

Project Title	Team ID	Team Members
Calculating Family Expenses Using ServiceNow	LTVIP2026T MIDS24881	Sankar Mahadev Viswanadhuni Raavi Praneeth Raghavendra Karthik Kesamsetty Pujitha Chinthalal

CUSTOMER JOURNEY MAP

Stage	User Action	System Response	User Experience
Login	User logs into ServiceNow	System authenticates user	Feels secure
Expense Entry	User enters daily expenses	Data stored in expense table	Feels easy to use
Calculation	User requests summary	System calculates totals	Feels confident
Reports	User views monthly report	Report displayed	Feels satisfied