Team 1: Customer Needs

List of services Revolution Art can provide to customers (Clients and Galleries):

* It’s a user-friendly interface, giving the customer the chance to buy art safely and easily from home.
* The variety of artists differ from established artists to emerging. Therefore, clients have more options to pick from.
* Customers (galleries on the backend) are provided with an online customer service which answers their technical questions. (both Galleries and clients)
* Delivery service which is provided by the Revolution Art with the third party and none of the customers are involved in the shipping process.

How Revolution Art can help business, to grow their markets:

* Email marketing, free subscription trials, advertising at art events could help reach target customers and grow their business.
* Giving a minimal and easy to use portal which does not complicate things could be good for the business on both sides. (Galleries and Clients)
* Understanding the market’s needs and other online competitors will help you choose the most effective marketing plan for the business.
* Providing services as auctions and art events and inviting clients every once in a while could help with connecting with more clients and creating a stronger connection.
* Providing the clients with analytics reports about Artist’s current market and upcoming shows.

What Revolution Art expects from customers:

* Create an account on our website. (Galleries and Clients)
* Galleries should enter all the information for each artwork currently in their portal.
* Edit account information if needed. (Galleries and Clients)
  + Update the password with the validations.
  + Delete a user’s created account.
* Select a subscription plan according to the needs of the user. ((Galleries and Clients)
  + Select recurring payment if required.
  + Stop a subscription if needed.
* Understand the privacy policy and terms and conditions. (Galleries and Clients)
* Customers(Galleries and Clients) may use customer support services if encountering any issues.
* Rate the artwork, artist and services (Revolution Art through a survey after a customer receives their artwork). (Client)