

Museums Zoos & Aquariums Tessitura User Group Meeting - September 2020

Date and Time:

23 September 2020 - All items on the board
18:02 (UTC+00:00)

Facilitator:

Tessitura User Groups 2

Attendees:

Neda, MFAH, Sue Fondacaro, Karen Pogoda, Nate Pearson - Mystic Aquarium, Anne Robichaux, Historic New Orleans Collection, Kelly Chernick - Tessitura, Keisha-GAI, Trini, Angela Leftwich - Country Music Hall of Fame and Museum, Jim Reynolds, Nicole Lake, Sacha De Souza, Michael Flaherty-Wilcox, Andrew, Chris Wallingford, Rachel, Angela Leftwich - Country Music Hall of Fame and Museum, Olivia Homewood, Laura, Neal

Summary:

Actions:

Learnings:

Topics discussed:

Are you hosting virtual events, galas, fundraisers, auctions? Tell more :)!

Votes: 10

Suggested by: Nicole Lake

Comments:

What things have you changed during the pandemic that you're likely to keep going forward?

Votes: 9

Suggested by: Tessitura User Groups 2

Comments:

- **Tessitura User Groups 2**
Timed ticketing is popular. Also pushing people to purchase online more than on-site.
- **Tessitura User Groups 2**
Offering digital content to guests as another option

When are you projecting restrictions to lifted and how do you expect your business to grow (or not) next year?

Votes: 4

Suggested by: Nicole Lake

Comments:

Is anyone using current version/equipment as a "kiosk" station for guests purchasing tickets at the gate?

Votes: 4

Suggested by: Sacha De Souza

Comments:

Are you looking into a gated digital content option?

Votes: 4

Suggested by: Tessitura User Groups 2

Comments:

Merged Topics:

- Is your org offering digital content? Are you charging for it? How are you tracking?

Suggested By: Jim Reynolds Votes: 3

How far in advance do you offer tickets online?

Votes: 3

Suggested by: Trini

Comments:

What's been guest feedback since you've reopened? What would you have done differently?

Votes: 2

Suggested by: Tessitura User Groups 2

Comments:

How are you managing contactless scanning AND discounts that require showing a membership card?

Votes: 1

Suggested by: Karen Pogoda

Comments:

Are you still extending memberships?

Votes: 0

Suggested by: Karen Pogoda

Comments:

Topics voted on but not discussed:

Are you looking into a gated digital content option?

Votes: 1

Suggested by: Karen Pogoda

Comments:

Suggested topics with no votes:

How are you handling contact-less selling? At box office, taking cash, unmanned stations?

Votes: 0

Suggested by: Nicole Lake

Comments: