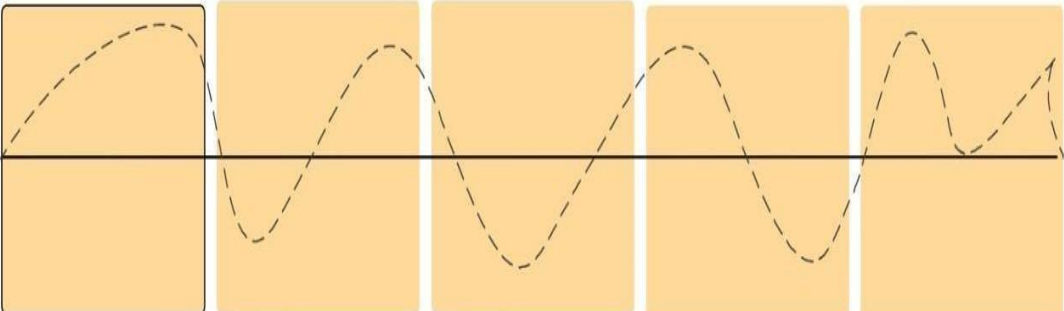


|              |                                      |
|--------------|--------------------------------------|
| Date         | 19-10-2022                           |
| Team ID      | PNT2022TMID31286                     |
| Project Name | Personal Expense Tracker Application |

| 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        |  |  |   |   |   |