

Canada User Group Meeting - Dec 14

Date and Time:

14 December 2022 - All items on the board
20:01 (UTC+00:00)

Facilitator:

Canada Tessitura Community

Attendees:

Ben Osgood, Paula (she/her) Stratford Festival, Meaghan Metke, Gen Perras, Nicki LeGrand, Justin Hickmott, Bryan R, Tal, Bethany, Eden Edwards, Yash, Steve, Rachel, Cindy F, Dawn Yates (KWS), Ceairy , Shannon Urie, Jessica JD

Summary:

Can Tessitura User Meeting Notes - Dec 14/22

Actions:

Learnings:

Topics discussed:

Has anyone done the v16 upgrade? Do you want to share how it went.

Votes: 10

Suggested by: Cindy F

Comments:

- Canada Tessitura Community
Check NScan
- Canada Tessitura Community
Test all custom docs as the report may not pull them all
- Canada Tessitura Community
Some links on marketing site at RWB broke...have a look at them all
- Canada Tessitura Community
email nlegrand@rwb.org if anyone wants the RWB doc/schedules
- Canada Tessitura Community
Analytics is slightly broken...will be fixed in 16.0.5
- Canada Tessitura Community
RWB took 6 weeks to upgrade, but they don't have memberships.

- Canada Tessitura Community
Access control and memberships are the suggestions that Tess staff recommended checking. Make sure that Tessitura is updated. Get the contact permissions solid before you upgrade. It is REQUIRED.
- Canada Tessitura Community
Memberships REALLY need to be gone over with a fine toothed comb. All data points that need to be changed will be identified.
- Canada Tessitura Community
https://www.tessituranetwork.com/Upgrade_v160/Content/Contact%20Perm%20Migration/Contact%20Perm%20
- Canada Tessitura Community
Have a list of your custom reports and check them all.
- Canada Tessitura Community
https://www.tessituranetwork.com/Upgrade_v160/Content/v16-Upgrade/Contact-Restrictions.htm

V16 prep...what's your plan?

Votes: 9

Suggested by: Canada Tessitura Community

Comments:

- Canada Tessitura Community
Dawn @ KWS just starting to look at it. Just starting to make notes on what they need to do, and to tackle contact permissions.
- Canada Tessitura Community
Check the defect list. Some memberships issues came up, but Tess feels like its been going well.

How are audiences for your holiday shows?

Votes: 4

Suggested by: Canada Tessitura Community

Comments:

delayed print at home

Votes: 0

Suggested by: Canada Tessitura Community

Comments:

- Canada Tessitura Community
WSO asked about delayed Print at home. They are currently sending out 7 days in advance. Polled the group and it seems that most send immediately

P2 vs Wordfly

Votes: 0

Suggested by: Canada Tessitura Community

Comments:

- Canada Tessitura Community
Jen polled the group to see who was using WF or P2. Seems a healthy mix. NB is in the

process of converting now. Main driver was the automations. Currently IT holds the keys to that, but departments will be able to do their own thing.