





Project Design Phase-II Customer Journey Map

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| Date | 8 October 2022 |
| Team ID | PNT2022TMID47461 |
| Project Name | Personal Expense Tracker Application |

| Journey Steps Which step of the experience are you describing? | Visit | Registration and Login | Enter Expenses | View Dashboard |
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| Actions What does the customer do? What information do they look for? What is their context? | First time Visits the webapp | Register and Login by giving user name and password | Enter Monthly Income when using app for first time The user enters the expenses he or she made | View total Expenses and balance in the wallet |
| Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i> | Gets to Know app from social media sites or search engine The user Gets new webapp to Track Finances | The User Creates his/her account Used for Storing data in cloud | Enters his/her monthly income and Expenses Timeconsuming and hassle | View Expenses and savings in Graph form |
| Touchpoint What part of the service do they interact with? | Webapp Social media and Search Engine | Webapp | Webapp | Webapp |
| Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i> |  |  |  |  miro |