



ProVenueDatabox™ Box Office Levels 1, 2 and 3

Download a booking form here.

Training Sheet

Box Office L1 Introduction to Databox

What is ProVenueDatabox™? Good question! This course aims to answer it. The objective of this course is to give a general overview of ProVenueDatabox™ for new users. Although mainly focusing on the Box Office, other modules are introduced as a means of understanding how Box Office feeds both in to and out of those other areas.

The course will cover sales, reserves and the customer database. We will then look in brief at how events are set up, moving on to look at the marketing module and finish up by covering a few of the basic financial and marketing reports.

Who is it for?

Anyone who is new to ProVenueDatabox™ and interested in learning more about its general functionality and background.

Course objectives:

- To gain a general overview of Databox;
- Attendees will be able to process sales and reserves and have a basic understanding of the rest of the ProVenueDatabox™ program.

Box Office L2

Advance your knowledge of the Box Office module in ProVenueDatabox™ with this second tier of Box Office courses. This course can be booked on its own, but also fits as part of the box office suite of courses between Levels 1 and Level 3.

This course will build on the skills and knowledge that you have learned by attending Level 1, or those that you have learned through your day-to-day use of the system. We will run through the tips and tricks available for increasing the speed of your transactions and daily tasks within ProVenueDatabox™ and how ProVenueDatabox™ can help us deal with those difficult customers!

There are numerous shortcut keys available to speed up ticketing transactions - this course will identify these and look at advanced options in the Box Office module such as advanced customer detail additions.

Who is it for?

Graduates of Box Office Level 1 (see above) or any Box Office personnel who have already have a knowledge of ticketing. It is ideal for those looking to develop their knowledge and the way that they operate using ProVenueDatabox™. Attendance of Box Office Level 1 is not a pre-requisite.

Course objectives:

- Identify box office tips and tricks;
- Learn box office shortcut keys;
- Develop knowledge of advanced options available in the box office module;
- Review a selection of box office reports.

Box Office L3

Climb the heady heights of box office training with this third and final tier to our Box Office Short Courses! This course can be booked on its own, or as a conclusion to Box Office Levels 1 and/or 2.

The curriculum includes looking at all those things that senior Box Office personnel may carry out including system control and configuration settings for all things ticketing – workstation set-up, ticket design, merchandise and seat plans, to name but a few. We will then move on to look at online ticketing set-up with the integrated Gateway solution. This will include setting up and managing events for online sales.

Who is it for?

Graduates of Box Office Levels 1 and/or 2 (see above) or, any Box Office Managers/ Supervisors. Although it is suitable for new and existing Box Office Managers, you will need a basic understanding of ticketing in ProVenueDatabox™ prior to attending the course. Attendance of Box Office Levels 1 and/or 2 is not a pre-requisite.

Course objectives:

- Learn how to setup events and packages;
- To become aware of more Event Reports;
- Internet event set-up.

Location and cost

For all three courses, the location is Milton Keynes and the cost is £140 + VAT per delegate.