Project Design Phase-II

Customer Journey Map

| Date | 17-10-2022 | |
|--------------|------------------------------------|--|
| Team ID | PNT2022TMID14132 | |
| Project Name | Inventory management for retailers | |

| Journey phases | Register / Login | Dashboard | Add Expense | Add Income | Analyse Expenses | Save Money | Verify Information | |
|--------------------------|--|---|--|---|---|---|---|--|
| Goal | Access to the | Give the Graphical | All the expenses | All the income must | Get the better | Save money using | To confirm the | |
| GOAI | account | representation | must be tracked accurately | be tracked accurately | understanding of the expense made | reports | added expenses | |
| ∀ ° | | | The Diflerent | | | Users must accept the Tracker's reports | | |
| Context & Touchpoints | Regester a new account or login to the existing account | Show the list of expense and income | Expenses Should Be Added to the Appropriate Categories | The Different Income Should Be Added to the Appropriate Categories | More Frequently Examine the Expense Reports | and make the necessary financial adjustments before using it. | Cross Verty with Your Bank Statement | |
| Customer Thought | Feeling Secure because of auth | Easy to Analysis the expense and able to manage the buget | Must have the detail expense report for all the expenses | Must have the detail income report for all the expenses | Users Might Find it Dificult to Keep Track of Their Expenses for Each Period Time | How Much Can Save? How to Control This? Wher Do Put My Savings? | User Can't Be Sure of My Calculations, S0 I Check My Bank Statements | |
| 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 | The User Might Forget to Update His/Her Income in the App | Users may struggle to adapt to the circumstances they have been put in | Not Being Able to Act upon insights, Not Easy to Make Savings Plan | Rechecking the Bank Statements Frequently to Determine Where the Money Was Spent | |
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| motion | | | | | | | | |