Date	24 October 2022		
Team ID	PNT2022TMID31609		
Project Name	Personal Expense Tracker Application		
Maximum Marks	4 Marks		

Customer Journey phases

Team No: PNT2022TMID31609

Scope and goal	A user journey map for personal expense tracker application						
Phases	LOGIN / REGISTER	DASHBOARD	ADD EXPENSE	VERIFY INFORMATIONS	ANALYSE EXPENSE	SAVE MONEY	
chi carate tags	Gain access to the account or access the app	Give the graphical representation	All the expenses must be tracked accurately	To confirm the added expense	Get better understanding of the expenses made	• Save money using the reports	
CONTEXT STOUCHPOINTS	Register a new account or login to your account	Show the list of expense and income	The different expenses should be added to the appropriate categories	Cross verify with your bank statement	Peruse the expense reports more often	Users have to accept the reports provided by the tracker and start saving money accordingly	
CUSTOMER THOUGHTS	Feeling Secured	Easy to analysis the expense and able to manage the budget	A detailed expense report must be kept for all expenses	User can't be sure of my calculations, so I check my bank statements	User might find it difficult to keep track of their expense for each period time	How much can I save? How to control this? Where do I put my savings?	
PAIN POINTS	Forgetting the password may take a long time to recover the account	Add the Expense and income	The user might forget to update his/her expenses in the app	Rechecking the bank statements again and again for not knowing were we spent the money	Users may have difficulty adjusting to the conditions they have been placed in	Not being able to act upon the insights, not easy to make savings plan	
EXPERIENCE							