

Project Title	Team ID	Team Members
Calculating Family Expenses Using ServiceNow	LTVIP2026TMIDS 24881	Sankar Mahadev Viswanadhuni Raavi Praneeth Raghavendra Karthik Kesamsetty Pujitha Chinthala

EMPATHY MAP CANVAS

WHO: Family members managing monthly household expenses.

THINK & FEEL: Concerned about overspending and saving money.

SEE: Bills, rising prices, and unexpected expenses.

SAY & DO: Notes expenses manually and discusses budgeting.

PAIN: Manual calculations, missing records, confusion.

GAIN: Wants a simple automated expense tracking system.