

04222021 / 23042021 -- Consortium Leadership Community Meeting

Date and Time:

22 April 2021 - All items on the board
17:02 (UTC+00:00)

Facilitator:

Brian Parker

Attendees:

Izzy, Sarah B, Curtis , Curtis, Henry Kelly, Janet, Curtis, Gawain, Mindee, Sarah, Dana Hylton Calabro, Laura House, Dave Stadel, Annie, Annie, Dana

Summary:

Actions:

Learnings:

Topics discussed:

Contact Permissions and WordFly - why does it have to be so hard?

Votes: 9

Suggested by: Janet

Comments:

- Brian Parker
Janet: Starting with a clean slate; no other permissions had been in place. Using MailChimp outside of Tessitura while preparing to fully integrate WordFly. Long-running Tessitura Support ticket also in place for research, as well as a wonderful WordFly rep who has gone above and beyond. Main problem: when somebody unsubscribes, it does not hit the Contact Permissions trigger. Unsubscribes from the promotion source, but not the Permissions.
- Brian Parker
Gawain: Consortium component to this is that when response codes come back, they go to a standard local procedure for managing the response codes, with an immediate switch for response codes between the organizations in the shared database space. This part of the process is working appropriately/as expected.

- Brian Parker
Janet: Contact Permission triggers happening on household only, but there's a desire for this to affect individuals to as needed.
- Brian Parker
Janet: Current process is to manually manage the Contact Permission based on the response codes tied to the Source/Promotion on the Connections tab.
- Brian Parker
Annie: Contact Permissions & WordFly is working for TNEM, so she'll dig in to take a closer look.
- Brian Parker
Mindee: Also works in Kalamazoo, but it required some changes to the stored procedure. Could potentially be a limitation to the constituent IDs/patrons pulling to the list/promotion.
- Brian Parker
Mindee: Happy to send some code!

"But Mom/Dad lets us stay up all night eating ice cream": When some of your organizations also use a separate database (Tessitura or otherwise), how do you handle communication around different levels of access or availability of functionality?

Votes: 6

Suggested by: Brian Parker

Comments:

- Gawain
So sorry!
- Brian Parker
Sarah: Multi-buy package across orchestras, but one company wants to put tickets on-sale first, which could impact other organizations in the equation if tickets sell out in advance.
- Brian Parker
Gawain: Closest experience was a co-promotion with the opera, not as consortia, but two separate entities. Opera helping with a production as a one-off scenario, with the venue built in the Opera's Tessitura database. Facility had alternating holds assigned at the start for patrons from each organization. Question about allocation of resources.

It's Onboarding Week for a new member: what are the biggest mistakes you've made with an onboarding?

Votes: 5

Suggested by: Gawain

Comments:

- Brian Parker
Annie: Everyone learns differently, so determining how a person learns best is key to the training process. Hands-on versus self-directed, will they watch webinars, do they need face-to-face?
- Brian Parker
Annie: Making sure that people have the confidence to ask questions when they have them.
- Brian Parker
Janet: Important to manage expectations, as some people (who often don't use the tool) think

that Tessitura will come in and solve everything by magic. Focus on doing what the tool can do really well, and making do with what isn't 100% there in any given moment.

- Brian Parker
Brian: Cut down the time between introducing a concept and actually engaging staff to be hands-on experimenting and putting the concepts into practice.

A member of our consortium is moving to their own instance of Tessitura very soon. How do others manage the capacity & reconciliation for shared venue/bldg. services such dining, parking and merchandise effectively?

Votes: 4

Suggested by: Curtis

Comments:

- Brian Parker
Curtis: Long-standing member exiting consortium for their own database. Currently sell parking and dining, but there's concern now about potentially overselling both when working out of two databases unless there is appropriate allocating and reporting. Complications as well in messaging to the catering company and parking management.
- Brian Parker
Sarah: Potential to use allocations within a single database, communicated with an understanding of where the "outside" organization has access to shared inventory.
- Brian Parker
Gawain: Potential to build an app that only points the API calls to a certain database to make tickets available as needed. Other ideas and suggestions run the risk of taking patrons away from the website path.
- Brian Parker
Curtis: Additional complication -- the organization leaving is on TNEW, but we are not.
- Brian Parker
Gawain: Potential for Made Media to use the API to point at a different database as well?
- Brian Parker
Gawain: Gold Star currently does this, via API access to multiple Tessitura databases and allocations.
- Brian Parker
Sarah: Anybody can buy any seat across four potential points of access. Big question of how much work or money to invest in that, versus using allocations and communicating between organizations.
- Brian Parker
Gawain: Likely that TNEW would only be able to look at a single database via API, while a third-party developed website might have greater flexibility.

Do you sell parking as part of your consortium

Votes: 1

Suggested by: Henry Kelly

Comments:

- Brian Parker
Henry: Three companies sharing a single parking ticket; two on Tessitura, one on Tessitura.
- Brian Parker
Henry: More of a poll for who is seeing this problem versus solving it today.

Have any of you made the move to AWS Cloud Hosting? Any words of advice?
We're in testing mode now.

Votes: 0

Suggested by: Dana Hylton Calabro

Comments:

- Brian Parker
Sarah: Will review notes to potentially share advice. Some problems noted at the moment include a strange bug to be logged in as a different user suddenly, which can have different levels of access than what you're currently used to. Due to be fixed in next week's service pack, thankfully.
- Brian Parker
Sarah: Access to some elements in SQL was different moving to AWS versus current RAMP hosting. Ongoing negotiations about some of these items (moved to AWS in February 2021).

Topics voted on but not discussed:

Phone a Friend: What topics are dominating conversations in your consortia where a presentation from a Tessitura SME in this space would be helpful?

Votes: 1

Suggested by: Brian Parker

Comments:

Suggested topics with no votes:

Scouting Report: What does your board (or governing group) require when considering potential new consortia members? What aspects seem to be most important in the consideration/deliberation process?

Votes: 0

Suggested by: Brian Parker

Comments: