

analytics Coffee! Thu 27 Oct 2022 1pm AEST

Date and Time:

27 October 2022 - All items on the board
04:33 (UTC+00:00)

Facilitator:

AnalyticCoffee Tessitura Community

Attendees:

Brenda - Arts Centre Melbourne, Courtney, Chanele Moss, Jai, Jai

Summary:

ANALYTIC COFFEE! THU 27 OCT 2022 1PM AEST

What are you looking forward too @ TLCC or in the new v16 upgrade

Setting up Analytics. What would you do differently if you were starting again

Customer Feedback - Do you record it? If so what do you record and how do you use it?

Tessitura Analytics vs Power BI - we have access to both platforms and there is a push from a department to utilise Power BI over Tessi Analytics, Have you had experience with both? Suggested pitfalls or things we should be mindful of?

Actions:

Learnings:

Topics discussed:

Customer Feedback - Do you record it? If so what do you record and how do you use it?

Votes: 4

Suggested by: Courtney

Comments:

- AnalyticCoffee Tessitura Community
Chalele Aust Museum: All goes in (Social, F2F, Feedback inbox etc)
- AnalyticCoffee Tessitura Community
TSO Brenda: in CSIs and used Plans for telemarketing.
- AnalyticCoffee Tessitura Community
Brenda: Plans are good because you can lock down plans to User Groups - good for feedback from DNR events. Info about their

Tessitura Analytics vs Power BI - we have access to both platforms and there is a push from a department to utilise Power BI over Tessi Analytics, Have you had experience with both? suggested pitfalls or things we should be mindful of?

Votes: 2

Suggested by: Brenda - Arts Centre Melbourne

Comments:

- AnalyticCoffee Tessitura Community
Brenda: data issues are data issues - not a platform issue
- AnalyticCoffee Tessitura Community
Brenda: Importing data as a flat file on one hand for some 3rd parties, and some have Importal (other orgs) into orders
- AnalyticCoffee Tessitura Community
How do you do imports?

Setting up Analytics. What would you do differently if you were starting again

Votes: 1

Suggested by: AnalyticCoffee Tessitura Community

Comments:

- AnalyticCoffee Tessitura Community
v16 looking forward to forecasting
- AnalyticCoffee Tessitura Community
v16 activities
- AnalyticCoffee Tessitura Community
Ideally more than yesterdays data
- AnalyticCoffee Tessitura Community
What about Google Analytics 4 for live(ish) data
- AnalyticCoffee Tessitura Community
Experian - to do or not to do? The labour involved

What are you looking forward too @ TLCC or in the new v16 upgrade

Votes: 0

Suggested by: AnalyticCoffee Tessitura Community

Comments:

- AnalyticCoffee Tessitura Community
Brenda - the community and the connections.

- AnalyticCoffee Tessitura Community
Chanele: looking for how people are using Tessitura
- AnalyticCoffee Tessitura Community
Brenda to Chanele: Track customers through tessitura. Member ships in v16 will help hugely

Topics voted on but not discussed:

How are you all going with onboarding departments

Votes: 1

Suggested by: AnalyticCoffee Tessitura Community

Comments:

Recent wins?

Votes: 1

Suggested by: AnalyticCoffee Tessitura Community

Comments:

Do you have a data strategy

Votes: 1

Suggested by: AnalyticCoffee Tessitura Community

Comments: