

Tickets.com Customer Services Newsletter Winter 2008

Welcome to the last newsletter from the Customer Services Department at Tickets.com for 2008, and the first from our new offices. Having been busy with the office move and improving infrastructure, this autumn has flown by and the Festive season is almost upon us. You will find in this newsletter a listing of our Training courses for the first part of 2009 as well as other news items including our opening hours for the Christmas period. We hope that you have all had a good year and wish you all the best for 2009.

New ProVenueOnline infrastructure.

All customers with Internet ticketing will have been contacted regarding opening new IP address ranges on your Firewall. The reason for this is that we are upgrading the servers running our ProVenueOnline services which will also be moving to a new data centre. These changes are necessary to improve our service and to ensure future reliability. If you have not yet made these changes then please contact our Technical Services department if you require assistance. Unfortunately when the move to the new servers occurs, which should be in the next month, there will be some downtime of the Internet Ticketing service. We will contact you as soon as we know when this will be. We aim for the outage to be as short as possible, and will endeavour to ensure that it has minimum impact on ticket sales.

Christmas Opening Hours

Over the Christmas period our Support service will be as follows for both ProVenueDatabox and ProVenueMax –

25th December – No service

26th – 28th December – Ticketing emergencies only (Normal out of hours service)

29th – 31st December – Normal office hours service

1st January – Ticketing emergencies only (Normal out of hours service)

Job opportunities at Tickets.com

Please note an exciting job opportunity has arisen at Tickets.com. For further details go to our customer web site at www.provenue.net or click on this link <http://www.provenue.net/news.php?guid=93e3deb9f005748dbedde3eaf30855cd>

SDI update

In October Tickets.com completed their annual SDI audit (Service Desk Institute) with a glowing report. We have not only successfully maintained our SDI 3-star accreditation for our UK and European Service Desk operations but increased the overall rating. Tickets.com is the only ticketing software supplier that has secured IT Service Desk accreditation.

The auditors were delighted to report that many improvements have been

made since the last Surveillance Audit 12 months ago. "It is particularly noteworthy that the Tickets.com management team remain enthusiastic and passionate about Service Excellence". The Service Desk has achieved an overall score of 3.71, a very healthy score, against the SDI standards during this audit.

The structure of the Site Certification and SDI's regular audits have ensured that Tickets.com has a framework, and that standards are continually maintained and improved as has been the case this year.

Howard Kendall, Founder and SDI Master Auditor comments: "It's terrific to see the continued excellent progress since the original audit in 2004, and since last year's surveillance. There are no weak scores and this is testament to the enthusiasm and passion of the team. Great stuff!"

Since the 2007 audit SDI have moved to the 9 Concept version of the maturity model introducing an additional concept of Social Responsibility. As a result, we have reviewed our environmental policy with a view to reducing our own carbon footprint as well as encouraging suppliers and partners to do the same. We would be keen to hear from customers regarding their own environmental initiatives.

New Address

In case anyone missed our communication regarding our new office we have now moved down the road to Elder House next to the Railway Station and bus station. This should be very convenient for customers coming to visit us by train.

Our new address is –
Tickets.com
Elder House
570-578 Elder Gate
Milton Keynes
Buckinghamshire
MK9 1LR

Training Courses

This quarter we have revamped our Databox training courses. This is to make them more relevant for the needs of our customers and easier for customers to identify which course is suitable for them. The cost of courses in 2009 will be £140 per course and they will run from 10am to 5pm. In addition to courses in our office in Milton Keynes we are also running Databox courses again in Scotland, this time in a training suite in central Edinburgh. The cost of courses will be the same as in Milton Keynes at £140 per person per course.

We will also be running a couple of PVM courses in the Spring concentrating on Box Office and Ticket Office Management functions within the product.

Training courses Spring 2009

The New Sports Season (PVM)	-	10/2/2009
The Ticket Office Manager (PVM)	-	3/3/2009
Box Office Level 1 – An introduction to Databox (Databox)	-	3/2/2009
Box Office Level 2 (Databox)	-	17/2/2009
Box Office Level 3 (Databox)	-	24/2/2009
Marketing Level 1 (Databox)	-	10/3/2009
Marketing Level 2 (Databox)	-	17/3/2009
Marketing Level 3 (Databox)	-	24/3/2009
Databox System Maintenance (Databox)	-	31/3/2009
Financial Solutions (Databox)	-	7/4/2009
Box Office Short Course (Databox Scotland)	-	10/2/2009
Marketing Short Course (Databox Scotland)	-	11/2/2009
Databox System Maintenance (Databox Scotland)	-	12/2/2009

The New Sports Season (PVM)

This course is designed specifically for sports clubs who run a season of matches throughout the year. In preparation for your new season setup we are offering this new course which will take you through all the basics that you will need in order to create your new season. We will take you through how to setup new matches, create all the elements required for your season packages and season rollovers.

Who is it for?

Anyone who is responsible for setting up matches and seasons in a sports club.

Course Objectives:

- To be able to setup matches
- To understand and create Series Charts
- To understand and create Match lists
- To be able to setup Season packages
- To be able to perform a rollover

Date:

10/2/2009

The Ticket Office Manager (PVM)

This course will run through all the functions that are required to be performed by the Ticket Office Manager. We will start by looking at setting up users, groups, events and facilities. We will then move on to look at system configuration, advanced box office functions, tips and tricks, audits, standard Box Office reports and system housekeeping.

Who is it for?

This course is designed for Ticket Office Managers and supervisors. It is suitable for new and existing Ticket Office Managers, but you will need a basic understanding of ticketing in PVM prior to attending the course.

Course objectives:

Learn how to setup users, groups and events
Become familiar with advanced Box Office functions
To become aware of the basic Box office Reports
To pick up useful housekeeping tips

Date:

3/3/2009

Box Office Level 1 – An introduction to Databox (Databox)

What is Databox? Good question! This course aims to answer it. The objective of this course is to give a general overview of Databox 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 Databox 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 Databox program.

Date:

3/2/2009

Box Office Level 2 (Databox)

Advance your knowledge of the Box Office module in Databox 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 Databox and how Databox 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 Databox. 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

Date:

17/2/2009

Box Office Level 3 (Databox)

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 Databox 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 setup

Date:

24/2/2009

Marketing Level 1 (Databox)

The first of the marketing courses can be booked on its own but also fits as part of the marketing suite of courses with Levels 2 and Level 3. This introduction to Databox marketing will start by looking at some basic marketing configuration settings and then the customer database and what essential information can be stored within it. We will explore the reasons why capturing data is important and also reasons why you may want to produce mailings and contact your customers. This

sets the context for an introduction to the Mailing Module; starting with some simple customer extractions from the database based on a variety of criteria. The course will also look at some simple database management tips to help keep the database tidy and ensure mail-outs are effective. There will be some exercises to work through and before the day finishes we will look at some reports available within the marketing module.

Who is it for?

This would be of interest to new marketing or box office staff who have not yet used marketing within Databox. This course is suitable for new Databox users who have a general knowledge of Windows based programs.

Course objectives:

Introduction to the database and the basic information it is able to capture.
Maintaining a tidy database, including the ability to merge customer records.
Provide an introduction to extracting names and addresses from Databox using various criteria.
Using the mailing module to provide labels, which can be used in marketing campaigns.
Identifying Level 1 marketing reports.

Dates:

10/3/2009

Marketing Level 2 (Databox)

This second level of marketing can be booked on its own but also fits as part of the marketing suite of courses between Levels 1 and 3. This course builds on the basic marketing knowledge and skills that you may already have or have learned from attending Level 1. We start the course with a refresh of the basic configuration settings, but then build on this to look at advanced configuration settings and advanced data capture. We will revisit the mailing module, but this time looking at more complex database extractions. The various options available on extracted selections will be explored including exporting email addresses to send attractive email bulletins from Microsoft Word. At this level, we also introduce Data Interrogator and look at the ways in which you can create your own customised reports and even export the results to create pie charts in Microsoft Excel. There will be some exercises to work through and before the day finishes we will look at some advanced marketing reports.

Who is it for?

Graduates of Marketing Level 1 (see above), or anyone who wants to master advanced mailing extractions and data analysis in Databox. Suitable for those who have a basic understanding of the ticketing and marketing functions in Databox, including Marketing staff who have worked with Databox for at least a few months. Attendance of Marketing Level 1 is not a pre-requisite.

Course objectives:

To understand advanced data capture options in the database
To understand advanced configuration options relating to Marketing
To be able to analyse your database with a variety of reports
Introduce Data Interrogator as a customised-report writing tool

Date:

17/3/2009

Marketing Level 3 (Databox)

The third level of marketing can be booked on its own or as a conclusion to Levels 1 and/or 2. It considers practical application of the knowledge and skills you have learned from Levels 1 and/or 2 or may already have through your existing experience of the product. In this course we will pose common marketing problems such as, 'What is the most cost effective way for me to grow my audience?' 'Should we put our prices up?' 'How can I save money on my marketing?' 'How can I help my Box Office staff sell?' We will then explore how Databox can provide solutions to these problems using reports and extractions to pull out data from Databox to inform and support your decisions.

Who is it for?

Graduates of Levels 1 and/or 2 (see above). Or, this course would also be suitable for any marketing staff who already have a good knowledge of Databox reports and the mailing module. Attendance of Marketing Levels 1 and/or 2 is not a pre-requisite.

Course objectives:

Addressing common marketing questions and problems with solutions from Databox. Use of the Marketing and reporting module to extract information to answer questions and inform your marketing decisions.

Date:

24/3/2009

Financial Solutions (Databox)

This course will take you through the set up aspects of Databox which will impact on financial reports. This will look at the set up of workstation groups and event classification. We will then look at the extensive suite of Finance reports in Databox. We will also take a look at which reports should balance and what you can do if you find that these do not balance.

Who is it for?

Box Office staff responsible for running finance reports. Any finance staff who want to know more about the options available to them in Databox.

Course objectives:

Identify the optimum setup of Databox events
Look at Databox Finance reports
To cover the basic housekeeping tasks necessary for financial integrity.

Date:

7/4/2009

Databox System Maintenance (Databox)

This course will look at all aspects of maintaining your Databox system and best practises for everyday use of Databox. There will be a large part of the day dedicated to looking at what to do if you have reporting imbalances, how to deal with various error messages, and maintenance of the various lists in Databox. We will then move on to looking at how to keep your customer database clean and tidy. Troubleshooting the Databox Internet Gateway is also covered.

Who is it for?

This course would be suitable for System Managers, Box office Managers and Marketing managers.

Course objectives:

Looking at error messages
The importance of Archiving
When you need to run a Datacheck and how to use it
How to Dup Delete and keep your customer database tidy
How you can tidy lists, old reservations and batch print files
Optimise and table repair options
Troubleshooting Databox

Date:

31/3/2009

Box Office Short Course (Databox Scotland)

To accommodate the anticipated range of delegates' abilities, this course will consist of an amalgamation of certain aspects of Box Office Levels 1 and 2. The course will start looking at the options available for adding to the database including advanced options. It will then explore general and advanced box office functionality including searching for customers, events and bookings, waiting lists, multiple occupancy and also how Databox can help you deal with difficult customers! The day will end with a look at some box office accounting and event reports.

Who is it for?

New Box Office personnel as well as those wishing to brush up on their existing knowledge and looking to find a few tips and tricks!

Course Objectives:

Introduce and then develop an understanding of the Box Office module
Empower Box Office staff to utilise Databox more efficiently
Explore advanced Box Office functions
Understand Box Office reporting options

Date:

10/2/2009

Marketing Short Course (Databox Scotland)

To accommodate the anticipated range of delegates' abilities, this course will consist of an amalgamation of certain aspects of Marketing Levels 1 and 2. The course will start by looking at basic and advanced marketing configuration settings and data capture. The course will continue by easing delegates in to an introduction of the Mailing module with some simple extractions but will then move on to provide more challenging extractions for the group to consider. Advanced options for processing the records will be covered, including producing labels and exporting customer details. The day will round up by looking at a selection of more useful marketing and customer reports.

Who is it for?

New marketing staff who are quick to learn and/or those who have an existing basic understanding of Marketing options within Databox and are keen learn more and to master the mailing module!

Course Objectives:

Develop an understanding of data capture options
Explore the mailing module at basic and advanced levels
Consider the options available for extracted customers including label printing
Understanding some of the marketing and customer report options

Date:

11/2/2009

Databox System Maintenance (Databox Scotland)

This will be the same course as that run in Milton Keynes. Details of course content can be found above.

Date:

12/2/2009