

# Canada User Group Meeting - Dec 8/21

## Date and Time:

08 December 2021 - All items on the board  
20:11 (UTC+00:00)

## Facilitator:

Canada Tessitura Community

## Attendees:

Kirstin, Valerie, Jason Taylor, Cindy Fedoryk, Jessica, Michele Keutsch, Mo Faruqe, Steve, Amy Culliford

## Summary:

In general, it seems like openings have gone well across all organizations. Patrons are responding well to digital tickets, and people are generally happy to be returning.

V16 testing is going well with some organizations, and others will be emailing [sandbox@tessituranetwork.com](mailto:sandbox@tessituranetwork.com) to get their logins.

Many of the people on today's call are still working from home with a plan to ease back in to returning to the office in the new year.

Experiences regarding staff shortages and vacancies not being filled was discussed, and the entire board had similar feelings regarding this matter.

## Actions:

## Learnings:

## Topics discussed:

Reopening lessons learned

Votes: 8

Suggested by: Steve

## Comments:

Adoption rate of mobile/PAH vs. hard tickets. Are your patrons buying in?

Votes: 8

Suggested by: Jason Taylor

**Comments:**

Have you been in the V16 sandbox? And if so...what do you think?

Votes: 6

Suggested by: Canada Tessitura Community

**Comments:**

How are your audiences/visitors feeling in general?

Votes: 4

Suggested by: Canada Tessitura Community

**Comments:**

How is your return to work going? Or is that not happening?

Votes: 2

Suggested by: Canada Tessitura Community

**Comments:**