



Hello

and Welcome

New Features Roundup (and some sneak previews!)




What we'll cover




- Enhanced customer tagging with emojis
- Invoice customisation
- Gifting gift vouchers
- Force customer at Box Office setting
- Multiple recipient feature for Automated Reports (preview)
- MJML email templates (preview)
- Tasks tool (preview)
- Automations (preview)

What's launched recently?






Enhanced Tagging

 **Desai, Ms. Maya**


Order details #441015172


Desai, Ms. Maya 4 of 7 checked-in
Placed 07/09/2023 [Check in all tickets](#)




  

7 items purchased for 1 event

7 of 24 checked in

 **Desai, Ms. Maya**

 12:10 **PR:D3KOBM6PCQ: Check-in successful**

[View order](#)

Desai, Ms. Maya (441015172)
Mini Prosecco Bottle

MacBook Air

Cart 4

Desai, Ms. Maya

2 × A Night of J...
Friday, 15 Dec 2023

Price breakdow

Subtotal

remove all

2 × Comedy Bru...
Friday, 1 Dec 2023,

Price breakdow

2 × Default - Ful...
Auditorium: F1

TOTAL £75.00

[PAYMENT OPTIONS](#)

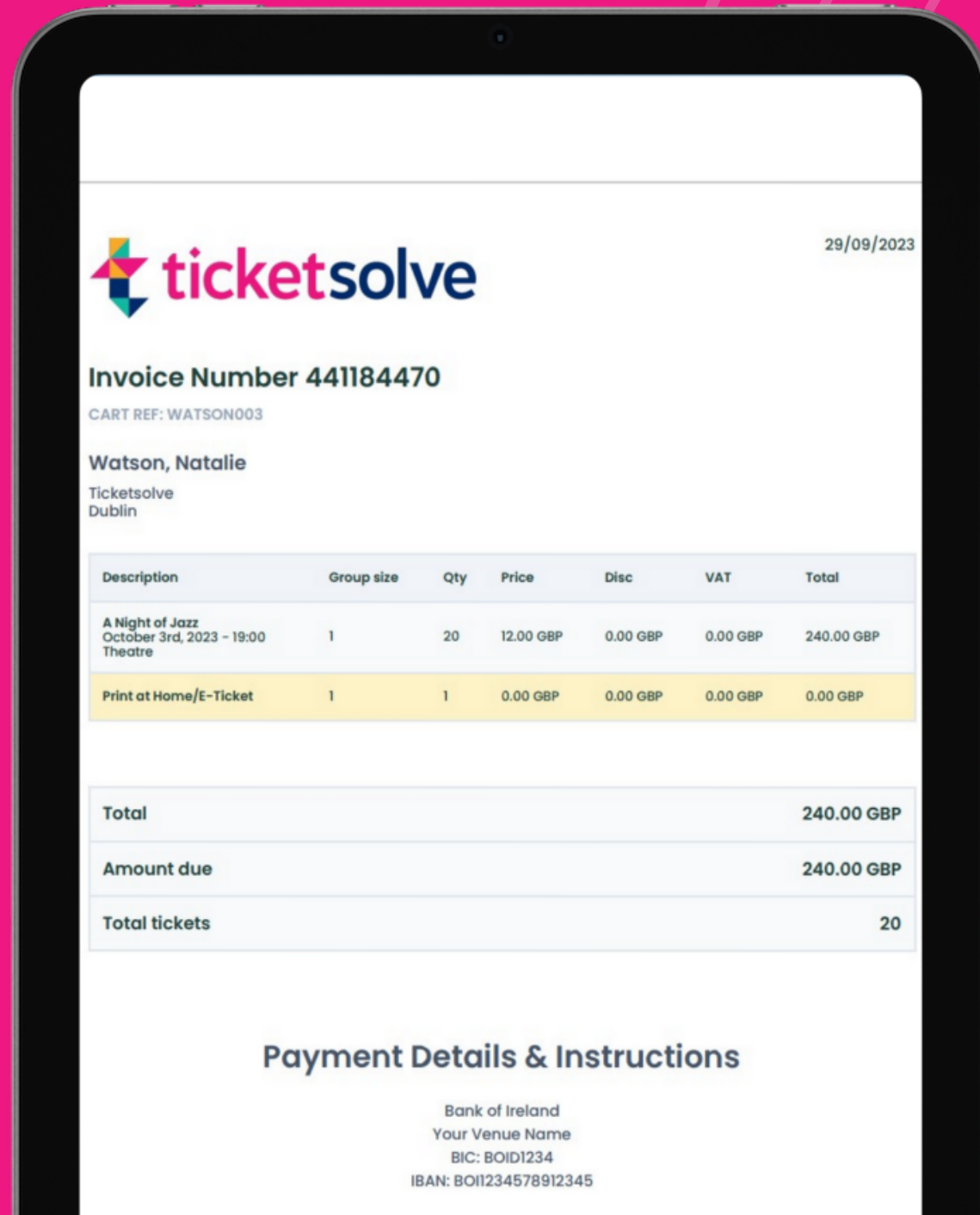
[View order](#) Comedy Brunch Programme

[CONTINUE SCANNING](#)


Enhanced Tagging

- Add tags to customer records with colours & emojis
- Emojis display in cart at Box Office and in Check-in App
- Highlight identifiers like VIPs, sponsors, high-level donors, customers on Access Register
- Manage Tags - add, edit or delete tags and see where tags are used

Invoice Customisation



The image shows a smartphone screen displaying a detailed invoice from ticketsolve. The invoice includes the company logo, date (29/09/2023), invoice number (441184470), cart reference (WATSON003), customer name (Watson, Natalie), and a table of items. The table lists 'A Night of Jazz' and 'Print at Home/E-Ticket'. Summary rows show a total of 240.00 GBP and 20 tickets. Payment details are provided at the bottom.

 29/09/2023

Invoice Number 441184470
CART REF: WATSON003

Watson, Natalie
Ticketsolve
Dublin

Description	Group size	Qty	Price	Disc	VAT	Total
A Night of Jazz October 3rd, 2023 - 19:00 Theatre	1	20	12.00 GBP	0.00 GBP	0.00 GBP	240.00 GBP
Print at Home/E-Ticket	1	1	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP
Total						240.00 GBP
Amount due						240.00 GBP
Total tickets						20

Payment Details & Instructions

Bank of Ireland
Your Venue Name
BIC: BOID1234
IBAN: BOI1234578912345



This block shows a customized header for the invoice, featuring the ticketsolve logo and the invoice number and cart reference.



Invoice Number 441184470
CART REF: WATSON003



This block shows the payment details and instructions, including the bank name, venue name, BIC, and IBAN.

Payment Details & Instructions

Bank of Ireland
Your Venue Name
BIC: BOID1234
IBAN: BOI1234578912345

Invoice Customisation

- Add logo to invoice header
- Add payment details and instructions to footer
- Add cart reference
- Customise by subdomain - must be logged into correct subdomain when downloading invoice

Gifting Vouchers



Gift £20 E-Voucher for Gifting

Recipient's name *

Nadiya Porter

Recipient's email *

nadiyap3@ticketsolve.com

Amount *

£ 20.00

Delivery Date *

25/12/2023

Message

Merry Christmas Nadiya! Enjoy the holidays and use this as a New Year's treat. Love Sami xx

A product card for the £20 E-Voucher for Gifting. On the left is a small thumbnail of the voucher. To the right, the title "£20 E-Voucher for Gifting" is followed by the price "£20.00". Below this is a description: "Share the love of theatre this Christmas with our £20 digital gift voucher. Send directly to your loved ones on the date you choose, along with a personalised message." To the right of the description is a quantity selector showing "0" with a dropdown arrow. Below the quantity selector is the text "or" and a button labeled "ADD AS GIFT" with a green notification bubble containing the number "1".

Gifting Vouchers

Hi Priya Gower,

Jowita King has gifted you a new voucher (£30 E-Voucher) at Test 002.

Merry Christmas Priya! Enjoy a night out at the theatre on me in 2024. Love Jowita xxx

Voucher code: TENGWSEEXN

Voucher remaining: 30.0

Download voucher: <https://test002.ticketsolve.com/redemptions/6Q2Mj3G.pdf>

Thanks,

Test 002



You've been gifted a voucher!

Hi Priya Gower,

Jowita King has gifted you a new voucher (£30 E-Voucher) at Test 002.

Merry Christmas Priya! Enjoy a night out at the theatre on me in 2024. Love Jowita xxx

Voucher code: XAW2B4NT4V

Voucher remaining: 30.0

Download voucher: <https://test002.ticketsolve.com/redemptions/EX4qYg7.pdf>

Thanks, Test 002

ADDRESS

EMAIL

PHONE

www.yourwebsite.com



Giftling Vouchers

- All money voucher products can be gifted directly to the recipient digitally
- Available at Box Office and online
- Emailed to recipient on the day or a date in the future with a message

Require Customer

- Setting to require customer for all Box

Office orders

- Set at Account level only

- If need an exception, make a 'dummy' or 'no details' customer account to use

The screenshot displays a shopping cart interface. At the top right, it says 'Cart 1'. Below this, there is a search bar with the text 'Assign customer' and a magnifying glass icon. A red box highlights this search bar, and a yellow arrow points to it from the left. Below the search bar, there is a 'View Recommendations' section. The main part of the screen shows a list of items with their availability, reserved status, in carts status, and sold status. The items are:

Item	available	reserved	in carts	sold
149	149	0	0	1
149	149	0	0	1
143	143	0	1	6
150	150	0	0	0
284	284	0	0	0
279	279	0	0	10

On the right side, there is a 'Price breakdown' section showing:

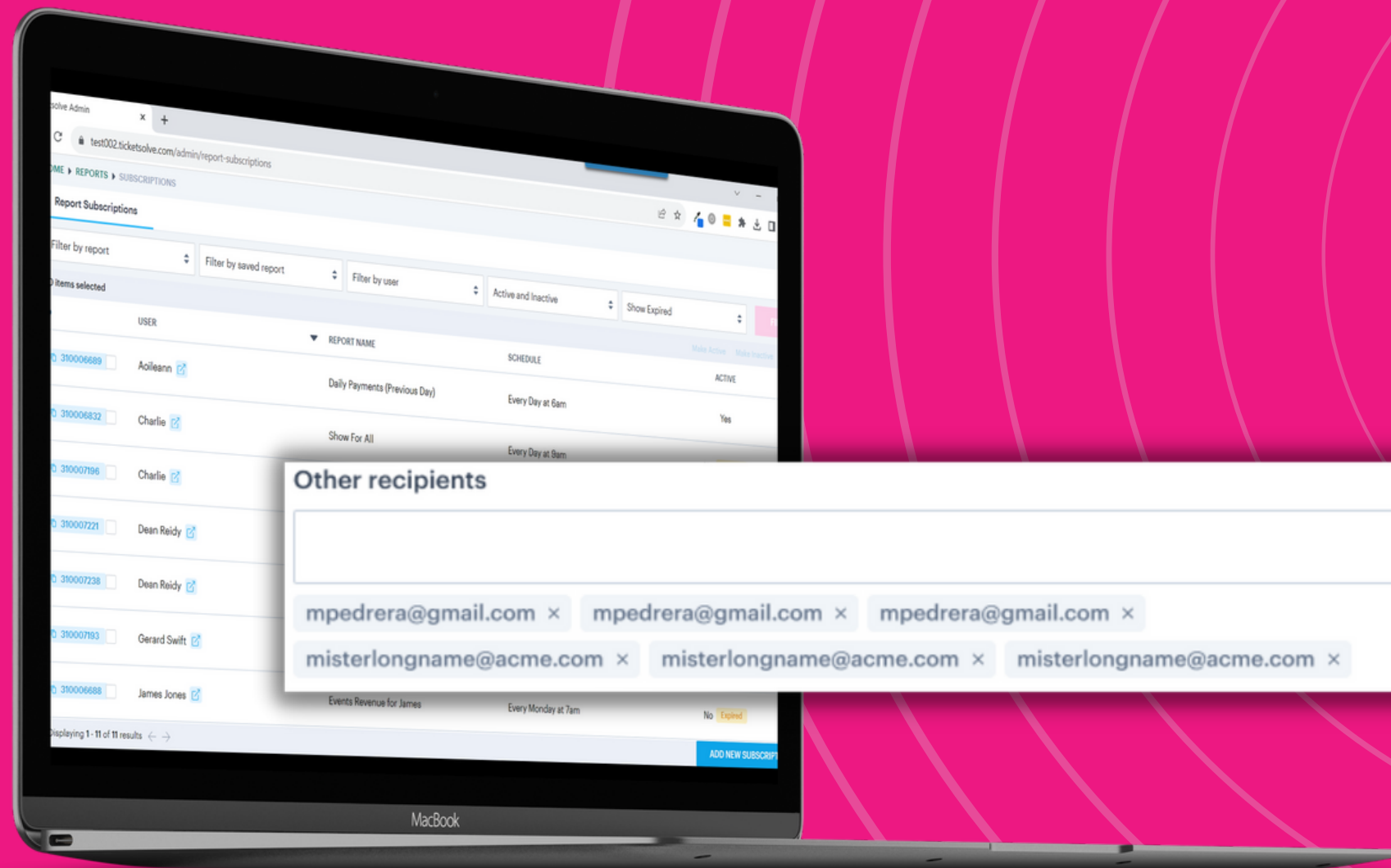
- 1 x Comedy Showcase £14.00
- 1 x Default - Comedy Club - One £12.00
- 1 x Booking Charge £2.00

The subtotal is £14.00. At the bottom right, there is a 'PAYMENT OPTIONS' button. A black error message box is overlaid on the bottom right, stating: 'The following errors need to be fixed: Assign a customer.' A yellow arrow points to this error message box from the bottom.

What's coming soon?



Multiple Recipients for Auto Reports



Add New Subscription

User

Other recipients

mpedrera@gmail.com × mpedrera@gmail.com × mpedrera@gmail.com ×
misterlongname@acme.com × misterlongname@acme.com × misterlongname@acme.com ×

Report

Schedules

e.g. "every Monday" **ADD**

Every Friday at 10am

Every day at 8am

Every Friday at 3pm

Saved Report

End Date

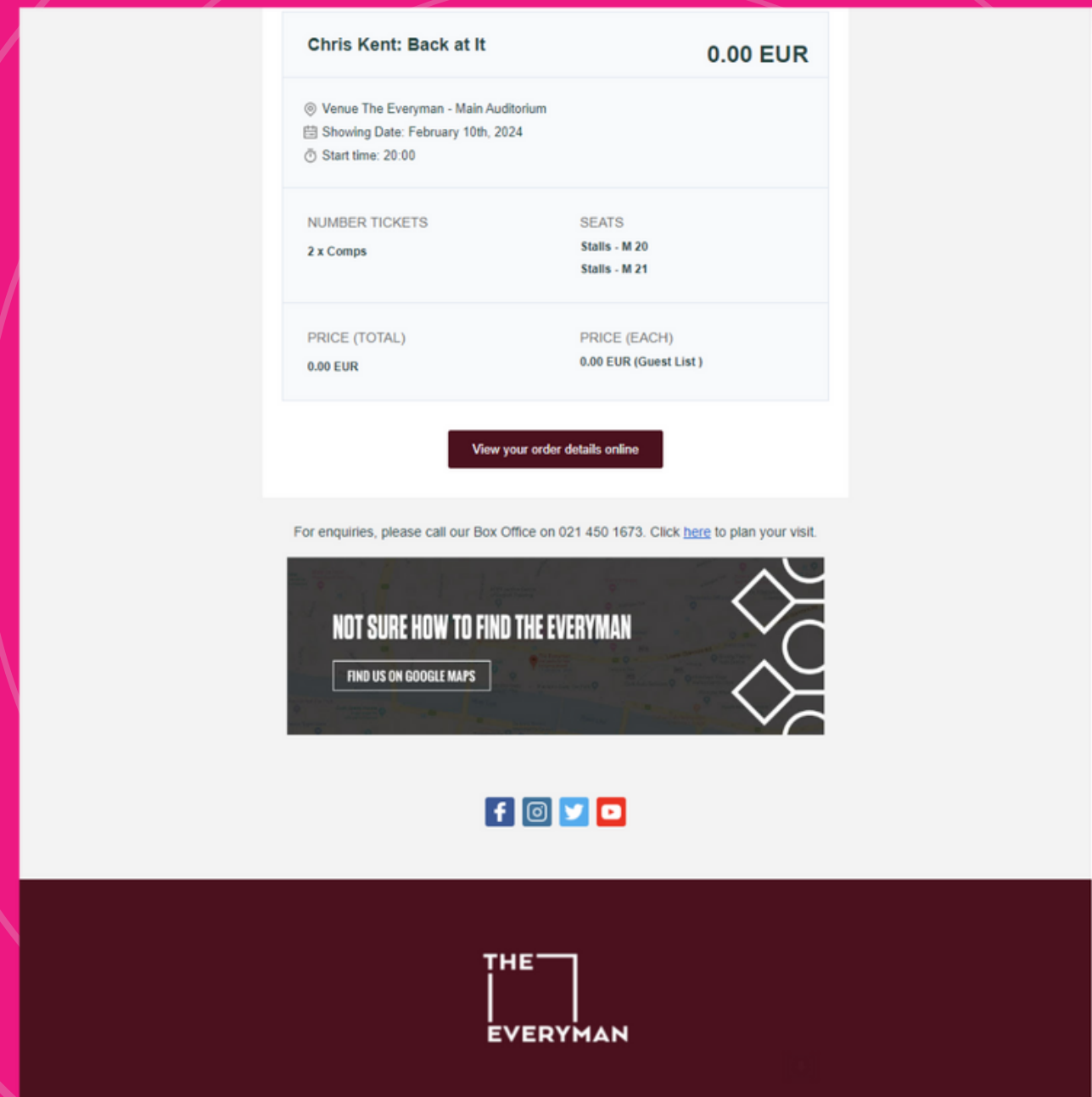
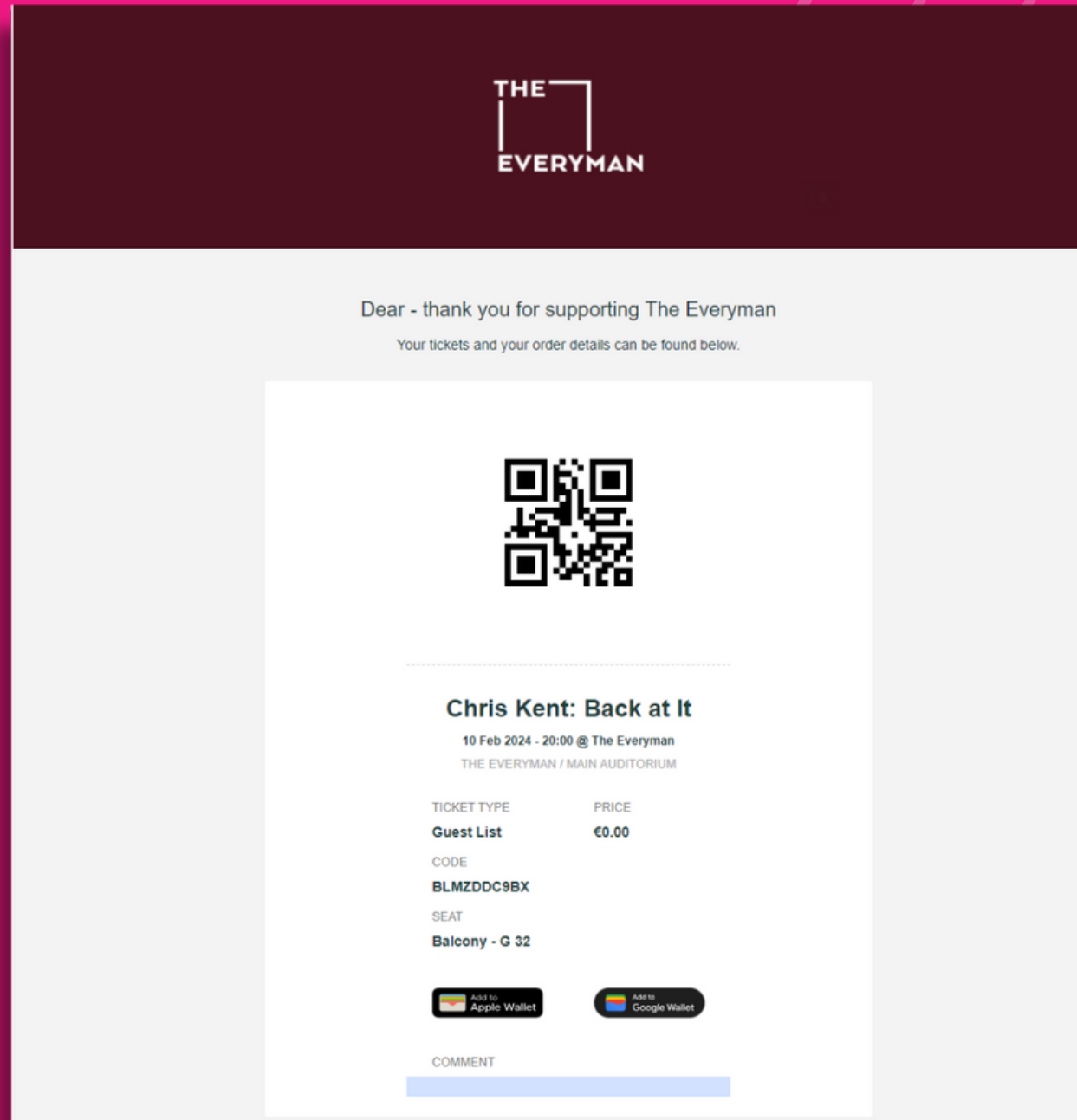
Active subscription

CANCEL **SAVE**

Multiple Recipients for Auto Reports

- Add recipients for Auto Report subscriptions without needing to create user profiles for each person
- One subscription can be sent to multiple recipients at once - all will be BCC'd

New Email Templates



New Email Templates

- Next year all email templates will be transitioning to MJML
- MJML is a simpler, easier and cleaner way to design high-quality emails than HTML
- We will provide basic template that you can then tweak

Tasks Tool

HOME ▶ TASKS

Task lists

- All tasks 6
- Assigned to me 1
- Upcoming 1
- Completed 2
- Archive 12

RECENTLY CHANGED

- Last 24 hours 1
- Last week 2
- Last month 5

TAGS

- Boxoffice 3

CUSTOMERS

- Jane Doe 1

All Tasks

Filter Sort by: Manual

Assigned to

Due date

Attached to

jane

Customers	Orders	Shows
Jane Doe jane@ticketsolve.com Jane's Address	012345 +00 12345678	
Order from Jane Doe 01/01/1970 1 year ago	€50.00 #19700101	

Edit task

0 Comments

Panto invoices

Send invoices out to all school bookings for panto

Tags

- Natalie x
- 01/12/2023 x
- Cinderella x

Tasks Tool

- Create and assign staff tasks to complete that are attached to shows, customers, orders or events
- Leads onto Project Management / Pipeline Management tool in the future

**We are looking for Beta testers for the Tasks tool.
Drop a message to nick@ticketsolve.com if you'd like to
get involved!**

Automations

HOME ▶ MANAGE ▶ AUTOMATIONS

Automations

First Time Customer Tags and emails customers who have placed their first order. ☑ Active DISABLE	Donations Lorem ipsum dolor sit amet consectetur. Sit mauris ullamcorper commodo neque orci nisi bibendum lorem sed. Ultrices ac. ⊖ Inactive ENABLE
---	---

First Time Customer ...	Donations
Tags and emails customers who have placed their first order.	
☑ Active DISABLE	✎ Edit parameters
	⊖ Disable
	Schedule one minute after

Automations

- Boxed Automations will soon begin to be launched
- This will start with a 'First time customer' automation
- The basics of the automation will be built already, you will then be able adjust the tag, email that gets sent out, delay on the email and removing of the tag

Any questions?

Speak now or forever hold your peace!

... or email us at support@ticketsolve.zendesk.com

... or send us a ticket on Zendesk

... or give us a call

**Help
articles
on new
features**

