



analytic Coffee! March 27, 2020 @ 12:00 noon EDT

Date: 27 March 2020 - All items on the board

Time : 17:23 (UTC+00:00)

Facilitator

Tessitura User Groups 2

Attendees

Jordan, Amber, Karen Pogoda, Maery S., Ben Pfeifer, Anna Simmons, Gina Gentile, Daniel Gomez, Sheela Sur, Colleen, Rachel, Michael Dorsey, Terry Stevens, Melissa Scott, Susan, Taylor Logan, czammit@tessituranetwork.com, Madeline

Summary

We had a nice analytic Coffee Meeting today. We discussed:

- How to deal with Refunds
- New uses for Analytics
- The use of Customizations
- External data we might want to include in analytics.
- New fundraising appeals
- How are you doing?

Topics discussed

How are you dealing with reporting on refunds?

Votes: 10

Suggested by: Maery S.

Actions

Comments

- **Maery S.**
Individual transactions makes this really difficult!
- **Sheela Sur**
Source is available in the Finance cube
- **Tessitura User Groups 2**
Look at the Finace Cube

What new ways have you started utilizing analytics/Tessitura since working remotely?

Votes: 6

Suggested by: Rachel

Actions

Comments

- **Maery S.**
I've been spending a lot of time in the Finance cube.
 - **Rachel**
Using analytics as a work around to pull lists for colleagues and export (if you do not have access to Tessitura remotely)
 - **Rachel**
Starting to put automated email acknowledgments into effect after batch closes
 - **Tessitura User Groups 2**
Check out the CASE Dashboards
 - **Colleen**
Create system for tracking contact efforts among gift officer, as well as notes from contacts.
-

How are you doing? And what are you doing for fun?

Votes: 5

Suggested by: Tessitura User Groups 2

[Actions](#)

[Comments](#)

If you're doing a special appeal in the face of COVID-19, do you have any specific plans on utilizing any data that comes from it?

Votes: 5

Suggested by: Colleen

[Actions](#)

[Comments](#)

- **Maery S.**
We'll be focusing heavily on 2nd asks, and are looking to see how that will change our ways of asking in the future.
-

Is anyone using external data in analytics to look at its affect on attendance (for example weather data). What are you looking at?

Votes: 5

Suggested by: Amber

[Actions](#)

[Comments](#)

- **Madeline**
Science Museum Group is pulling in Weather and Footfall (a scanner that tracks how many people are coming through the door). Claire Zammit can connect you with Graeme
 - **Madeline**
Lincoln Center is using social sign in (wifi tracking)
 - **Tessitura User Groups 2**
Social Sign-In connected to Analytics for Lincoln Center
-

Is anyone using customizations in their Analytics environment?

Votes: 5

Suggested by: Sheela Sur

Actions

Comments

- **Tessitura User Groups 2**
Hoping to get weather on GA Daily Admission Production
- **Maery S.**
I'd love to be able to get outside sales in there someday.
- **Sheela Sur**
Need to purchase a license to extend and customize analytics. Different\$ implications if you are on RAMP

Topics voted on but not discussed

I am just rolling out Analytics to the organization, how you are working with the different roles? Can everyone create dashboards?

Votes: 3

Suggested by: Karen Pogoda

Actions

Comments

Best ways to report on donated tix versus outstanding orders?

Votes: 3

Suggested by: Anna Simmons

Actions

Comments

Suggested topics with no votes

When are you shutting T-Stats?

Votes: 0

Suggested by: Tessitura User Groups 2

Actions

Comments