

v16 Overview



Ellie Griffiths
Product Marketing Manager



Agenda

What to

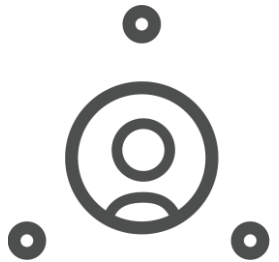
- do now
- plan for
- do next

Upgrade process

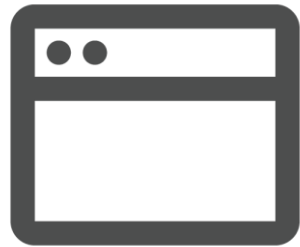
V16 new features!

Resources

Version 16



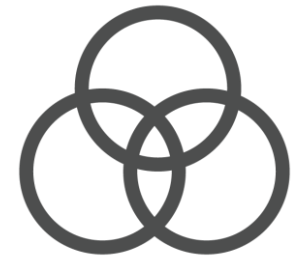
Tessitura



TNEW



Access Control



Integrations

Cross-platform approach

Change management

TESSITURA CAMPAIGNS Lloyd

Campaigns BETA

Q Description CAMPAIGN TYPE CAMPAIGN CATEGORY ACTIVE ONLY Fiscal Year SEARCH CLEAR ADD NEW CAMPAIGN

				DESCRIPTION	TYPE	CONTROL GROUP	CATEGORY	GOAL	FISCAL YEAR	START DATE	END DATE	MEMBERSHIP ORGANIZATION	EVENT DATE
				2019 Ticketing	Campaign	(Default Control Group)	Ticketing	\$525,000.00	2019	01/01/2019	12/31/2019		
				2020 Ticketing	Campaign	(Default Control Group)	Ticketing	\$525,000.00	2020	01/01/2020	12/31/2020		
				2021 AF Individual	Campaign	(Default Control Group)	Annual Fund	\$1,200,000.00	2021	01/01/2021	12/31/2021	Friends of Autumn Ridge	
				2022 Ticketing	Campaign	(Default Control Group)	Ticketing		2022	01/01/2017	12/31/2022		
				2023 AF Box Office Donations	Campaign	(Default Control Group)	Annual Fund		2023	01/01/2023	12/31/2023		
				2023 AF Individual	Campaign	(Default Control Group)	Annual Fund		2023	01/01/2023	12/31/2023	Friends of Autumn Ridge	
				2023 FP Membership	Campaign	(Default Control Group)	Annual Fund		2023	01/01/2023	12/31/2023	Fixed Price Memberships	
				2023 Gala	Fundraising Event	(Default Control Group)	Annual Fund		2023	01/01/2023	12/31/2023		
				2023 Wax Membership	Campaign	Wax Museum	Annual Fund		2023	01/01/2023	12/31/2023	Wax Museum	
				2023 Wax Museum	Campaign	Wax Museum	Annual Fund		2023	01/01/2023	12/31/2023	Wax Museum	
				2024 AF Box Office Donations	Campaign	(Default Control Group)	Annual Fund		2024	01/01/2024	12/31/2024		
				2024 AF Individual	Campaign	(Default Control Group)	Annual Fund		2024	01/01/2024	12/31/2024	Friends of Autumn Ridge	

SHOWING 1 TO 20 OF 31 ENTRIES

“ I found v16 much smoother to navigate. Things like being able to copy order numbers and gift certificates has been an absolute game changer.”

S M T W T F S
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30

S M T W T F S
30
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29

5

6

7

8

9

10

19

12

13

14

15

16

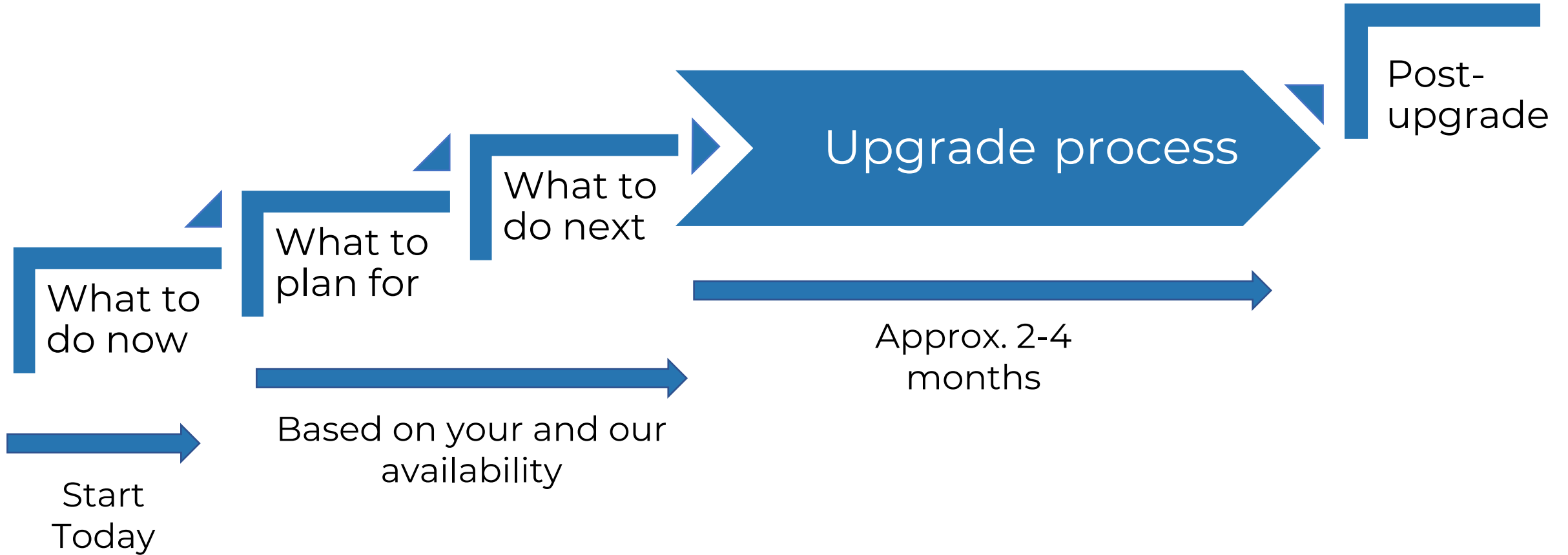
17

24

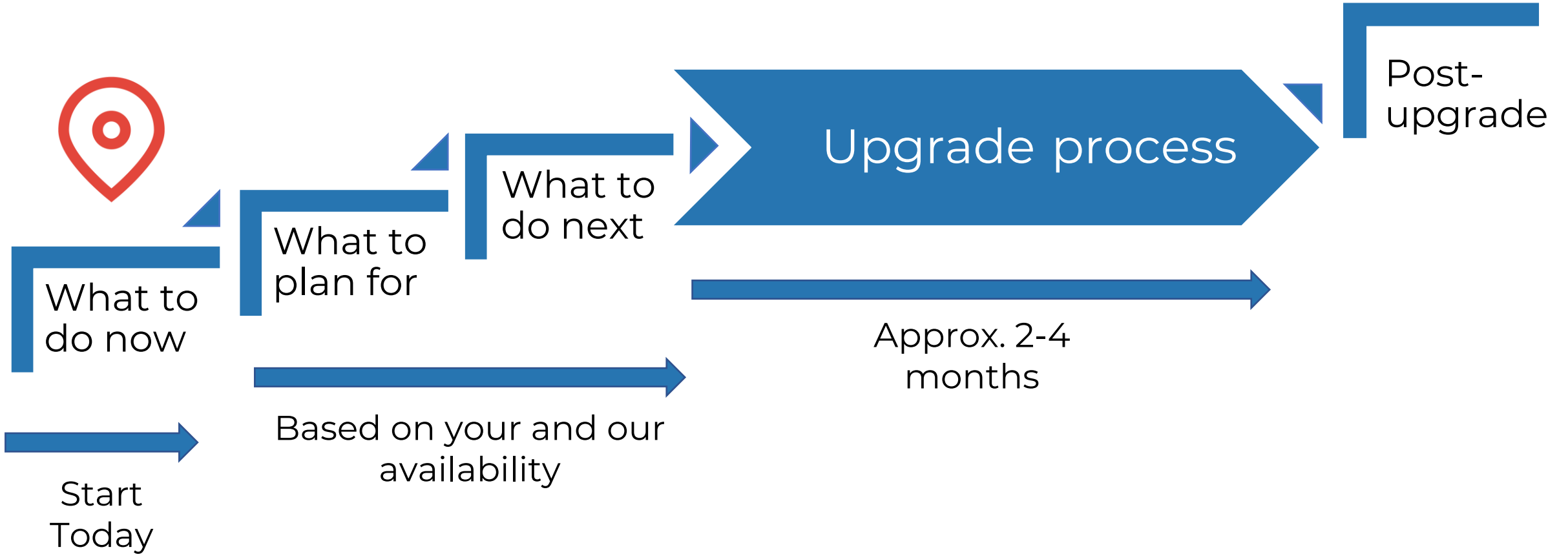
What does ready look like?

A thick white curved line that starts from the left edge, rises to a peak in the middle, and then descends towards the right edge, spanning across the bottom of the slide.

v16 upgrade steps



v16 upgrade steps



Upgrade to the latest v15.2

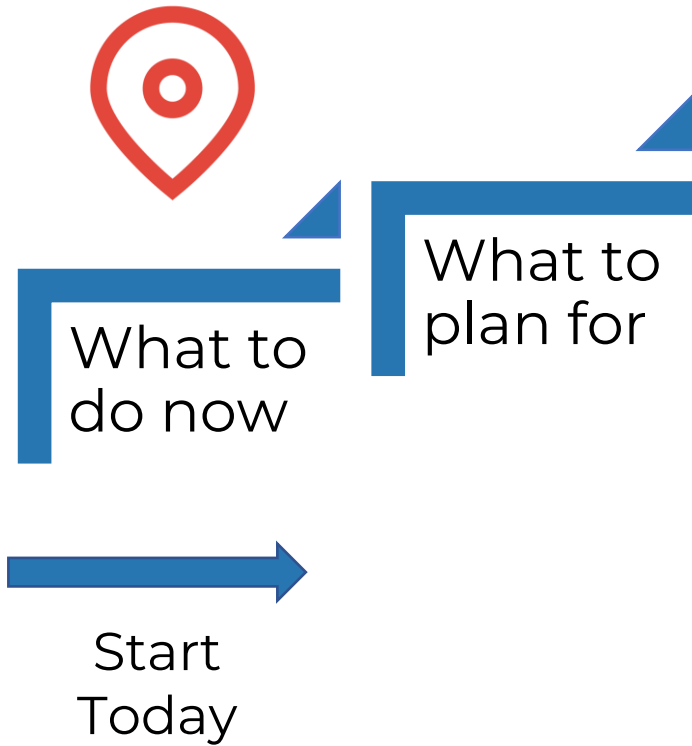
 PRODUCT ANNOUNCEMENT

Enhancements to
Tessitura Merchant
Services and the
upgrade toolkit, plus
improvements and
fixes

Tessitura v15.2.36 available June 26,
2023

tessituranetwork.com/Support/Product-Announcements

v16 upgrade steps



Upgrade timing



Usage of

Custom functionality

Extensions

Integrations



Upgrade availability



Organisational priorities

Projects

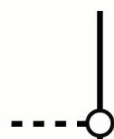
Upgrade windows

Timeline

Upgrade considerations timeline

Ready

- Tessitura Merchant Services
- Tessitura Roving Box Office
- Contact Permissions (GDPR)
- Conditional Checkout Donations
- Gift Aid TNEW Extension (UK)*
- Special Seat TNEW Notification
- Subscription Contribution Asks Extension
- Additional Items (Formerly Add-On)



tessituranetwork.com/v16

Check Customisations

| Next

Autumn Ridge Cultural District

Migration - Customization Review Page 1 of 1

Parameters
Version To Report: Version 15

Object Type	Object to Review	mail_ind	emarket_ind
Procedure	LP_TICKET_ELEMENTS	X	
	LP_UPDATE_EMAIL_PROMOTION		X
	LTP_ORDER_IMPORT_MAIN_SQUARE	X	

/Tessitura/Reports/Data Management/MigrationCustomCheck Run by ksheehan/Admin on 9/20/2018 4:15:10 PM (Request 1621)

Custom Report Run Frequency jmcclore 8/5/2022 10:21 AM

Start Date: 2022-06-01 PSR Files Only? No Page 1 of 2

End Date: 2022-08-05

Category	Report Name	Datawindow	User Id	Run Count	Report Last Run
<input checked="" type="checkbox"/> Ticketing Box Office	Custom: Base House Popularity	BaseHousePopularity		9	7/20/2022 16:29:50
<input checked="" type="checkbox"/> Ticketing Box Office	Custom: Base House Seats Detail	BaseHouseSeats		9	6/29/2022 17:04:50
<input checked="" type="checkbox"/> Customer Service	CUSTOM: Create CSIs from List	CSIFromList		2	7/23/2022 13:41:02
<input checked="" type="checkbox"/> Ticketing Box Office	Custom: Allocation Code by Venue	AllocationCodebyVenue		4	7/18/2022 11:15:36
<input checked="" type="checkbox"/> Data Management	Custom: Batch Close Utility	BatchCloseUtility		60	7/30/2022 01:45:00
<input checked="" type="checkbox"/> Ticketing Box Office	Custom: Comp Detail	CompDetailReport		284	7/28/2022 20:20:34

Memberships



Benefits



Pricing rules



Taxes



Reporting & Analytics



Level First mode



And more...

tessituranetwork.com/v16

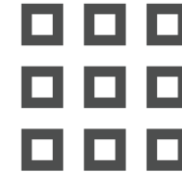
Device compatibility



Access Control



TRBO



Other hardware

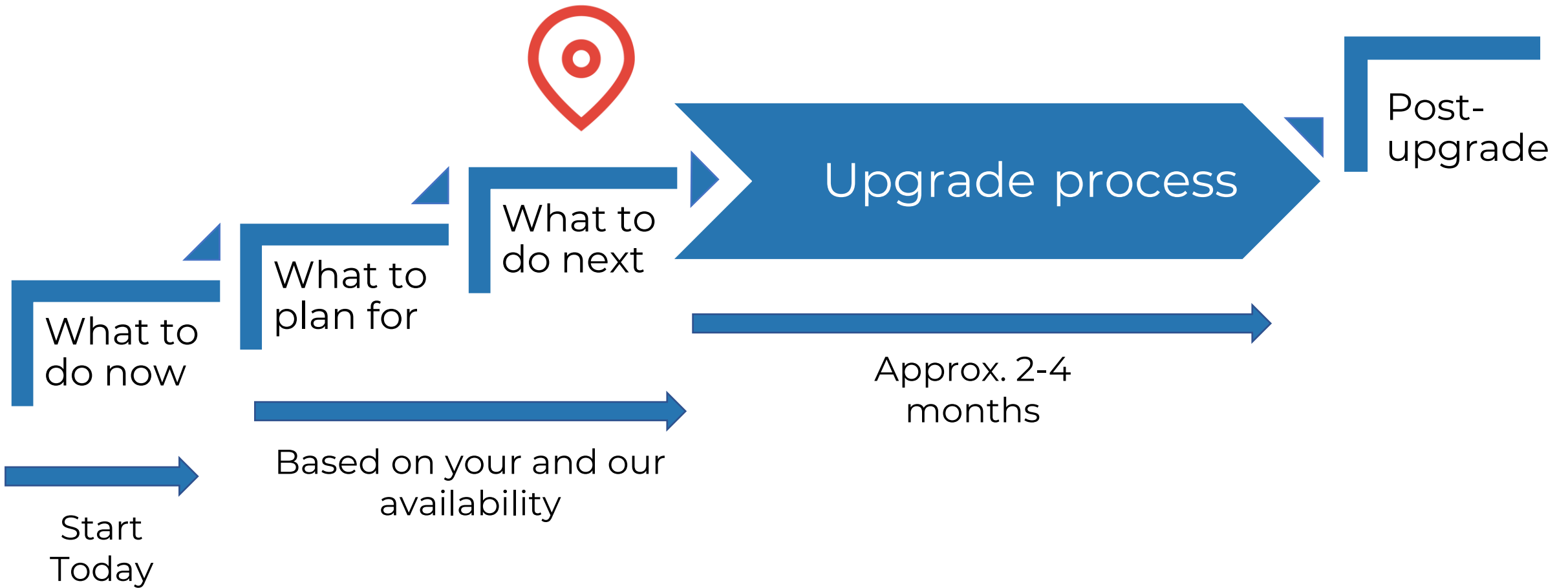
Deprecated devices:

- Motorola/Zebra TC20
- Motorola/Zebra TC25
- Motorola/Zebra TC70
- Motorola/Zebra TC75
- Motorola/Zebra MC40
- Motorola/Zebra MC65
- Saveo Scan for Android Phones
- Saveo Bolt Bluetooth Trigger Handle

Familiarisation

- v16 learning programs by job role
- Membership processing courses
 - Contribution Editor
 - Ticket Orders
- Translating v15 membership periods to v16 periods
- Recreating Deprecated Membership Reports in Tessitura Analytics
- Release notes and defect lists

v16 upgrade steps

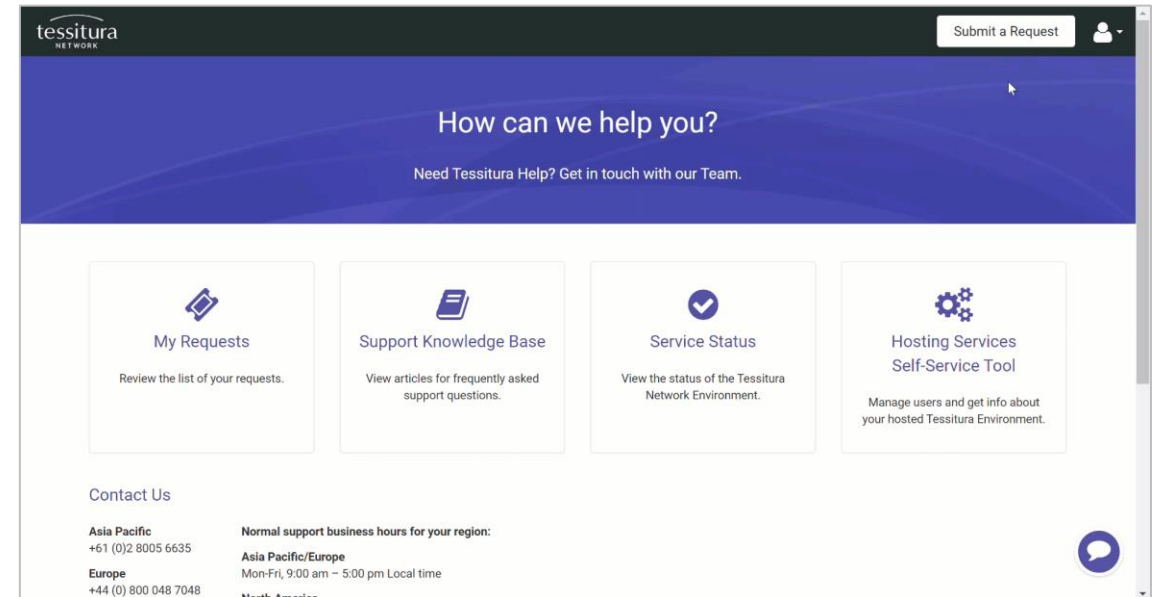


Initiating the upgrade



Open a Support Ticket

- Include main project team contacts
- Helpful to include your Ideal go live timeline
- Confirm your Custom Features



It's not too early to open a ticket!

Initiating the upgrade



Schedule Kickoff

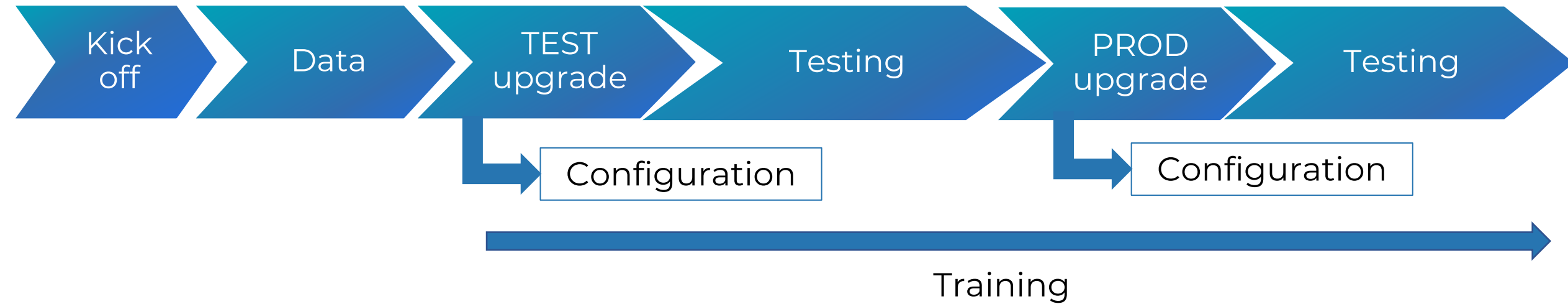
- Review process
- Personalised Trello Board
- Determine Timeline



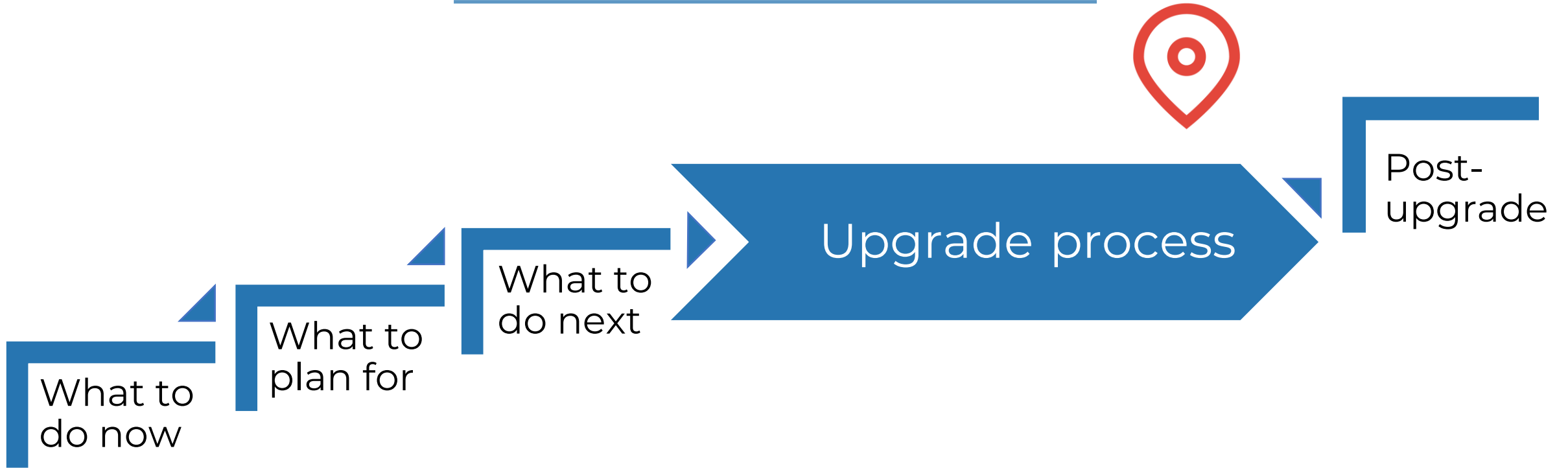
v16 upgrade steps



Upgrade process



v16 upgrade steps



Post-upgrade



Plan for Post-upgrade Support



Expect a little extra hand holding at the beginning



Support is here to help



Know what resources and documentation are available

V16 features!

Benefits of v16



Easier to learn and use



Streamlined strategies for membership acquisition and retention



Reduced uncertainty as you plan for the future








Flexibility to give customers the right info



Supports you to welcome the widest possible audience

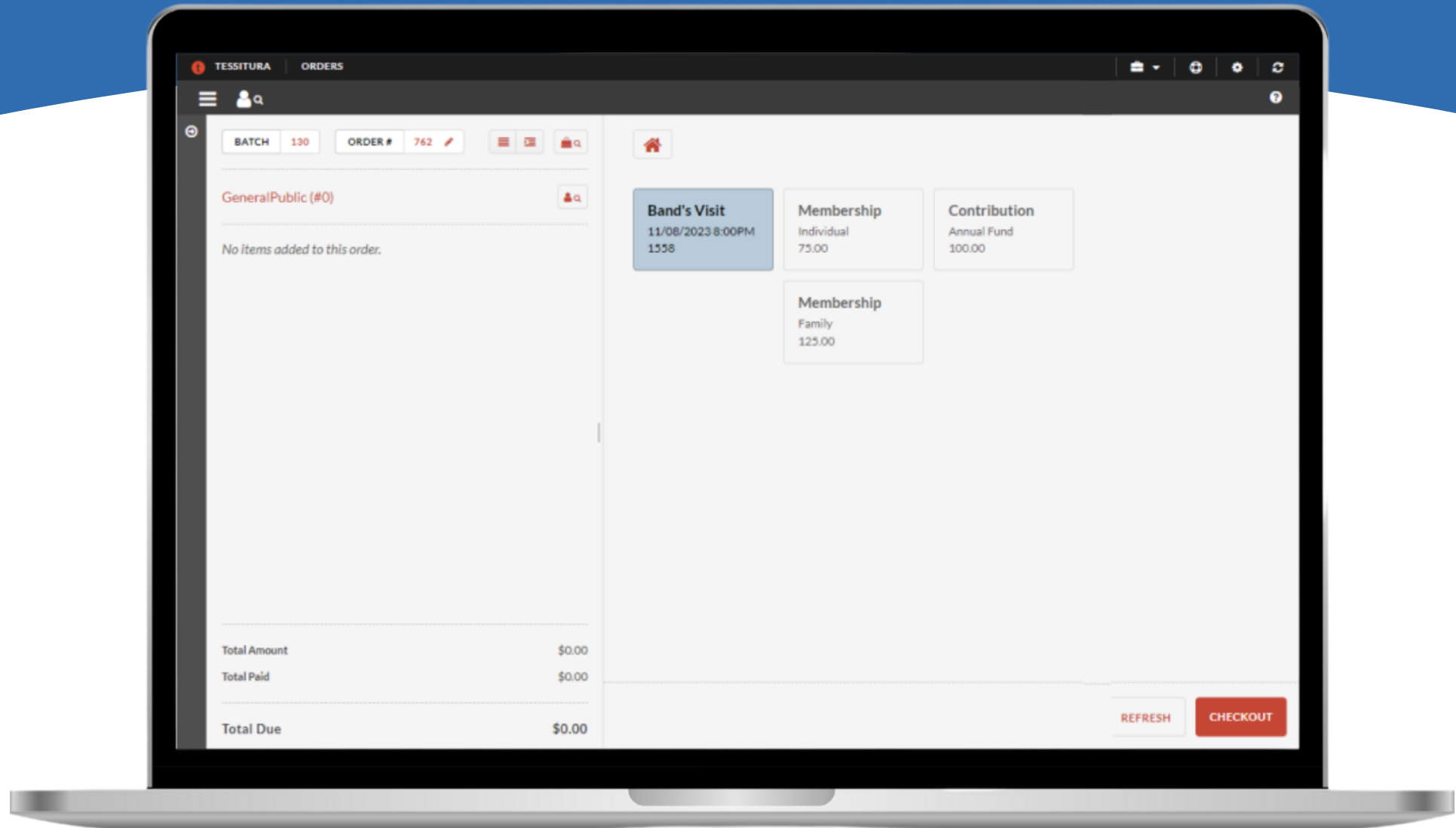
V16 features

-  Friendlier, browser-based interface
-  Membership discounts & benefits
-  Predictive forecasting in Analytics
-  HTML templates for TNEW
-  TNEW accessibility updates

Since general release

- Additional web screens
- Mobile tickets in the application
- Mobile Wallets
- Access control improvements
- More reports in the web browser

Order processing pilot



New User Interface

Favourite Pages

Favourite Reports and
Utilities

Favourite Reference
Tables

Report Parameter Sets

Constituent Steps

Friendly names for
Tables'

QR Code for scanner
login

Interactions Cube

Predictive Forecasting

New HTML Templates

Membership Discounts

Membership Benefits

Web Application

Segmentations

Mobile wallets

Resources

Familiarisation

- v16 learning programs by job role
- Membership processing courses
 - Contribution Editor
 - Ticket Orders
- Translating v15 membership periods to v16 periods
- Recreating Deprecated Membership Reports in Tessitura Analytics
- Release notes and defect lists

v16 Resources: Explore, learn, prepare

 **tessituranetwork.com/v16**

 [Documentation](#)

 Upgrade Guides

[Hosted](#)

[Self-hosted](#)

 [v16 Timeline](#)

 [Learning Resources](#)

v16 Resources: Explore, learn, prepare



Questions about upgrading:
hello@tessituranetwork.com



Product Feedback
product@tessituranetwork.com



Product webinars
tessituranetwork.com/Webinars



Product roadmap
tessituranetwork.com/Support/Roadmap

In This Playlist



v16 Upgrade Overview

35 MIN

- What to do now
- What to plan for
- Website considerations
- Integrations
- Device compatibility
- What to do next
- Upgrade process steps
- Review of high-level steps
- Resources

<https://www.tessituranetwork.com/Items/Videos/Webinars/2023/v16-Upgrade-Overview>

Q&A

Prepare:

tessituranetwork.com/v16

Support:

hello@tessituranetwork.com