

V.16 Discussion

- Question for Bobbi: Is there a topline defect list? Not THE defect list, but the things that would be on a daily list. Things that don't actually work.
 - Bobbi will ask
- Anne reported that it adds elements to the digital ticket design
- Chelsea: Their cash drawers aren't compatible with V.16... they work intermittently
 - No recommendations or fixes
- Chelsea: They switched due to all of the membership stuff
- Anne: you can have a forced member pricing rule but you can't have it editable pricing
- Protected view is preventing people's names from showing up in Analytics
 - https://community.tessitura.com/topical_groups/analytics-coffee/f/discussions/34963/protected-records-in-dashboards
- Heather Laidlaw Kraft joined!
 - Was an issue with cash drawers with hosted environments. Group policy in the active directory that was having issues. Fix applied they should all be working. If they're not reach out to Heather.
 - What are the blockers for various people and what was the thing that made you say yes or no? What do we need to know about before we upgrade? Is there a known defect list?
 - Not a specific "This is a blocker" list because everyone is super unique. Reported on a weekly basis and prioritized. Used to be hot and heavy and now it's a trickle. Fully acknowledge that the defect list is a large one and difficult to sort. Working on the ability to download it as a CSV and sortable.
 - Considered blockers: Education extension isn't live yet, EU direct debit
 - Jamie: Are you culling information from people having internal conversations and not yet active in upgrading?
 - Heather: No, not unless it's reported to them. They watch the forums and try to follow up. Survey fatigue, just not getting the responses that they would like.
 - Just releases now, not service packs. Encourage everyone to do every single one.
 - V.16.0.12 releasing on Thursday.
 - Fixes will be happening for the next 2 years with every new release.
 - Jess: Is it still being considered in an early release?
 - Heather: Still in early release until we get to 50% adopted. 2024 will still be early and 2025 will be middle of the bell curve/late.
 - Anne: Enforce limit benefit pricing rules not being compatible with editable pricing is definitely an issue for us. Is there a chance this will change?
 - Heather will look into it. There has been a lot of conversation and memberships is the most changed and complex.
 - Direct debit is TNEW, not Client.

Lean Coffee Discussion

- Digest version for the ideas board?
- JESSICA: How do you address people who downplay the work that you do in Tessitura? How do you clarify the work that is required to achieve their request?
 - Jess: Started a “Day in the life” series. Walk through what it takes to build a performance and it was very eye opening to everyone who isn’t clear on how it works. Someone in Devo walked through all the steps in processing a gift and a pledge. Make sure that people understand and appreciate the behind the scenes work. Tessitura has been used for so long that people may be annoyed but very little push back.
 - Jamie: Tends to think about it as to what people are interested in knowing. The details are not what they feel like the signed up for.
 - Nancy: Opportunity for more team building and cross departmental understanding. Weekly pricing meetings and showing how things are selling with more people in the room. Open co-working sessions on site where everyone can work in a big room together and understand what other people are working on. Paper trail: hard deadlines and accountability.
- LISA: For those who went live with v16, what did you discover post go live, what kind of issues did you run into during the process?
 - Chelsea: Keep an eye on your extend services team. Forgot to build HTML templates and no TNEW sales came in for 2 days, TMS formatting error happened. Also double check your reference tables.
 - Nicki: Check your marketing website links and make sure they’re not broken
 - Heather: Things that were sunset then broke in v.16. Check things that you don’t use everyday. There is no list of things that sunset in v.15.
 - Sarah: Wondering about the learning curve with the new interface. Harder for people who has been using it for a long time. It’s like getting a new phone. Most visitor services staff agree it’s easier to use. Harder for system admins.
- JAMIE: Deliverability & Tessitura Emails
- Changes are coming to google and yahoo that are big. Want to make sure that everything is squared away with confirmation and forgotten password emails.
 - NICKI: From our marketing department: What we need to do is a followed
 - Enable email authentication: One key aspect of Google’s requirements is the necessity for senders to set up DKIM email authentication. In addition to DKIM, a basic DMARC record will now also be required. While it’s highly encouraged that all senders set up DKIM and DMARC, there are greater implications on deliverability for bulk senders.
 - If we have these setups then there really is no impact to us immediately
 - Caryl sent to her IT team and said they were in compliance.
 - Bobbi: <https://aboutmy.email/> helps test for compliance, also.
 - Caryl: Shouldn’t be anything from Tessitura. All through the DNS records and a single click opt out.
 - Jamie: Can we get an official statement from Tessitura about this?

- OLIVIA: TMS - we are worried we will be unable to get the contract signed since we are not allowed to make changes. Many Universities having the same issue. Anyone having issues, know what they will do if they cannot make the move to TMS?
 - Jamie: Hasn't been a hard no
 - Olivia: From Universities, they get through the first stage and then they can't make edits to the contract. If anyone hears anything, please let her know!