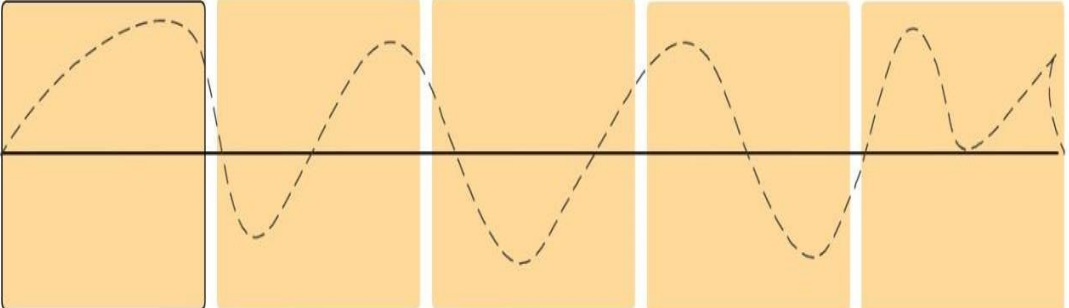


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|--------------|--------------------------------------|
| Date | 24-11-2022 |
| Team ID | PNT2022TMID25293 |
| Project Name | Personal Expense Tracker Application |

| Phase | Login / Register | Add Expenses | Verify Informations | Analyse Expenses | Save Money |
|-------------------|--|--|---|---|---|
| Goals | Gain Access to the Account or Access the App | All the Expenses Must Be Tracked Accurately | To Confirm the Added Expenses | Get Better Understanding of the Expenses Made | Save Money Using the Reports |
| Touchpoints | Register a New Account or Login to Your Account | 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 | A Detailed Expense Report Must Be Kept for All Expenses | User Can't Be Sure of My Calculations, So I Check My Bank Statements | Users Might Find It Difficult to Keep Track of Their Expenses for Each Period of 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 | The User Might Forget to Update His/Her Expenses in the App | Rechecking the Bank Statements Again and Again for Not Knowing Where 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 |  | | | | |