

# Canada User Meeting - June 15/23

## Date and Time:

15 June 2023 - All items on the board  
18:58 (UTC+00:00)

## Facilitator:

Canada Tessitura Community

## Attendees:

Steve, Nicki LeGrand, Jason Demers, Foon (she/her), Anastassia Lavrinenko, Bar Clement, Karen, Meaghan Metke (Tessitura), Devon, Eden Edwards, Jessica JD, Alan Moffat, Cindy, Grace, Michele Keutsch, Jason Taylor, Evan Klassen, Dawn Yates

## Summary:

Canada Tessitura Meeting - June 15/23

## Actions:

## Learnings:

V16 Sandbox will not be available until  
Written By: Canada Tessitura Community

Re: V16. Tessitura as removed the update expectation to ensure that all people have the best upgrade experience

Written By: Canada Tessitura Community

There are some in the group that have started the V16 process, but it seems like a lot are holding off.

Written By: Canada Tessitura Community

Re: Outlook communications and Tessitura. The ability to use the "send" button on tasks, The issue with connecting outlook and Tess was actually citrix. That is hoped to be eliminated by the end of this year. This would bring in the possibilities that Evan was speaking to regarding being able to tie in outlook conversations and steps

Written By: Canada Tessitura Community

## Topics discussed:

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How close is everyone to v16? Any v16 related questions.

Votes: 6

Suggested by: Steve

**Comments:**

Monthly Giving and associated tax receipts

Votes: 4

Suggested by: Jason Demers

**Comments:**

- Canada Tessitura Community  
Looking to get a yearly tax receipt now> RWB does a custom 6 month one. NB has a custom one as well.

Has anyone customized an analytics cube themselves? How was it?

Votes: 3

Suggested by: Canada Tessitura Community

**Comments:**

TLCC - Who's attending? Who's not?

Votes: 3

Suggested by: Michele Keutsch

**Comments:**

- Canada Tessitura Community  
Vary of places sending representatives. Some will be trying virtual.

Help ticket responses - SLA's not being met?

Votes: 1

Suggested by: Michele Keutsch

**Comments:**

- Canada Tessitura Community  
Anastassia found some tickets are getting answered quicker than others.
- Canada Tessitura Community  
Devon is feeling this as well.
- Canada Tessitura Community  
Jessica let us know that the volume has been an issue due to 16 and Merchant services
- Canada Tessitura Community  
They are ramping up with staff to get the SLA back to 95
- Canada Tessitura Community  
Jessica - 48 hours is the anticipated initial response time.

Integrating lead project management software with Tess

Votes: 1

Suggested by: Evan Klassen

Comments: