

Tickets.com Customer Services Newsletter Spring 2009

Brrr! What a chilly winter! We had more than our fair share of snow fall in Milton Keynes with several members of staff getting snowed in and unable to get to the office (or so they tell us!) We hope that you were not as affected and are looking forward to a milder Spring season! Along with the subsequent thaw came some changes in personnel in Customer Services. Details below. You will also find in this newsletter details of the remaining short courses for ProVenueDatabox and ProVenueMax – it's not too late to book! We have just successfully completed a run of courses in Edinburgh for our Databox customers north of (and near to) the Scottish border. As usual, we hope to take the same run to Ireland sometime in the near future. Watch this space! Easter opening hours and also product upgrade information are all included here. Best wishes for Spring 2009!

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Bank Holiday Reminder

Please note the following dates are bank holidays in England and Wales so we will therefore be providing our ticketing emergency Support service only on these days:

Good Friday	10 th April 2009
Easter Monday	13 th April 2009
Early May Bank Holiday Monday	4 th May 2009
Spring Bank Holiday Monday	25 th May 2009

ProVenueDatabox upgrade

We are pleased to announce that version 1.7 is finally ready and available for you to download from www.provenue.net. This version contains some new features that we think you'll like including a speedier Reservation History, layout numbering in Gateway Locations and reporting enhancements for Special Fees. We urge all our Databox customers to ensure they remain up-to-date with Databox releases. The exceptions are those customers who are still using the Databox4/ CommsXL credit card interface – you will need to speak to our Sales team before updating to ProVenueDatabox as CommsXL is not supported on this version. If you are using ProVenueDatabox versions 1.5 or lower, you will need to update to version 1.6 before going on to 1.7. All the necessary update files (including 'how-to' instructions) can be found on www.provenue.net.

ProVenueMax upgrade

Version 6.4.1 is available and we are currently going through the process of contacting our customers to help you keep up to date. We will be in touch with you soon!

Training Courses

We still have some places available on this season's short courses. Details of which can be found below. Please email Daniel Burrows at dburrows@Tickets.Com for a booking form. Our Milton Keynes courses cost just £140 + VAT per person, which includes a full days training in a classroom environment and even lunch!

Date of Course	Title	Who is it for?	Objectives	Location
03/03/2009	The Ticket Office Manager (PVM)	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	Setting up users, groups and events. Familiarisation with advanced Box Office functions and becoming aware of the basic Box Office Reports, plus useful housekeeping tips	Milton Keynes
10/03/2009	Marketing Level 1 (Databox)	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.	Introduction to the database and the basic information it is able to capture.	Milton Keynes
17/03/2009	Marketing Level 2 (Databox)	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.	To understand advanced data capture options in the database	Milton Keynes
24/03/2009	Marketing Level 3 (Databox)	Graduates of Levels 1 and/or 2 (see above). Or, this course would also be suitable for any marketing staff that 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	Addressing common marketing questions and problems with solutions from Databox.	Milton Keynes
07/04/2009	Financial Solutions (Databox)	Box Office staff responsible for running finance reports. Any finance staff who want to know more about the options available to them in Databox.	Identify the optimum setup of Databox events	Milton Keynes

31/03/2009	Databox System Maintenance (Databox)	This course would be suitable for System Managers, Box office Managers and Marketing managers.	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	Milton Keynes
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Staffing Changes and Appointments in Customer Services

Departures...

Jessica Milner (Née Epton) jmilner@tickets.com

Jessica has moved from being Customer Services Manager to a more global support role and is now Client Support Services Manager. As a worldwide entity, Tickets.Com are aiming to provide a globally accredited Support service and Jessica will be key in guiding all of our Support teams through the process to improve global support services.

Nicholas Kinsella nkinsella@tickets.com

Nick waves goodbye to being Deputy Customer Services Manager and embraces his new role as Technical Account Manager. Nick is your new representative at Tickets.Com. Using all of his industry knowledge, technical expertise and customer commitment he is looking forward to setting new standards for quality and efficiency and maintaining excellent relationships with our customers and providing them with confidence, support and guidance to enable them to leverage the best possible advantage from the ongoing use of Tickets.Com products.

Kristel Denier

Our ProVenueMax customers will remember that Kristel went on maternity leave last year and gave birth to a healthy baby boy, Tommy, last March. Since then, Kristel made the decision to say goodbye to Tickets.Com and move back to Belgium so that she can be closer to her family. We wish Kristel (and her expanding family!) all the best for the future.

Arrivals...

Nicola Spafford nspafford@tickets.com

Jessica's move has paved the way for a new face at Tickets.Com. We are pleased to welcome Nicola as our new Customer Services Manager. Nicola has 10 years of experience in support and helpdesk management. Previous employment working in the support of point of sale systems saw Nicola work with Tickets.Com customers amongst others and so she is well aware of the demands and challenges of the Ticketing industry.

Will Trattles wtrattles@tickets.com

Will is moving up the ranks of Customer Services to replace Nick as our new Deputy Customer Services Manager. Will has been working here as a Support Specialist for 2 years and in this time has developed detailed knowledge of both ProVenueDatabox and ProVenueMax systems. He has forged good relations with our customer base and looks forward to the new challenges that lie ahead.

Cherilyn Van Milt cvanmilt@tickets.com

Cherilyn joined us last September from Abbey where she worked providing telephone support in their credit card department for a year. Originally from Holland, Cherilyn is working very hard as a Support Specialist helping our ProVenueMax customers and her linguistic abilities are proving very valuable in supporting our friends in mainland Europe.

Gary McIsaac gmclsaac@tickets.com

In January we welcomed Gary as a new Support Specialist for ProVenueMax. Gary already had a good grasp of the product because he used to call us for support whilst working at CairnGorm Mountain! For 2 and a half years he was employed as a Customer Services Assistant at the Visitor attraction and Winter Snow Sports resort in Scotland. Here he spent his days either selling tickets, or humouring American tourists! Gary is looking forward to hearing from, and working with, all our ProVenueMax customers.

Tickets.Com Call Escalation Procedure

Customers may be interested in our procedure for escalating support calls. This can be found on www.provenue.net. Or, if you're logged in to the site, you can click on this link to download it <http://www.provenue.net/downloads.php?cat=50>

www.provenue.net

We continue to add support and training materials to our customer website. We strongly recommend that if you haven't yet registered, then you do so as soon as possible. It's free to register and once you have you can benefit from hundreds of helpsheets, and training manuals, product upgrades and other downloads. You can also log, track and even update support calls for you and your organisation. Register today!