

Tessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

THE TESSITURA COMMUNITY AND RESOURCES

TESSITURA GOLDEN NUGGETS

🎯 PRESENTERS

Don Youngberg : Tessitura Network

Tony Barnes : Tessitura Network

Erin Koppel : Tessitura Network

Kelly Enderwick : Southbank Centre

Annie Scally : Ticketing Network East Midlands

Nicola Blackburn : Theatre Royal and Royal Concert Hall

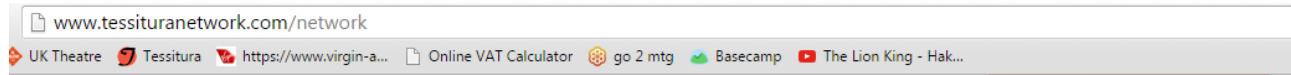




Jessitura network



TESSITURA NETWORK WEBSITE



The Global Leader for Arts & Cultural Technology + Services + Community

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V12.5 has been released!

This latest update rounds out the largest release in Tessitura history.



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[Get Started](#)

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LATEST EMV UPDATES
FOR UNITED STATES
ORGANIZATIONS USING
ELEMENT

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New to Tessitura?
Start Here!

SOFTWARE DEVELOPMENT
INFORMATION

[Tessitura Technology](#)

NETWORK NEWS

New to Tessitura in a Software Developer Role?

We've created a Getting Started with Tessitura guide just for you! The guide provides quick links to resources helpful for gaining skills and knowledge necessary to build and enhance Tessitura-pow...[more](#)

Learn More About Elevated Events

We recorded and posted the Elevated Events training session presented at TLCC2015. View the recording to learn more about elevated events, including campaign setup, event invitations, processing e...[more](#)

TLCC2015 Tessitura Technology Update

During our annual Tessitura Technology general session at TLCC2015, Chuck Reif and Kristin Darrow took us through what Tessitura development teams are working on right now, what to expect in the n...[more](#)

New! Getting Started in Education

The Getting Started Guides in Learning Resources map out the most direct routes for gaining fundamental, intermediate and advanced skills using Tessitura in various roles. We've just added a Getti...[more](#)

Upgrading from v11 to v12.5?

Looking for a better understanding of what this feature-rich release contains and what the upgrade process will entail? We have a recorded training session just for you. This session is intended t...[more](#)

RECENT SUPPORT ALERTS

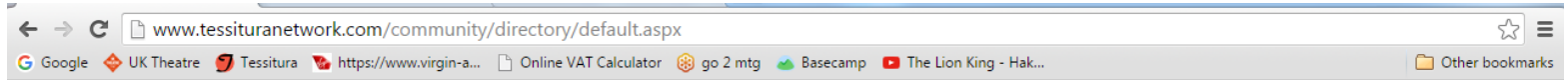
- New EMV Status Page Launched Updates Regarding EMV (Chip & Signature) Implementation in the United States.
- New additions to the shared reports library
Four new shared reports have recently been added to the Shared Reports library that now includes 153 reports and utilities.
- Highly Recommended Hotfix available for Tessitura v12.5.0
A hotfix applicable to Tessitura V12.5 which resolves several payment processing issues is available for download in TASK Online.
- The PCI Security Standards Council has recently removed SSL 3.0 and TLS 1.0 as examples of strong cryptography
We have received some recent inquiries as to what this announcement means for the Tessitura environment.

[View All](#)

PAST CONFERENCE
MATERIALS



DIRECTORY



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Recently Added Members

Name	Interest Area	Location
 Anthony Deng The Public Theater Application Manager		
 Paul Rolfe Theatre Royal Newcastle Database & Systems Administrator		
 Laura Wakelin Black Country Living Museum Director og Communications & Marketing		
 Mariana Gaviria Center Theatre Group Intern		
 Sandra Allen John G. Shedd Aquarium Facilitator		
 Nicole Kite Overture Center for the Arts Intern		

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USER PROFILE

Edit Your Profile

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Your profile has been updated. It may take up to 10 minutes for changes to take effect.

AVATAR



[Change avatar](#)

BIO

Font family | Font size | Format |

An arts professional with over 15 years of expertise in Box Office and Customer Service with additional experience in Marketing, Education and Development. Supported by a degree in Dance, I have worked in a variety of different arts venues from small to large scale with a focus on managing Box Office, facilities and CRM systems.

COMMON PROFILE OPTIONS

Email/Login: nicola.blackburn@nottinghamcity.gov.uk

Organization: Theatre Royal and Royal Concert Hall

Password: [change password »](#)

Privacy Setting: Hide My Profile
If you check this box, you will have limited access to this site's community features including forums, groups, directory, and blogs.

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First Name:

Last Name:

Country:

State/Province/Locale:

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Last Name:

Country:

State/Province/Locale:

City:

Phone:

Mobile Phone:

Business Title:

Employment History:

Timezone:

TASK LOGIN

Password: **Password is on file. update password »**

INTERESTS

- Administration/Finance
- Development
- Education
- Group Sales
- IT
- Marketing
- Membership
- Ticketing
- Web

SUBSCRIPTIONS

- Monthly Update
- IT Communications
- Webinar Invitations
- Conference Communications

MY LINKS

example: <http://www.myfavoritesite.com/>
(one per line)



COMMUNITY



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BLOGS

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MEDIA

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FORUMS

[Analysing the number of orders placed Sales - Merchandise](#)
[Festival discount card](#)
[Using Tessitura for Restaurant bookings](#)
[Vacancy: Deputy Ticket Sales Manager, Nottingham](#)

[View all discussions](#)

WIKIS

You have not yet contributed to any pages.

Community



YOUR CONVERSATIONS

Conversation



Welcome to the Tessitura community!
Last message by [Tessitura Webmaster](#) on Fri, Mar 2 2012 3:55 PM

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COMMUNITY FORUMS

[Most Recent](#) [Most Active](#)

Forum	Topic	Posted by	Date/Time
Tessitura Web	RE: TNEW Dynamic Shipping	Tim Chandler	Sat, Oct 24 2015
Tessitura Marketing	RE: Emailing Households	Lucie Spielers	Sat, Oct 24 2015
Tessitura Ticketing Forum	RE: Constituency into T-Stats	Amy Aldrich	Sat, Oct 24 2015
Tessitura Technical	Re: first step in custom reports?	Nick Reilingh	Fri, Oct 23 2015

[Explore the Forums](#)

SHORTCUTS

- Posts you have not read
- Forum Email Subscriptions
- Search Forums, Blogs and Groups
- TLCC2015 will be at the Grande Lakes Orlando, Orlando, Florida. Sun Aug 16 - Thu Aug 20, 2015...Add TLCC2015 to your calendar

RECENT BLOG POSTS

- Superstar, transcendental moments, inflection points, Tessiturians, and nuts and bolts
- Each day in the world of Tessitura...
- The Little Engine That Could
- Helping bring arts and culture to the world makes us proud.
- Transitions are hard, memories are priceless and the future is bright...

YOUR GROUPS



Australia and New Zealand...



CTUG - Chicago Tessitura Users



DFW Tessitura User Group



European Tessitura Users



Greater New York City Area...



N-Scan

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Forums

- SORT BY
- All Recent
 - Unanswered
 - Unread
 - Your Discussions

Write a New Post

Topics	Replies
TNEW Dynamic Shipping Latest post by Tim Chandler, Sat, Oct 24 2015 9:05 AM	3
Emailing Households Latest post by Lucie Spieler, Sat, Oct 24 2015 3:26 AM	1
Constituency into T-Stats Latest post by Amy Aldrich, Sat, Oct 24 2015 12:23 AM	5
first step in custom reports? Latest post by Nick Reilingh, Fri, Oct 23 2015 11:48 PM	2
Real Time Data in Dashboard Widget Latest post by Brian Wilbur Grundstrom, Fri, Oct 23 2015 9:46 PM	3

View more

BROWSE DISCUSSIONS

18,369 users have contributed to 29,132 threads and 38,293 posts.

Tessitura Software Forums

- Tessitura Ticketing Forum
- Tessitura Marketing
- Tessitura Technical
- Tessitura Development
- More...

Conference Forums

- Forums related to the Tessitura Learning & Community Conference.
- Tessitura Conference

Tessitura Technology Roadmap

- Technology Roadmap Forum

Network Member Job Forum

- Tessitura Network Member Job Board

Town Hall

- Tessitura Network Town Hall

Innovations

- Tessitura Innovation

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MY FORUM THREADS

- Analysing the number of orders placed
- Sales - Merchandise
- Festival discount card
- Using Tessitura for Restaurant bookings
- Vacancy: Deputy Ticket Sales Manager...

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Tessitura Ticketing Forum

[Sorting and Filtering](#)

[Write a New Post](#) | [Mark all read](#)

A forum dedicated to ticketing-related topics and Tessitura software.

Topics	Replies
Constituency into T-Stats Latest post by Amy Aldrich , Sat, Oct 24 2015 12:23 AM	5
Adding a discount code to TNEW sales Latest post by Aaron Goldberg , Fri, Oct 23 2015 5:37 AM	2
Buy one show get half off another discount question Latest post by Jordan Smith , Wed, Oct 21 2015 9:02 PM	4
Pre-paid parking Latest post by Christopher Cuhel , Wed, Oct 21 2015 8:18 PM	2
Pricing Rule Question Latest post by Maurice Nounou , Tue, Oct 20 2015 9:45 PM	6
Goldstar - Best Practice in Tessitura. How do you process? Latest post by Michelle Wiesel , Tue, Oct 20 2015 11:22 PM	0
Rotate Barcode in PAHT template Latest post by Frances O'Connell , Tue, Oct 20 2015 4:09 PM	3
Early Subscription Renewal Best Practices Latest post by Steven Jirjis , Sat, Oct 17 2015 5:48 PM	3
Hold Code on the WEB Latest post by Steven Jirjis , Sat, Oct 17 2015 4:43 AM	5
Per Ticket Fees and Flex Packages Latest post by Steven Jirjis , Sat, Oct 17 2015 3:57 AM	11
Web Promo tickets not printing Latest post by Steven Jirjis , Sat, Oct 17 2015 2:39 AM	2
Report on Reprinted/Duplicate Tickets Latest post by Eric Lazaro , Fri, Oct 16 2015 6:11 PM	5
Capacity on General Admission (GA) Latest post by Jolene Robichaud , Thu, Oct 15 2015 3:02 PM	6

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MY FORUM THREADS

- [Festival discount card](#)
- [Using Tessitura for Restaurant bookings](#)
- [Vacancy: Deputy Ticket Sales Manager...](#)
- [Order Special Requests Reporting](#)
- [Seat Map setup - labeling rows](#)

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GROUPS



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Groups

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YOUR GROUPS



Australia and New Zealand...

Tessitura users in Australia and New Zealand gather...



CTUG - Chicago Tessitura Users

Tessitura users in the Chicago area.



DFW Tessitura User Group

A group for Tessitura users in the Dallas/Ft. Worth...



European Tessitura Users

Tessitura users in Europe meet here for EU specific...



Greater New York City Area...

The Greater New York City Area Tessitura User Group...

BROWSE GROUPS BY CATEGORY

Local Tessitura User Groups

Groups for Tessitura users in regional areas. Please contact webmaster@tessituranetwork.com if you have...

Topical Groups

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Topical Groups

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GROUPS IN THIS CATEGORY



Agile Software Development

A group for discussing Agile methods as they relate...
[Join This Group](#)



Americans with Disabilities...

This group is for discussion on complying with the...
[Join This Group](#)



Artifax Users

A place for users of the Artifax event scheduling software...
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ESC - Pricing Rules

[Join This Group](#)



Museums

Gathering for those in the Museum industry and those...
[Join This Group](#)



N-Scan

For users of N-Scan Access Control and those interested...
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Parenthood in the Arts

A group for Tessitura parents to gather and discuss...
[Join This Group](#)



Payment Card Industry (PCI...)

A group to discuss issues/challenges/topics surrounding...
[Leave Group](#)



Revenue Management Application...

Subscribe, share, discuss, and discover information...
[Leave Group](#)



Self-service Business Intelligence

A group to discuss self-service BI strategies and methods;...
[Join This Group](#)



Small IT Departments

A group for those members whose IT departments are...
[Join This Group](#)



Technology Roadmap ESC

This group is currently closed. For participation in...
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Your search results are below.

Didn't find what you were looking for? Want to refine your search? Click [Advanced Search](#) for more options. To search only blogs, forums and groups, try the [Community Search](#).

Searching for Tessitura application documentation, like how to sell tickets or process contributions? Try using the search feature within the [Tessitura Help System](#), which will highlight your search term in the found topics and allow you to save favorite searches.

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CSIs

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Showing results 1 - 10 of 862

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[Implementing CSIs and Ticklers Meet, Pray, Love](#) 8/29/2012

Implementing CSIs and Reminders Spreading the Love ...
Meaghan Metke ... Ask More Questions Who will use CSIs?
Who will monitor CSIs? What information will...

From: Full Website/Full Website
http://www.tessituranetwork.com/.../Presentations/12-I_C_Sis_and_Ticklers.ppt

Kristen - 2 MB (67 slides) - [Quick View](#) | [Details](#) | [☆☆☆](#) Opened 3 times, Last Saturday



[Mass Close CSIs - Tessitura Network](#) September 10

... Labels which will generate a sheet of labels for everyone with one of those Information Request CSIs and then goes through and closes all the open CSIs...

From: Full Website/Full Website
<http://www.tessituranetwork.com/Community/forums/t/6755.aspx>
55 KB - [Cached](#) | [Details](#) | [☆☆☆](#) Opened 24 times, September 29

[NSCAN CSIs - Tessitura Network](#) September 10

Tessitura Customer Service NSCAN C SIs Printable Version ... The CSIs we have

Search Within Results

Type

- Web Page (788)
- PDF (46)
- PowerPoint (45)
- Word (5)
- Excel (3)

Author

- Kristen (1)
- Tom (37)
- Jessica (8)
- Steven Bras (5)
- Tina Hatch (23)

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LEARNING RESOURCES




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CONTACT THE LEARNING TEAM

Request? Typo? Need Help?

Tessitura Learning is better because of ideas and suggestions from you. [Send a message](#) to the Learning and Resources Team.

Learning Resources



Learning Resources is the home for everything to help you set up, use, and make the most of Tessitura:

[Documentation](#), [Knowledgebase](#), [Webinars](#), [V12 Training](#), [T-Classes](#), [Tessitura Training Agendas](#), [Tessitura's](#)

[Innovator Series](#), [the Conference](#), and more.

Use [Search](#) to find the information you need. Enter a word or phrase in the global search window and see cross-disciplinary resources appear – documents, recorded learning, Knowledgebase articles, and even Forum posts.

UPCOMING WEBINAR

Pricing & Messaging Rules On The Web

This webinar brings the fundamentals of the pricing and messaging rules functionality, introduced in Tessitura Version 12.5, to life on the web.

[More](#)

VERSION 12.5 HELP SYSTEM AVAILABLE

Enhance your understanding of Version 12.5, even before your organization upgrades. We've created a "What's New in Version 12" topic in the table of contents to facilitate reviewing just new and changed functionality, while the extensive linking between cross-referenced topics in the main content areas makes this a great tool for understanding new functionality and features in context, too.

[More](#)

TESSITURA TRAINING AGENDAS

Want to brush up on a specific topic? Dive into something new? Create an internal training session? Tessitura Training Agendas is a great place to start!

KNOWLEDGEBASE

Access The Tessitura Knowledgebase

Looking for solutions related to Tessitura issues or answers to frequently-asked questions?

[Find Solutions](#)

PERSONALIZED TRAINING

For personalized training information, please see Consulting.

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TRAINING AGENDAS



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TESSITURA Training Agendas

The Tessitura Network maintains a comprehensive collection of training agendas for core Tessitura functionality. Each training agenda contains a training objective, hyperlinks to appropriate Help System topics and a list of additional resources, such as T-Classes, T-Casts and Recorded Webinars, available for each agenda topic. Training Agenda Overviews for ticketing and development provide an overview of the various training agendas available for these broad topics.

ADMINISTRATION

- Duplicates Management
- Security

ALL

- Appeals and Sources
- Constituents
- Criteria Sets and Lists
- Extractions
- Output Sets

DEVELOPMENT

- Development Training Agenda Overview
- Acknowledgements
- Campaign Structure
- Contribution Processing Advanced
- Contribution Processing Basics
- Development Reports
- Elevated Events
- Gift Aid
- Memberships
- Planned Giving
- Pledge Billing
- Solicitations

FINANCE

- GL Accounts
- Payment Methods

TICKETING

- Ticketing Training Agenda Overview
- Customer Service Issues

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PERSONALIZED TRAINING

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T-CLASSES



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- [Introduction to Development](#)
- [Introduction to Ticketing](#)
- [Memberships](#)
- [Lists and Extractions](#)

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T-Class E-Learning

SELF PACED E-LEARNING TRAINING COURSES

T-Classes are self-paced, e-learning training courses designed to teach you features and functionality in the Tessitura software. You can view these courses as full courses or as individual lessons.

T-Classes are intended to offer repeatable training to benefit a wide range of users through an online multi-media experience, using a combination of images, narration and video simulations. Interactive quizzes are included to test the learner's knowledge and hands-on learning exercises are included for some courses.

INTRODUCTION TO DEVELOPMENT

- [Constituent Records, Part 1](#) [View Detail](#)
- [Constituent Records, Part 2](#) [View Detail](#)
- [Contribution Processing](#) [View Detail](#)

INTRODUCTION TO TICKETING

- [Constituent Records, Part 1](#) [View Detail](#)
- [Ticket Order Overview](#) [View Detail](#)
- [Ticket Order Processing](#) [View Detail](#)
- [Constituent Records, Part 2](#) [View Detail](#)

LISTS AND EXTRACTIONS

- [Basic Concepts of Lists and Extractions](#) [View Detail](#)
- [Criteria and Criteria Sets](#) [View Detail](#)
- [Creating Lists](#) [View Detail](#)
- [Extraction Sets](#) [View Detail](#)

[MEMBERSHIPS](#) [View Detail](#)

E-LEARNING MAY REQUIRE FLASH

Some T-Classes require the free Flash player.

[Get Flash](#)

VISIT THE E-LEARNING FAQ

Do you have questions about T-Classes? Want to learn more?

[Visit the FAQ](#)

Have Feedback?
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WEBINARS & T-CASTS



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FIND WEBINAR AND T-CAST RECORDINGS

We offer a bounty of recorded learning on a variety of topics. Tessitura Network Webinars are recorded so that you can view archived content as a review material or view sessions you could not attend. T-Casts offer short learning videos on a variety of Tessitura-related topics.

Webinar recordings are posted promptly 2 weeks following the live webinar. Check the [webinar landing page](#) for featured recordings or select from the categories below.

Recorded learning files are posted in Windows Media Video (.wmv) format. To view webinar recordings, you will need [Windows Media Player](#), v11.

Did you know? The website Search functionality will locate webinar and T-Cast recordings. Use the global Search field at the top of every page to find recordings related to your interest.

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GETTING STARTED WITH TESSITURA

► DOCUMENTATION & HELP SYSTEM

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Documentation & Help System

WELCOME TO TESSITURA DOCUMENTATION

The Tessitura Network maintains an extensive collection of comprehensive documentation on the Tessitura application and its supporting products.

Usage and setup documentation for the Tessitura application is collected into the online Tessitura Help System, which provides simple navigation (including extensive linking between cross-referenced topics and the ability to mark favorite topics for easy reference later), improved results when you need to run a search, and interactive controls that make reading the documentation easier and more engaging.

[Open the v11 Help System](#) ►

[Open the v12.1 Help System](#) ►

[Open the v12.5 Help System](#) ►

Technical topic documentation (such as installation, customizations, and web) and supporting product documentation is published as Word and PDF files. You can browse these documents using the Browse by Category dropdown below.

Entering a term in the Search field searches all documentation, including the Tessitura Help System, but the search feature available within the Help System will provide easier to use results when searching for application usage and setup topics.

SEARCH DOCUMENTATION

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--SELECT-- ▼

QUESTIONS ABOUT DOCUMENTATION?

See the [Documentation FAQ](#).

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KNOWLEDGEBASE

Tessitura network Knowledgebase™



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Glossary

- Welcome to the Tessitura Knowledgebase
- Constituent Records
- Development Setup and Administration
- Finance and Batch Administration
- Lists and Extractions
- Membership Setup and Administration
- Payment Processing
- Reports and Utilities
- Resources
- Tessitura Application Administration
- Ticketing Setup and Administration
- Web Setup and Administration



Welcome to the Tessitura Knowledgebase


Welcome to the Tessitura Knowledgebase. Here you will find articles created from commonly submitted support requests and known software issues.

In order to provide you with the most comprehensive resources possible, this page is currently available as a work in progress. Please be advised that all articles prefaced with a string of numbers are currently under revision and may not be up to date. Check back regularly as articles are reviewed, updated, and added.

To begin, type a keyword in the search bar above or browse the articles in the table of contents on the left.



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SUPPORT ALERTS

RESOURCES & HELPFUL LINKS

EMV STATUS UPDATES AND INFORMATION

SERVICES STATUS

SUPPORT TICKETS

Access the TASK Helpdesk here.

Login

Software Support

WELCOME TO TESSITURA SOFTWARE SUPPORT

The Tessitura Network Software Support team is ready to answer questions and assist in troubleshooting Tessitura-related problems. Worldwide support is provided via telephone support lines in each country and a web-based Helpdesk system called **TASK** (Tessitura Answers Support Knowledge).

In the [Learning and Resources](#) section, you will find the documentation and reference materials previously stored in TASK and the ability to search the Tessitura [Knowledgebase](#). Click on the links throughout **Software Support** to log in to TASK without providing a separate sign-on (if you have a personalized login, you will need to enter your current TASK password in [My Account](#) prior to clicking over to TASK the first time).

TESSITURA KNOWN DEFECTS

Have you encountered an unexpected error or behavior in the application? Before submitting a support ticket, please check our [Tessitura_reported_defect_list](#) (XLS file). This documents all known reported defects in the application, notes whether the issue has been fixed, and if so, in what build. The baseline for this list is the v12 General Release, so it will include all known defects beginning with that version and moving forward. Any defects that have been fixed prior to the v12 General Release will not be included on this list. The list is refreshed weekly.

[Go to the Tessitura Known Defect list \(Excel file\)](#)

NEED TESSITURA HELP?

Support contact information, schedules and help ticket guidelines can be found here.

[Learn More](#)

LEARN MORE ABOUT WORKING WITH SUPPORT

Look here for answers to frequently asked questions about working with Support.

[Learn More](#)

SOFTWARE RELEASES AND PATCHES

ENHANCEMENTS

RECENT SUPPORT ALERTS

- **New EMV Status Page Launched**
Updates Regarding EMV (Chip & Signature) Implementation in the United States.
- **New additions to the shared reports library**
Four new shared reports have recently been added to the Shared Reports Library that now includes 153 reports and utilities.
- **Highly Recommended Hotfix available for Tessitura v12.5.0**
A hotfix applicable to Tessitura V12.5 which resolves several payment processing issues is available for download in TASK Online.
- **The PCI Security Standards Council has recently removed SSL 3.0 and TLS 1.0 as examples of strong cryptography**
We have received some recent inquiries as to what this announcement means for the Tessitura environment.

[View All](#)

VISIT FORUMS

Visit the topical Forums and communicate with your peers.

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VISIT LEARNING AND RESOURCES

Visit Learning and Resources for documentation, Knowledgebase, webinars, e-learning, TessStats and more.

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TASK

Tessitura Answers Support & Knowledgebase *Tessitura network*

SEARCH Advanced

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You are in the **Web Products** workspace.

[Home](#) **[New Ticket](#)** [Globals](#) [Reports](#) [Knowledge Base](#)

Welcome to TNEWSupport! A list of the most popular solutions for Web Products can be found below. If you don't find the answer to your question there, use the button here to search the knowledge base. If you experience any problems using Web Products, please send an email to supportadmin@tessituranetwork.com.

Knowledge Base
[Switch to Advanced Search Mode](#)

Browse

Search Results for Keyword [GO](#)

Solution #	Summary Issue Description	Popularity Count ▾	Last Updated
There are no Solutions.			



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SAVE Help

Submit a new Ticket

Summary Issue Description*

Priority*

Ticket Information*

Application Functional Area*	<input type="text" value="Make a Selection"/>	Function Type*	<input type="text" value="Make a Selection"/>	Issue Type*	<input type="text" value="Make a Selection"/>
Environment*	<input type="text" value="Make a Selection"/>	Tessitura Version Build*	<input type="text" value="Make a Selection"/>	Web Products Version Build	<input type="text" value="No Choice"/>

Submitted on Behalf of

Error Message

Issue Description & Support Analysis*

tessitura.nfpondemand.com...



HELP IN TESSITURA

Tessitura Help

Unknown Keyword: Tickler

Help Keyword: (all keywords) Show General Links

Filter (like):

Description	Keyword
Keyword Links:	
CSI Details (Tessitura Help System)	Add New Customer Service Issue
Add Reminder (Tessitura Help System)	Add New Customer Service Issue
Actions (Tessitura Help System)	Add New Customer Service Issue
Appeal Setup (Tessitura Help System)	Appeals
Appeal Expenses (Tessitura Help System)	Appeals: Appeal Expenses
Creating Promotions (Tessitura Help System)	Appeals: Create Promotions
Appeal Custom (Tessitura Help System)	Appeals: Custom
Appeal Premiums (Tessitura Help System)	Appeals: Premiums
Appeal Graphs (Tessitura Help System)	Appeals: Revenue Graphs
Appeal Setup (Tessitura Help System)	Appeals: Sources
Add Source (Tessitura Help System)	Appeals: Sources
Promoting Sources (Tessitura Help System)	Appeals: Sources
Elevated Event Invitations (Tessitura Help System)	Appeals: Sources
Appeal Summary Reports (Tessitura Help System)	Appeals: Summary Reports
Artists (Tessitura Help System)	Artist Maintenance
Automated Seating (Tessitura Help System)	Automated Seating Setup
Batch Administrator (Tessitura Help System)	Batch Administrator
New Batch (Tessitura Help System)	Batch Administrator
Search (Tessitura Help System)	Batch Administrator
Posting Batches (Tessitura Help System)	Batch Administrator
New Batch (Tessitura Help System)	Batch Administrator: New
Schedule (Tessitura Help System)	Batch Administrator: Schedules
Batch Details (Tessitura Help System)	Batch Details



Claire Zammit

Head of Client Relations & Special Projects Manager



Jessitura
network



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Products

FIND OUT ABOUT TESSITURA PRODUCTS AND SERVICES

While Tessitura Software is our flagship software offering, the Network provides a variety of products, add-ons and services that enable users to maximize their usage and improve operations. This section provides detail on the [releases and patches](#) of the Tessitura Software, including the [Technology Roadmap](#) and [Web API](#). You will also find additional products and services provided by the [Tessitura Network](#) and [partners](#).

Looking for shared reports? [Take a look here.](#)

TESSITURA SOFTWARE INFORMATION

Explore information on the Tessitura Software, from release information to the Enhancement Process and the Web API.

[Learn more](#)

TESSITURA TECHNOLOGY ROADMAP INFORMATION

Want to know more about the Technology Roadmap? Want to get updated on the latest? Start here.

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TESSITURA NETWORK PRODUCTS AND SERVICES

Explore products and services associated with the Tessitura Software offered by the Network.

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ADDITIONAL PRODUCTS AND SERVICES

Many products and services are available from trusted preferred providers and partners at highly favorable rates.

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TESSITURA TECHNOLOGY ROADMAP

Details and current updates on the roadmap.

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- Tessitura Dashboards™
- T-Stats™
- N-Scan™
- Print at Home Ticketing Service
- RAMP™
- TN Express Web™
- TN Mobile Plus™
- Tessitura Roving Box Office™ (TRBO)
- Tessitura On the Go™
- SQL Server Reporting Services Integration
- Kiosks
- Order Confirmation/ Credential Emails
- Web API Test Harness Application
- External Control Group Security

TESSITURA PRODUCTS AND SERVICES

Software is our flagship software offering, the Network of products, add-ons and services that enable users to manage and improve operations. This section provides details on [features and patches](#) of the Tessitura Software, including the [Technology Roadmap](#) and [Web API](#). You will also find additional information on [services](#) provided by the [Tessitura Network](#) and [partners](#).

Need more reports? [Take a look here.](#)

TESSITURA SOFTWARE

Information on the latest updates from release to release, including the release process and details.



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Information on the services and products available from the Tessitura Network.



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Tessitura Network's Consulting team is dedicated to helping you realize the most value from your Tessitura system and all Network services. Consulting services begin with your implementation and continue throughout the life of your system. For your entire organization or a single department, our team works with you to ensure Tessitura is used effectively and efficiently.

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"This was our second year using onsite training from Tessitura Network Consulting, expanding to 4 partner organizations this year from two in 2008. All participants were very appreciative of the knowledge, skills and background gained during the training. Nick Barnett did an excellent job both years." - *Mike Alley, Marketing Director, Kansas City Ballet*

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- Access Control

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THERE ARE MANY SERVICES CONSULTING CAN PROVIDE YOU

The following are examples of some of our offerings. See how we can help you with the following by clicking through for more information; newly added are **v12 Consulting Packages!**

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- v11 Consulting Packages
- Training
- Tessitura Optimization Review
- Customizations
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- The Current Tessitura Technology Roadmap
- [Tessitura Technology Roadmap Resource Guide](#)
- Version 12 Information & Resources
- Version 11 Information
- Meet the MAC

NETWORK PRODUCTS & SERVICES

ADDITIONAL PRODUCTS & SERVICES

Tessitura Technology Roadmap Resource Guide

THERE ARE MANY WAYS TO FACILITATE A ROADMAP DISCUSSION IN YOUR ORGANIZATION. THIS GUIDE IS INTENDED TO POINT TO SOME OF THE FACILITATION AND INFORMATION RESOURCES AVAILABLE TO ASSIST YOU IN DECIDING WHAT TO PUT IN YOUR ROADMAP SURVEY.

Roadmap Day Webinar – This is the webinar to kick-off the roadmap survey period. We discuss the existing roadmap items and the survey process.

Roadmap FAQ – Find the roadmap and the frequently asked questions for the roadmap here.

Roadmap Discussion Facilitation PowerPoint – This is a PowerPoint designed for facilitating your internal roadmap discussions. In the notes of the slides are some facilitation tips for getting the information you need to fill out your roadmap survey. Also included are the slides from the webinar about each of the roadmap items so you can be reminded of each item.

Roadmap Survey Facilitation Guide (docx) – This is a word document is the companion to the PowerPoint presentation with suggestions for leading the Roadmap discussion in your organization. Included also is the text of the survey for reference when discussing the survey.

Roadmap Survey – This is the link to the actual online survey. Please submit only one survey per organization.

Email Us – If you have further questions about the roadmap or the survey process please [email us](#).

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TECHNOLOGY ROADMAP NEWS...

- Apr 17, 2013
Now accepting applications for Tessitura Technology Roadmap Member Advisory Committee
- Feb 4, 2013
Announcing Version 12 Release Cycle
- Feb 20, 2012
Tessitura Version 11 in General Release
- Jan 20, 2012
First Organizations GO LIVE on Tessitura Version 11
- Nov 28, 2011
How Can Tessitura Network Help You with v11?

CONTACT

Questions about the Tessitura Technology Roadmap? Contact us at roadmap@tessituranetwork.com

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Business Insights in Arts and Culture

Tessitura's Innovator Series is an ongoing program of brief and inspiring presentations by industry innovators, each focused on a single theme to advance insight and innovation in the business of arts and culture. Presented periodically at no cost to a live webinar audience of Tessitura Network Members and others engaged in or studying the arts and cultural sector, Innovator Series presentations are subsequently released through the Tessitura Network YouTube™ channel to expand and extend the accessibility of these powerfully innovative ideas globally.

NEXT INNOVATOR SERIES EVENT:

Our next Innovator Series webinar will be presented on Wednesday, November 18 at Noon U.S. Eastern, and rebroadcast at Noon AU Eastern the next day.

REGISTER



Ezra Wiesner, Managing Director of IT Philadelphia Orchestra
Launching LiveNote™: Putting a Mobile App in the Hands of Audiences

The Philadelphia Orchestra and Drexel University shared a vision to provide audiences with musical and historical context about the repertoire being performed by the Orchestra in Philadelphia's Verizon Hall. In 2011, the two organizations joined forces and secured a grant from the Knight Foundation to build an interactive concert guide that audiences would view on their mobile devices while the Orchestra played on stage. Fast forward to 2015 and the culmination of this vision is the LiveNote app. In his talk, Ezra will discuss LiveNote content and application development, infrastructure considerations and audience reaction.



E. Brooke Flanagan, Director of Institutional Advancement Chicago Shakespeare Theater
Moving the Needle from Cultural Policy to Cultural Engagement

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2017: Sun, Aug 13 - Thu, Aug 17

2018: Sun, July 15 - Thu, July 19

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2016 CONFERENCE

HOTEL AND TRAVEL

PLANNING COMMITTEE

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CONFERENCE MATERIALS ARCHIVE

CONFERENCE DATES

2016: Sun, Aug 7 - Thu, Aug 11

[Add TLCC2016 to your calendar](#)

2017: Sun, Aug 13 - Thu, Aug 17

2018: Sun, July 15 - Thu, July 19



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www.tessituranetwork.com/network/Conference/Conference%20Materials%20Archive.aspx



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Conference Materials Archive

PAST CONFERENCE SESSION MATERIALS

The Tessitura Learning & Community Conference features hundreds of content sessions each year, with wide-ranging topics appealing to all interest areas. In the Conference Archive for each year below, you can access the PowerPoint presentations and Discussion session notes for all sessions.

Did you miss TLCC2015 and want a taste of what it was all about? Check out the video below and the [Storyfy timeline](#) of the conference!

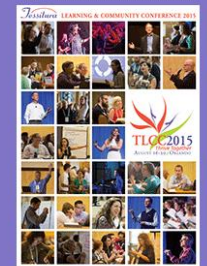


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TLCC2015 NOTEBOOK



View a PDF of the Conference notebook (13 MB)

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Year	City	Agenda	Materials
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2013	San Francisco	View Agenda (PDF)	View Materials
2012	San Diego	View Agenda (PDF)	View Materials
2011	Orlando	View Agenda (PDF)	View Materials

Please contact the [Conference Team](#) with any questions.

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Year	City	Agenda	Materials
2015	Orlando	View Agenda (PDF)	View Materials
2014	Dallas-Fort Worth	View Agenda (PDF)	View Materials
2013	San Francisco	View Agenda (PDF)	View Materials
2012	San Diego	View Agenda (PDF)	View Materials
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Please contact the [Conference Team](#) with any questions.



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Blogs

BLOGS

Blog	Author(s)	Last Post	Posts	Comments
President's Corner	Jack Rubin	Superstar, transcendental moments, inflection points, Tessiturians, and nuts and bolts	41	6

Jack Rubin, President of Tessitura Network blogs about the state of the Network

SORT BY

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SUPERSTAR, TRANSCENDENTAL MOMENTS, INFLECTION POINTS, TESSITURIANS, AND NUTS AND BOLTS

For the more than 1700 of you that were at TLCC2015 in Orlando, we hope you were as happy as we all were with the learning and knowledge sharing the 253 sessions provided. The Networking opportunities were many and the general sessions, including the...

Posted to [President's Corner](#) by Jack Rubin on Tue, Sep 22 2015



EACH DAY IN THE WORLD OF TESSITURA...

There are over ten thousand users that are carrying out the missions of their organizations. What we do helps what you do happen. And what you do benefits millions of people and society. Whoa, that probably sounds too heavy. Tens of millions of tickets...

Posted to [President's Corner](#) by Jack Rubin on Wed, May 20 2015



THE LITTLE ENGINE THAT COULD

I think I can, I think I can, I think I can - so said The Little Engine that Could in one of my favorite children's books to read with kids. Now that I am a grandfather x3, children's books are the tome of choice at bedtime when Poppy is in town...

Posted to [President's Corner](#) by Jack Rubin on Wed, Mar 25 2015



HELPING BRING ARTS AND CULTURE TO THE WORLD MAKES US PROUD.

Over the holiday period we bought tickets to shows and admissions at multiple Tessitura-powered arts and cultural organizations. Each performance and museum we attended was

SHORTCUTS

- Search Forums, Blogs and Groups
- Watch the "Intro to the Tessitura Network Community" webinar
- Check out the "Getting Started with tessituranetwork.com" pdf

BLOGS SYNDICATION

- RSS Syndication
- Opm!

RECENT BLOG POSTS

- Superstar, transcendental moments, inflection points, Tessiturians, and nuts and bolts
- Each day in the world of Tessitura...
- The Little Engine That Could
- Helping bring arts and culture to the world makes us proud.
- Transitions are hard, memories are priceless and the future is bright...

President's Corner



Superstar, transcendental moments, inflection points, Tessiturians, and nuts and bolts
by Jack Rubin, Tessitura Network



For the more than 1700 of you that were at TLCC2015 in Orlando, we hope you were as happy as we all were with the learning and knowledge sharing the 253 sessions provided. The Networking opportunities were many and the general sessions, including the inspiring *Innovator Series* speakers, were enjoyed by all for the insights they offered. Plus we also had some fun.



We thank you all for your time and resource investment and look forward to seeing an even bigger crowd in Washington DC at TLCC2016 at the *Gaylord National Harbor*. Washington DC is accessible by 3 airports, trains, busses, and within a few hours' drive of a very large percentage of the US population and many Tessitura license holders. We also thank our Conference Planning team, all the presenters



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Archives

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EuTUG GROUP PAGE



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European Tessitura Users



Tessitura users in Europe meet here for EU specific discussion and planning the European User Group gathering.

RECENT GROUP ACTIVITY

Mon, Oct 26 2015

[Carmel England](#) joined the group [European Tessitura Users](#).

Tue, Oct 13 2015

[Hayley Huckin](#) joined the group [European Tessitura Users](#).

Tue, Sep 29 2015

[Catherine Williamson](#) joined the group [European Tessitura Users](#).

Mon, Sep 7 2015

[Kyle Jarvis](#) joined the group [European Tessitura Users](#).

[Eleanor Murphy](#) joined the group [European Tessitura Users](#).

Wed, Sep 2 2015

[Dmitrij Zeile](#) joined the group [European Tessitura Users](#).

Sat, Aug 29 2015

[Joanna Wettern](#) joined the group [European Tessitura Users](#).

Wed, Aug 19 2015

[Rob Mitchell](#) joined the group [European Tessitura Users](#).

Wed, Aug 5 2015

[Nicola Blackburn](#) posted [EuTUG at TLCC15 to the European Tessitura Users forum](#).

Tue, Aug 4 2015

[James Broderick](#) joined the group [European Tessitura Users](#).

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European Tessitura Users

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EuTUG PIC





TESSITURA NETWORK

Tessitura
network

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

QUESTIONS?

- Please tell us who you are and where you are from.....

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHAT'S NEXT?

- **Venue Tour starts at 6.05pm – meet in the Royal Concert Hall foyer**
- **Content Planning Committee meet up is 7 – 7.30pm in RED at the Crowne Plaza Hotel**
- **Evening Networking welcome drinks served from 7.30pm and food served at 7.45pm – don't forget your dancing shoes!**