enamiesty Ability to the para year integrate with provide unlarged and provide growing infrastructure integrate.	Meligin to being an accurate for the first form of the first form	The 50/20/20 September of Digitize Year Septembe	into a formation and a final state of the st
Touchpoint What part of the service do they interact with?	All North III Secretary Communications of Communication Co	Provinces A Region The International Conference of the Conference	Balls Malmore Can.  When there your provided service of the control of the contro	Approved of lefts Amend dead less Coppeditions to Proceeding growth and the Coppeditions to Proceeding and Language the Coppeditions of Copped
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
Backstage				
Opportunities  What could we improve or introduce?	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 arthroare to congruine and keep copense all in one place	deficient business bank account