# List of Customer Needs for CustomThreads

## Customer Categories

The customers for the CustomThreads platform can be categorized into two main groups:

## 1. Individuals (General Users & Pro Users)

### General User:

- Can create an account and log in.

- Browse products and place order.

### Pro User:

- Sell custom designs on the marketplace and earn commissions.

- Track sales and order history.

- Access to analytics on design performance.

- Ability to promote designs within the marketplace.

## Customer Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No.** | **Requirement** | **Pro Users** | **General Users** |
|  | Ability to create an account | Yes | Yes |
|  | Ability to delete the account | Yes | Yes |
|  | Modify account information | Yes | Yes |
|  | Restore password/user ID details | Yes | Yes |
|  | Secure sign-in and sign-out | Yes | Yes |
|  | Browse available designs and templates | Yes | Yes |
|  | Upload custom artwork for product | Yes | No |
|  | List designs for sale on the marketplace | Yes | No |
|  | Earn commission on each sale | Yes | No |
|  | View sales and analytics reports | Yes | No |
|  | Receive email notifications for transactions | Yes | Yes |
|  | Bulk order placement | Yes | No |
|  | Ability to manage shipping and delivery tracking | Yes | Yes |
|  | Integration with payment methods | Yes | Yes |
|  | Customer support for order queries | Yes | Yes |

## Conclusion

The CustomThreads platform caters to individual customers and designers by providing a seamless, end-to-end solution for T-shirt customization and sales. The outlined features ensure an enhanced user experience, allowing customers to create, sell, and purchase designs effortlessly. This document serves as a guide to understanding different customer segments and their specific requirements.