

NYC Community Idea Swap: v16

Membership

Date and Time:

09 June 2022 - All items on the board
15:34 (UTC+00:00)

Facilitator:

NYC Tessitura Community

Attendees:

Brianna Wilson (she/her), Jamie, Adithya Pratama, Mark Rhodes, Chris Willmeth, Kyle Sircus, shayes@publictheater.org, Gina Napolitano, Mark Rhodes-Tessitura, Jamie, Gabbi Frasco, AnnMarie-Paper Mill, Michael De Froda, Amanda Wong, Amelia Lee, AMNH, Gina Napolitano, Adithya Pratama, Brianna W, Stephen Lang, Amanda Wong, Tom Brown (he/him) Spoleto Festival USA, Kyle Sircus, adithya, Liz, Kyle Sircus

Summary:

Actions:

Learnings:

Topics discussed:

Any ideas on how to prepare for v16 when it comes to memberships? What kinds of discussions should we be happening internally?

Votes: 9

Suggested by: NYC Tessitura Community

Comments:

I don't know anything about the new functionality so I could use an overview.

Votes: 6

Suggested by: Gina Napolitano

Comments:

- NYC Tessitura Community
Mark did a good overview beforehand. Would love to learn more about benefits.
- NYC Tessitura Community
Could set up- 1 benefit per production with limit of two (or per performance)

If we start using these to manage benefits/entitlements, are we going to need to focus on Membership reports rather than sales, etc etc)?

Votes: 4

Suggested by: Jamie

Comments:

- Jamie
May not be as relevant as it has been in the past bc you can report on so much using Analytics
- Jamie
Can use sales reports to see usage of benefits (assuming sales based!)
- NYC Tessitura Community
Could Membership benefits help with subscription/flex buying benefits?

What is everyone most excited for with the new Membership functionality in v16?

Votes: 3

Suggested by: NYC Tessitura Community

Comments:

- NYC Tessitura Community
Benefit tracking
- NYC Tessitura Community
Analytics
- NYC Tessitura Community
A new period for memberships (grace period)
- NYC Tessitura Community
Levels can correlate with time periods

Mark, would you mind just talking about Membership benefits/entitlements within TNEW?

Votes: 3

Suggested by: Jamie

Comments:

- Jamie
Think same as Pricing Rules, just more aspects of set up to connect to entitlements (vs what's there right now in rules)

Can benefits cross across affiliated records? Like the School has the entitlements but the educator (the human who is on the website) could access them?

Votes: 3

Suggested by: Jamie

Comments:

- NYC Tessitura Community
Might not work the way you're hoping...but could be a good model to discuss
- NYC Tessitura Community
Stumbling block: No primary affiliation to redirect

You mentioned new features coming as part of SP. How is this going to impact "Breaking Changes" in SPs.

Votes: 2

Suggested by: Tom Brown (he/him) Spoleto Festival USA

Comments:

- NYC Tessitura Community
Might flag it that it has X "Breaking Change"
- NYC Tessitura Community
Won't be a ton of changes like this
- Jamie
Aiming to have releases in service packs be NEW vs change

If we use benefits for season memberships, should we tie our upgrade timeline to launching the season? (What are implications of upgrading mid season?)

Votes: 1

Suggested by: Kyle Sircus

Comments:

- NYC Tessitura Community
Depends on if you're using Entitlements currently

I suspect this functionality will result in us phasing out some of our memberships that were created as "sale" options. Is there anything I should know about inactivating membership levels?

Votes: 1

Suggested by: Gabbi Frasco

Comments:

- NYC Tessitura Community
Only one level can change into one other level (1-1 relationship)
- NYC Tessitura Community
You can "end date" the level or inactivate it
- NYC Tessitura Community
Perhaps try to lessen creating new memberships when it's possible

How does Tessitura Analytics Change as part of the Upgrade? Is there any difference between legacy membership and new memberships?

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Votes: 0

Suggested by: Tom Brown (he/him) Spoleto Festival USA

Comments:

- NYC Tessitura Community
What differences will there be between looking at old memberships and new memberships.
- NYC Tessitura Community
What period were they in when they renewed? is an example of trying to merge the v15 data like v16 data