



Workshops 2023

Welcome



Plan for day - Morning

10.30am - Welcome

A big hello and welcome to the Ticketsolve Workshop 2023

10.35am - What's new?

Get the lowdown on the launch of our new features that have launched in Ticketsolve over the past few months

11:00am - Maximise Revenue

We share our top tips on how you can instantly increase additional streams of revenue for your org right away

11:30am - Leveraging Sales Reports

Find out which core reports to use to gather ticket and product sales data.

12:00pm - Time-saving Tips for Box Office

Explore handy how-tos that you can use to become a pro at the Box Office.

12:30pm - Great Food & Better Company

Grab a bite to eat, catch up with your fellow Ticketsolvers, and ask them the question: 'What do you find the most useful in Ticketsolve?'



Plan for day - Afternoon

1:30pm - Real Insights & Success Stories

A relaxed chat to share your knowledge about what you find the most useful in Ticketsolve.

1:45pm - Super Settings Mean Better Results

A run-through of some of the small but mighty settings you can use to customise your Ticketsolve account

2:15pm - Bringing Clarity to Audience Data

Learn how to create tailored reports to get to know your customers and build targeted marketing campaigns

2:45pm - Coming Soon....

Get a sneak peek into features and functionality coming soon to Ticketsolve

3:00pm - Getting the most out of working with us

How you can benefit from everything Ticketsolve has to offer

3:15pm - Let's Call it a (Productive) Day

We'll round up the day and officially finish





Latest Innovations

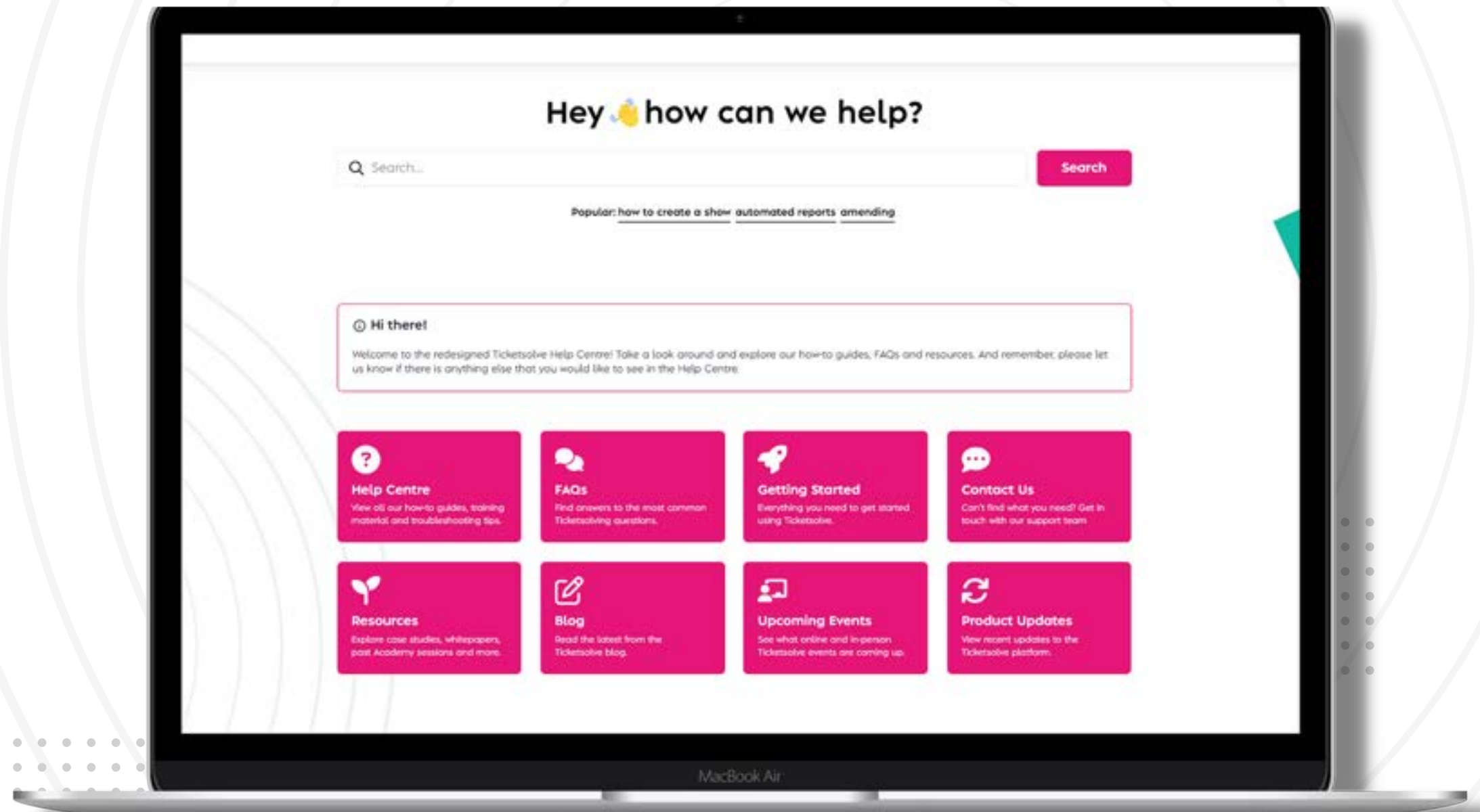
Get the lowdown on the launch of our new features that have launched in Ticketsolve over the past few months



New Help Centre

We launched the new Ticketsolve Help Centre including:

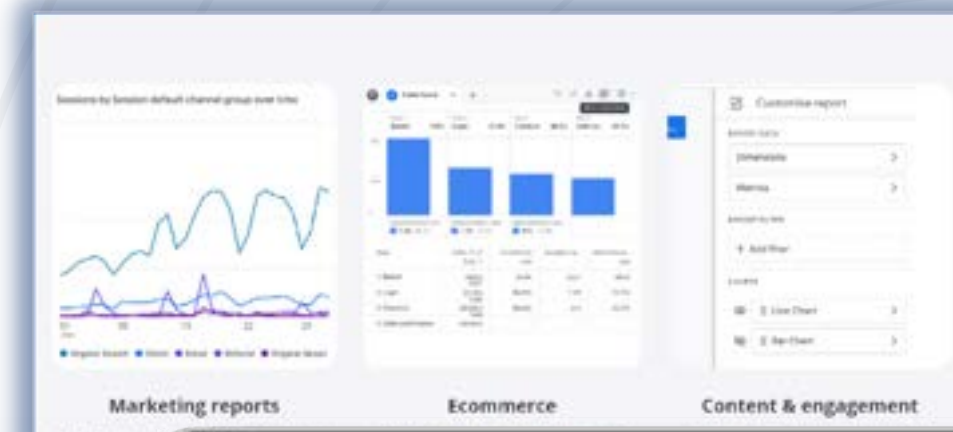
- redesigned homepage
- improved navigation
- better search functionality
- industry resources



Google Analytics 4

Ticketsolve partnered with One Further to integrate with GA4, bringing you the most powerful ecommerce integration in the industry. This includes:

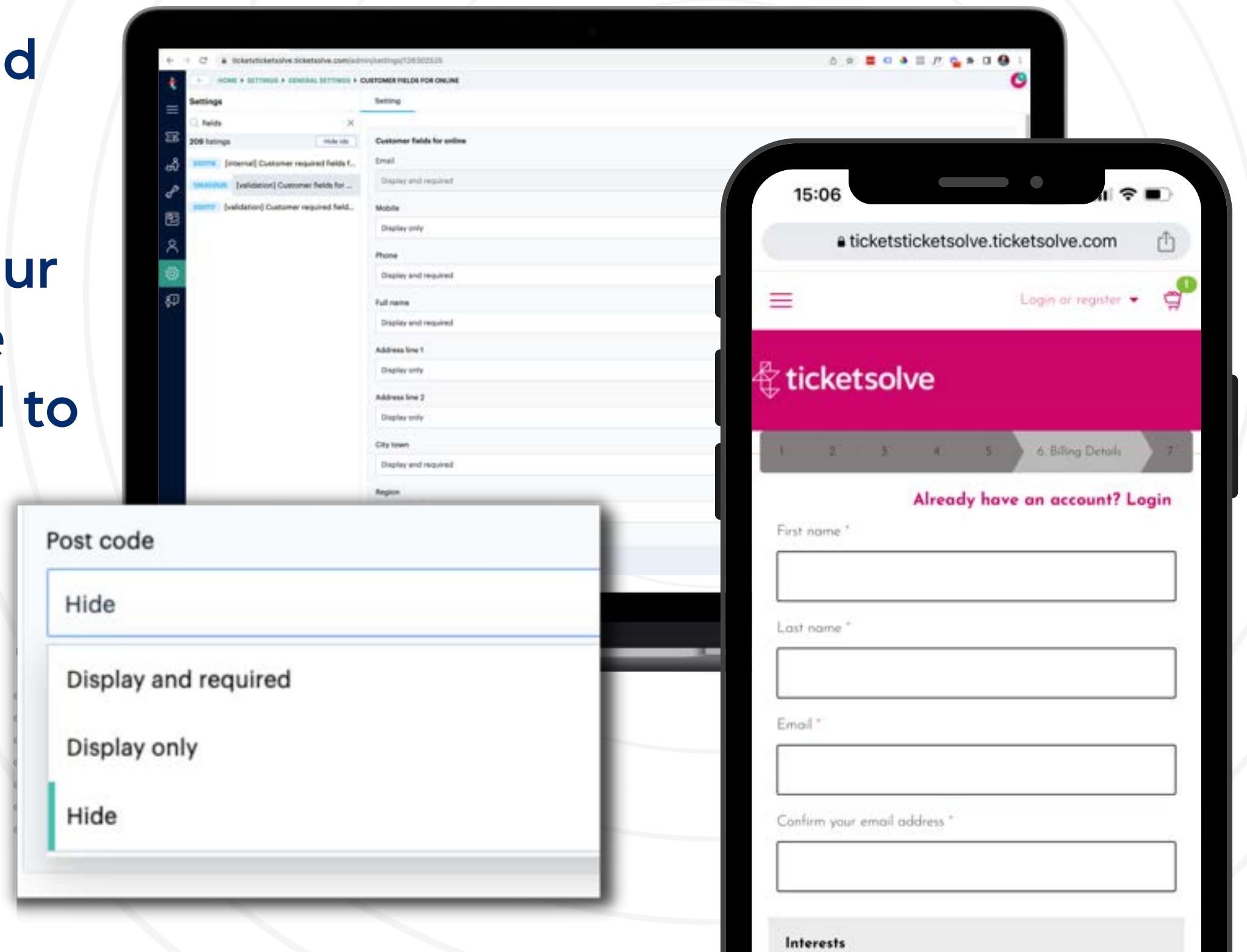
- Step-by-step integration guide
- On-demand GA4 Academy session
- Google Analytics 4 Reporting Kit



Streamline Your Checkout

You can now choose which customer fields are displayed and required for online orders.

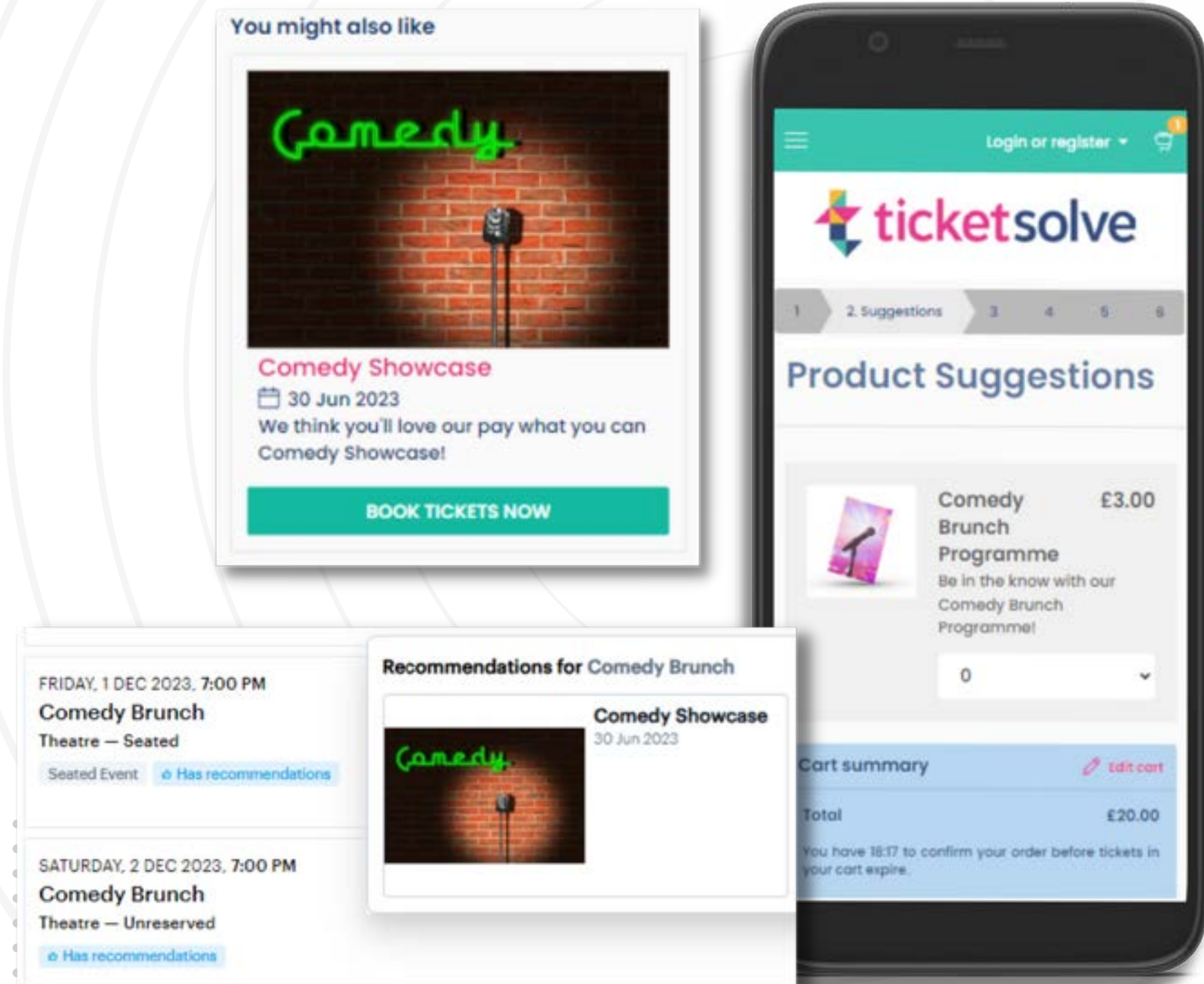
This means that if it's right for your organisation, you can reduce the number of fields customers need to fill in and speed up the booking process.



Box Office Recommendations

Our Recommendations feature is now available at the Box Office as well as online.

The Recommendations feature makes it easy to cross-sell related shows and products at the point of sale and maximise your revenue.



Manage Tags

We released a new Manage Tags feature to help you keep on top of all the tags in your account.

You can:

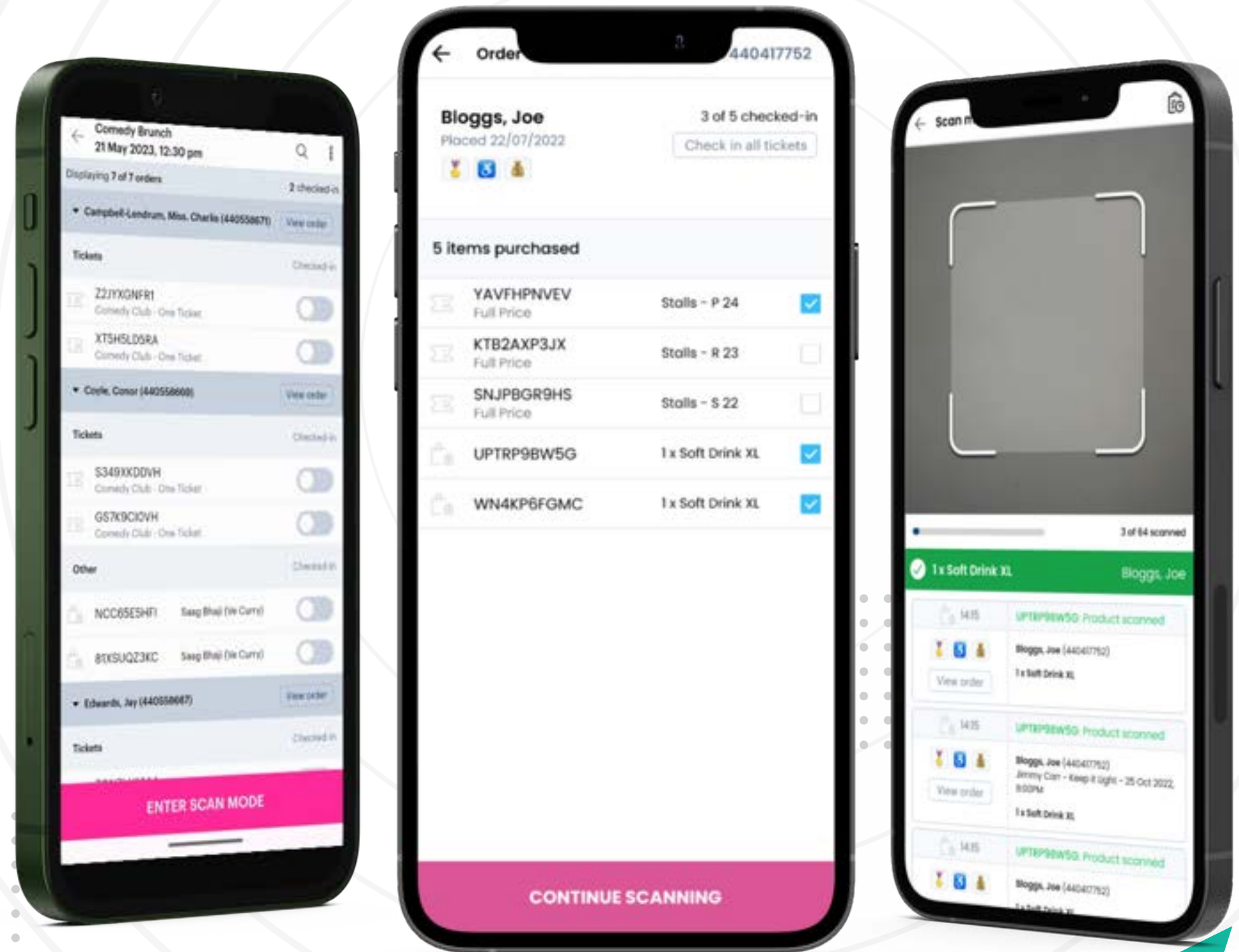
- View, add & delete tags
- Give tags a colour
- Give tags an emoji



Checkin App

We are in the process of rolling out our brand new checkin app to everyone to include:

- Product scanning
- Tag implementation
- Checkin all
- Free scan mode

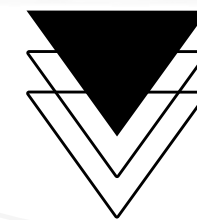
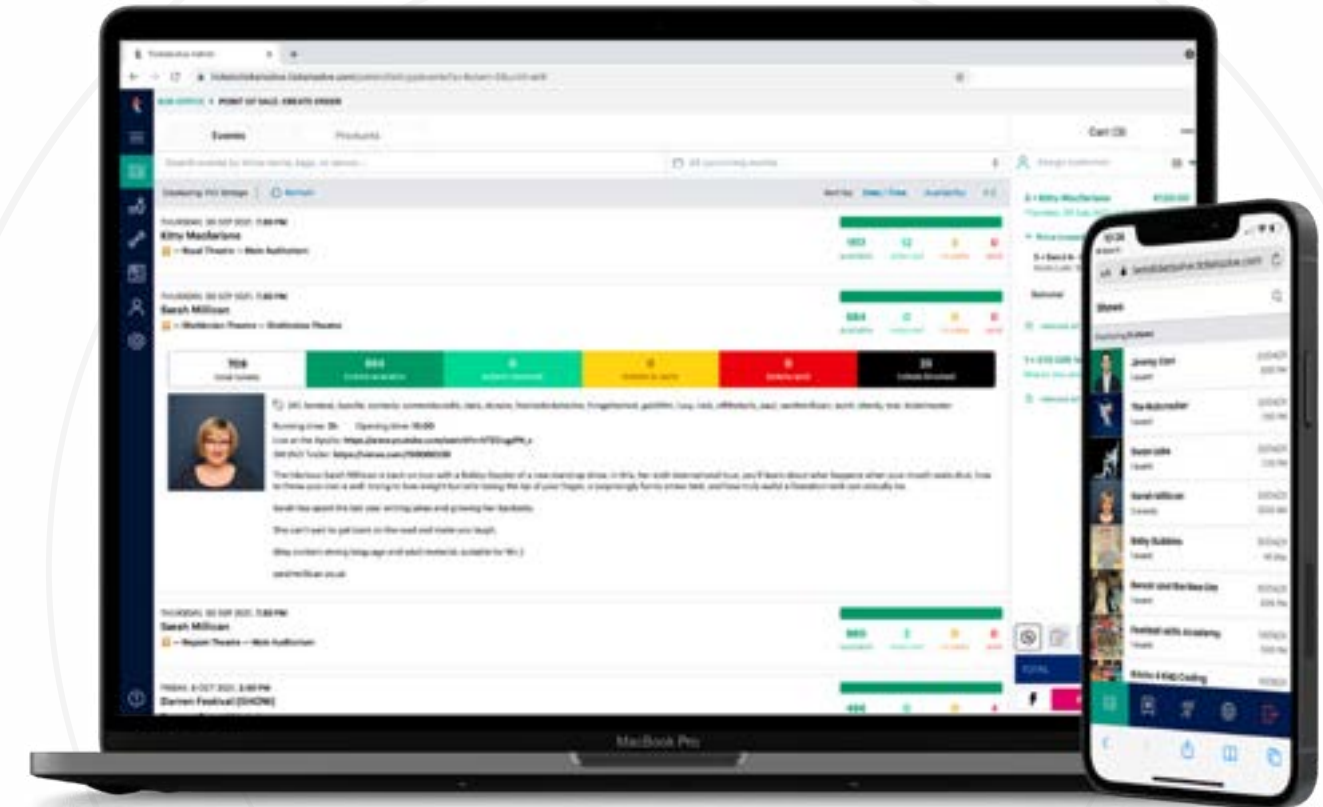


Webhooks

Webhooks are now available to everyone

- Push Ticketsolve data to other apps
- Improves our integrations e.g CrwodEngage

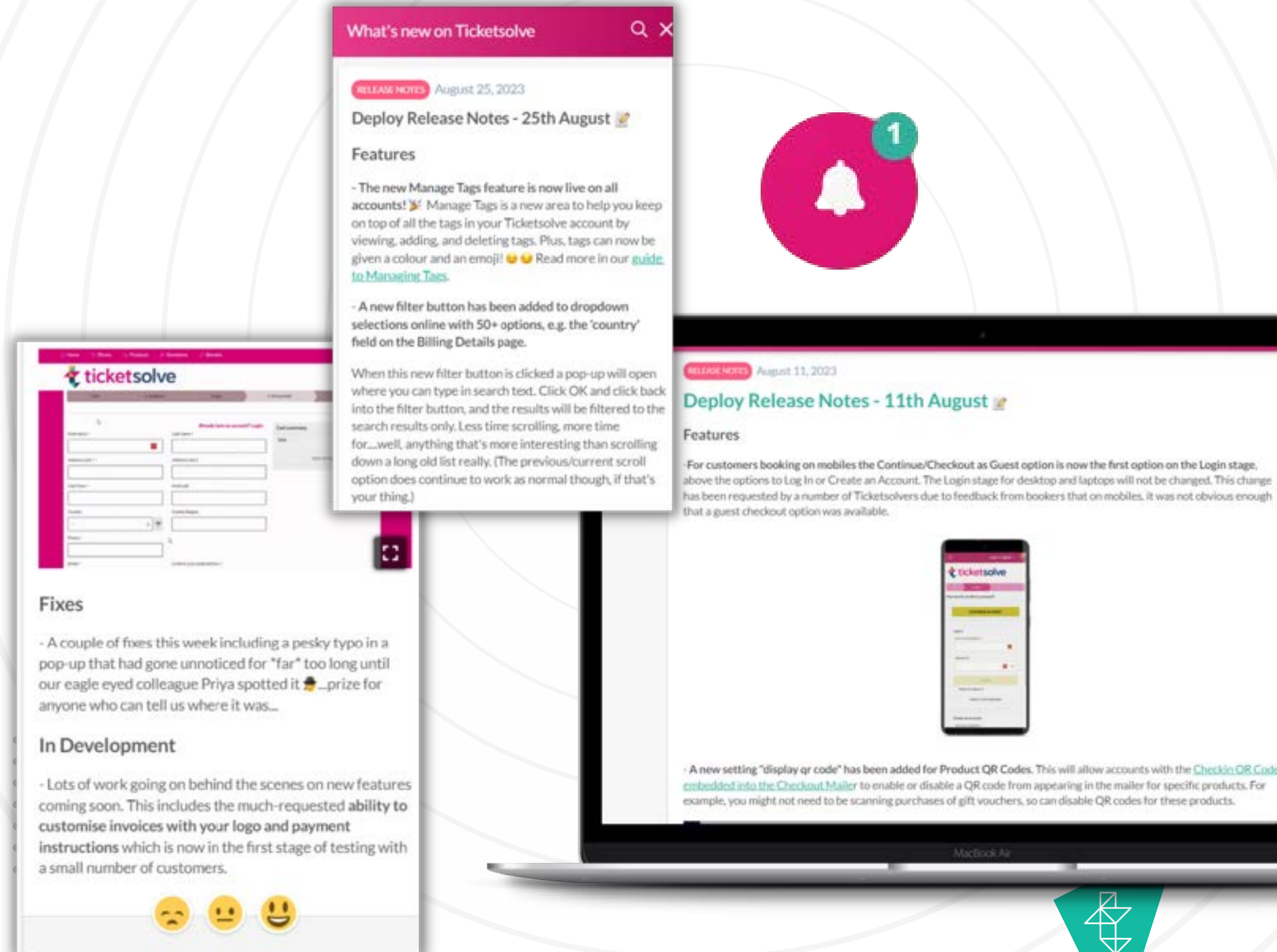
Book of Kells use Klaviyo as their main CRM and email system. They now push data from Ticketsolve via webhooks



Plus...lots more!

Each week we release system updates, new features and fixes to keep Ticketsolve optimised.

We'll always let you know what's new via the notification centre on the top right corner of your screen.



What's new on Ticketsolve

RELEASE NOTES August 25, 2023

Deploy Release Notes - 25th August

Features

- The new Manage Tags feature is now live on all accounts! Manage Tags is a new area to help you keep on top of all the tags in your Ticketsolve account by viewing, adding, and deleting tags. Plus, tags can now be given a colour and an emoji! Read more in our [guide to Managing Tags](#).
- A new filter button has been added to dropdown selections online with 50+ options, e.g. the 'country' field on the Billing Details page.

When this new filter button is clicked a pop-up will open where you can type in search text. Click OK and click back into the filter button, and the results will be filtered to the search results only. Less time scrolling, more time for...well, anything that's more interesting than scrolling down a long old list really. (The previous/current scroll option does continue to work as normal though, if that's your thing.)

Fixes

- A couple of fixes this week including a pesky typo in a pop-up that had gone unnoticed for "far" too long until our eagle eyed colleague Priya spotted it...prize for anyone who can tell us where it was...

In Development

- Lots of work going on behind the scenes on new features coming soon. This includes the much-requested ability to customise invoices with your logo and payment instructions which is now in the first stage of testing with a small number of customers.

RELEASE NOTES August 11, 2023

Deploy Release Notes - 11th August

Features

- For customers booking on mobiles the Continue/Checkout as Guest option is now the first option on the Login stage, above the options to Log In or Create an Account. The Login stage for desktop and laptops will not be changed. This change has been requested by a number of Ticketsolvers due to feedback from bookers that on mobiles, it was not obvious enough that a guest checkout option was available.

Fixes

- A new setting "display qr code" has been added for Product QR Codes. This will allow accounts with the [Checkin QR Code embedded into the Checkout Mailer](#) to enable or disable a QR code from appearing in the mailer for specific products. For example, you might not need to be scanning purchases of gift vouchers, so can disable QR codes for these products.





Maximising Revenue

Useful Tips and Practical Examples on how you can maximise revenue streams within your organisation



Current Challenges

- Funding
- Increased costs
- Customer spend
- Customer attendance (78% only come once a year)
- Do more with less



Diversifying Revenue Streams

- Risk mitigation
- Attracting broader audiences
- Future Growth and Sustainability





Practical Examples and Ideas



Upselling Other Events

Use our recommendation feature to up-sell other similar events

We would recommend to select a maximum of 4 other events (3 is the optimum)

This feature will be available in the box office and online

THURSDAY, 31 AUG 2023, 8:00 PM
Sarah Millican
Shels Theatre — Shels Theatre

Seated Event [Has recommendations](#)

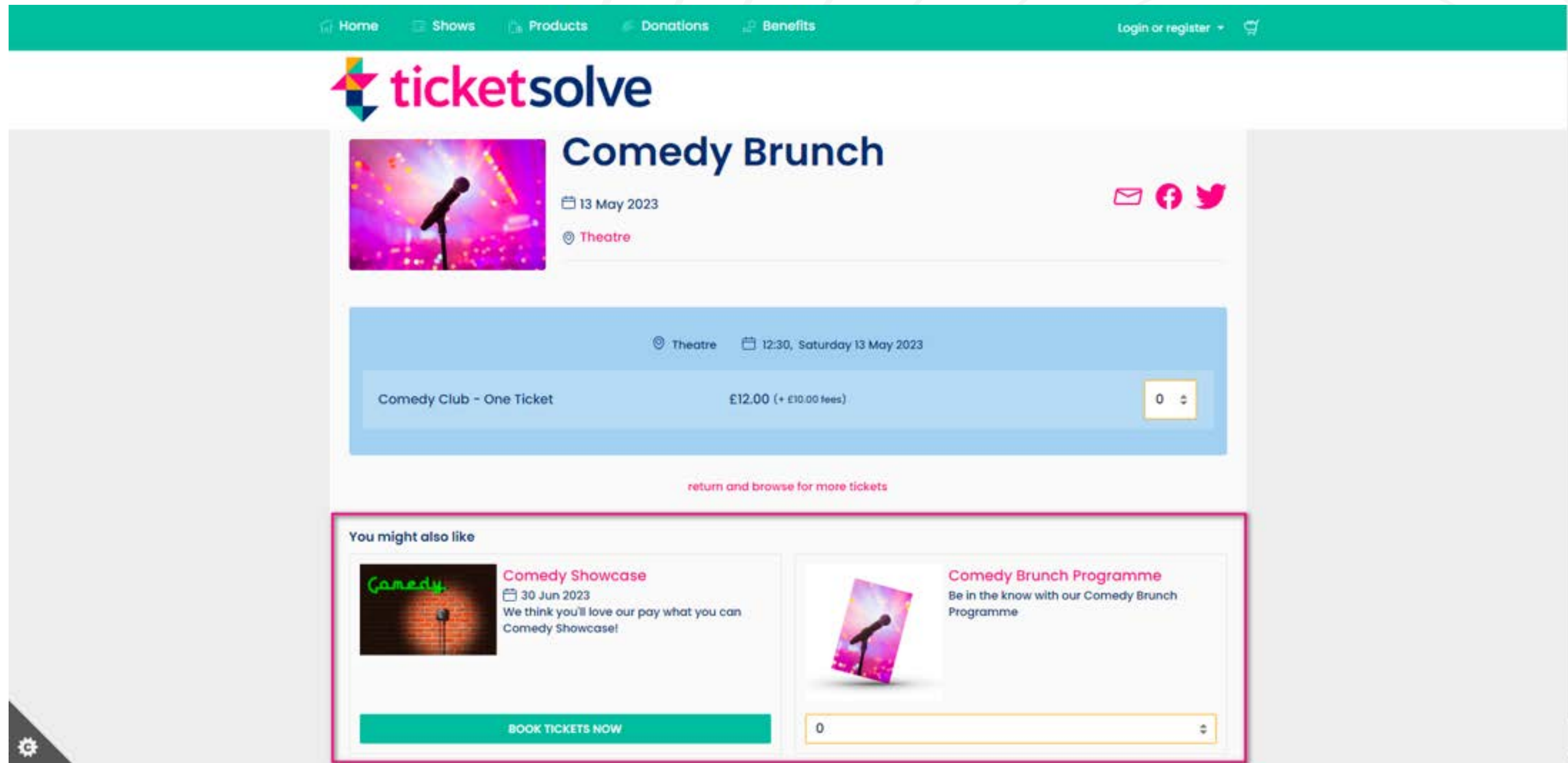
Show details Properties **Recommendations** Settings

Displaying 1 - 3 recommendations [+ CREATE NEW RECOMMENDATION](#)

TYPE	ITEM	SUMMARY	PRIORITY	ACTIVE?	
Product	Sarah Millican DVD	Why not buy Dara's latest DVD t...	0	✓	⋮
Show	Tom Allen - Completely (Over 14's)		0	✓	⋮
Donation product	Cedar Mill Community Fund		0	✓	⋮



Upselling Other Events



The screenshot shows the Ticketsolve website interface. At the top, there is a navigation bar with links for Home, Shows, Products, Donations, and Benefits, along with a 'Login or register' button. The main header features the Ticketsolve logo. The primary event is 'Comedy Brunch', scheduled for 13 May 2023 at a Theatre. A ticket for 'Comedy Club - One Ticket' is priced at £12.00 (+ £10.00 fees). Below this, a red box highlights a 'You might also like' section. This section contains two event cards: 'Comedy Showcase' on 30 Jun 2023 with a 'BOOK TICKETS NOW' button, and 'Comedy Brunch Programme' with a quantity selector set to 0.



Upselling Other Events

Displaying 100 listings | Refresh

Sort by: Date / Time Availability A-Z

THURSDAY, 31 AUG 2023, 9:00 AM
Museum of London Docklands
Shels Theatre — Shels Theatre
Seated Event [Has recommendations](#)


THURSDAY, 31 AUG 2023, 8:00 PM
Sarah Millican
Shels Theatre — Shels Theatre
Seated Event [Has recommendations](#)


FRIDAY, 1 SEP 2023, 9:00 AM
Museum of London Docklands
Museum of London Docklands — Docklands
[Has recommendations](#)


FRIDAY, 1 SEP 2023, 9:30 AM
Museum of London Docklands
Museum of London Docklands — Docklands
[Has recommendations](#)

FRIDAY, 1 SEP 2023, 10:00 AM
Museum of London Docklands
Museum of London Docklands — Docklands
[Has recommendations](#)

Recommendations for Sarah Millican

 **Sarah Millican DVD**
£20.00
Regular Product

 **Tom Allen - Completely (Over 14's)**
29 Oct 2023

 **Cedar Mill Community Fund**
£50.00
Donation

902 available 0 reserved 0 in carts 7 sold

VIEW TICKETS

1976 available 0 reserved 0 in carts 24 sold

1986 available 0 reserved 0 in carts 14 sold

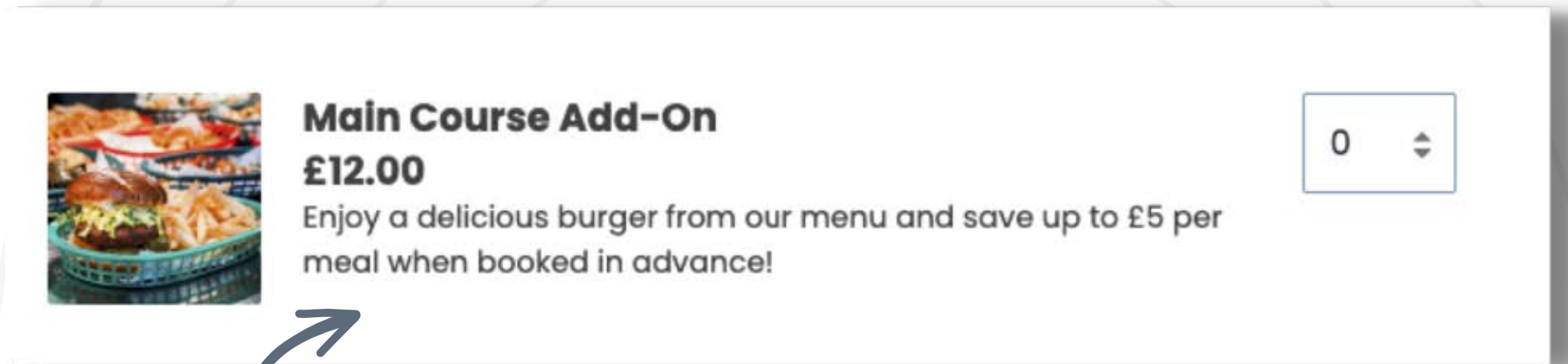
1993 available 0 reserved 0 in carts 7 sold



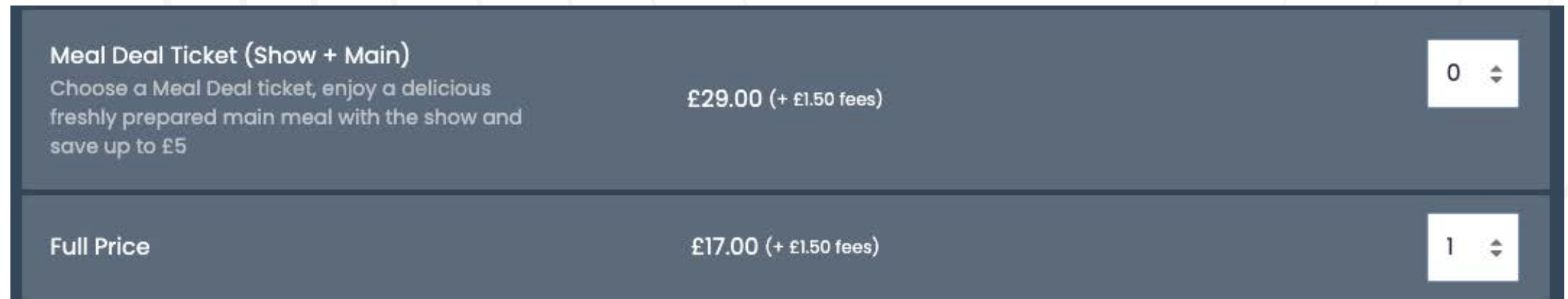
Upgrading Ticket Types

Offer different ticket types and prompt customers to upgrade if they select the normal price ticket

Tickets can include - VIP's, Meal and Ticket, Meet & Greet etc...



Main Course Add-On
£12.00
Enjoy a delicious burger from our menu and save up to £5 per meal when booked in advance!



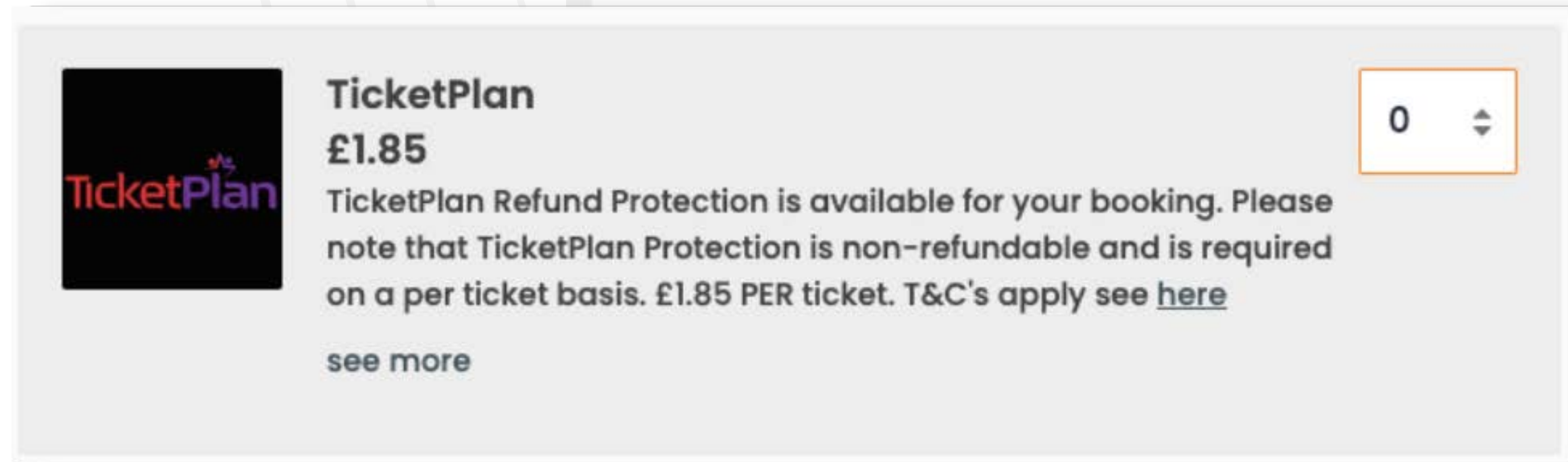
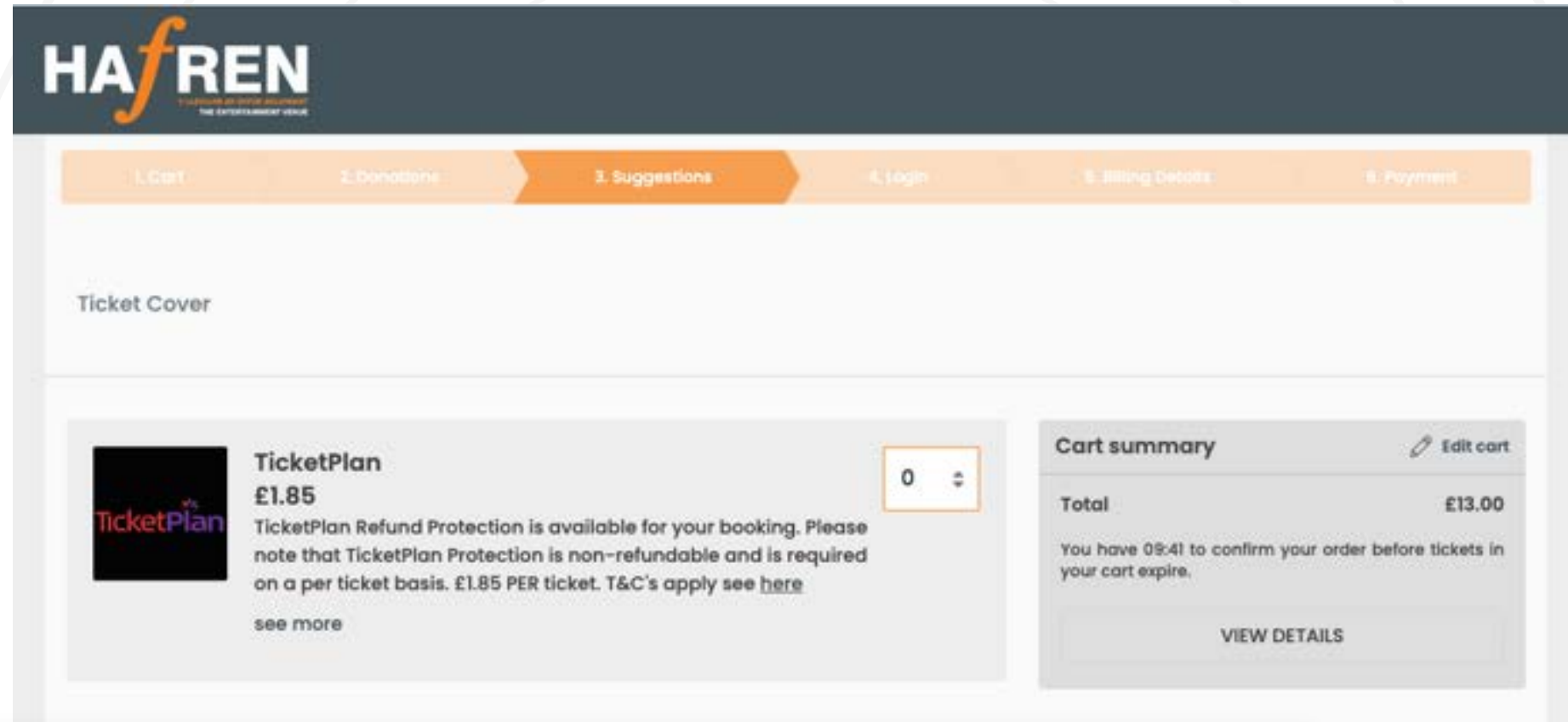
Meal Deal Ticket (Show + Main) Choose a Meal Deal ticket, enjoy a delicious freshly prepared main meal with the show and save up to £5	£29.00 (+ £1.50 fees)	0
Full Price	£17.00 (+ £1.50 fees)	1



Cross Selling Products

Link different products to a show using Product Suggestions

Cross sell booking insurance, F & B products, merchandise and related products like programmes



LIVERPOOL'S
ROYAL
COURT
20%
increase in
programme revenue



Donations

Set up donation products within Ticketsolve and prompt those donations during the booking journey.

71%
of people who saw the prompt, donated



£94,000+



Inside Charges

Use inside charges to generate additional revenue. Most venues now add a restoration levy onto each ticket.

Liverpool Royal Court generated an additional £1 million a year through inside charges

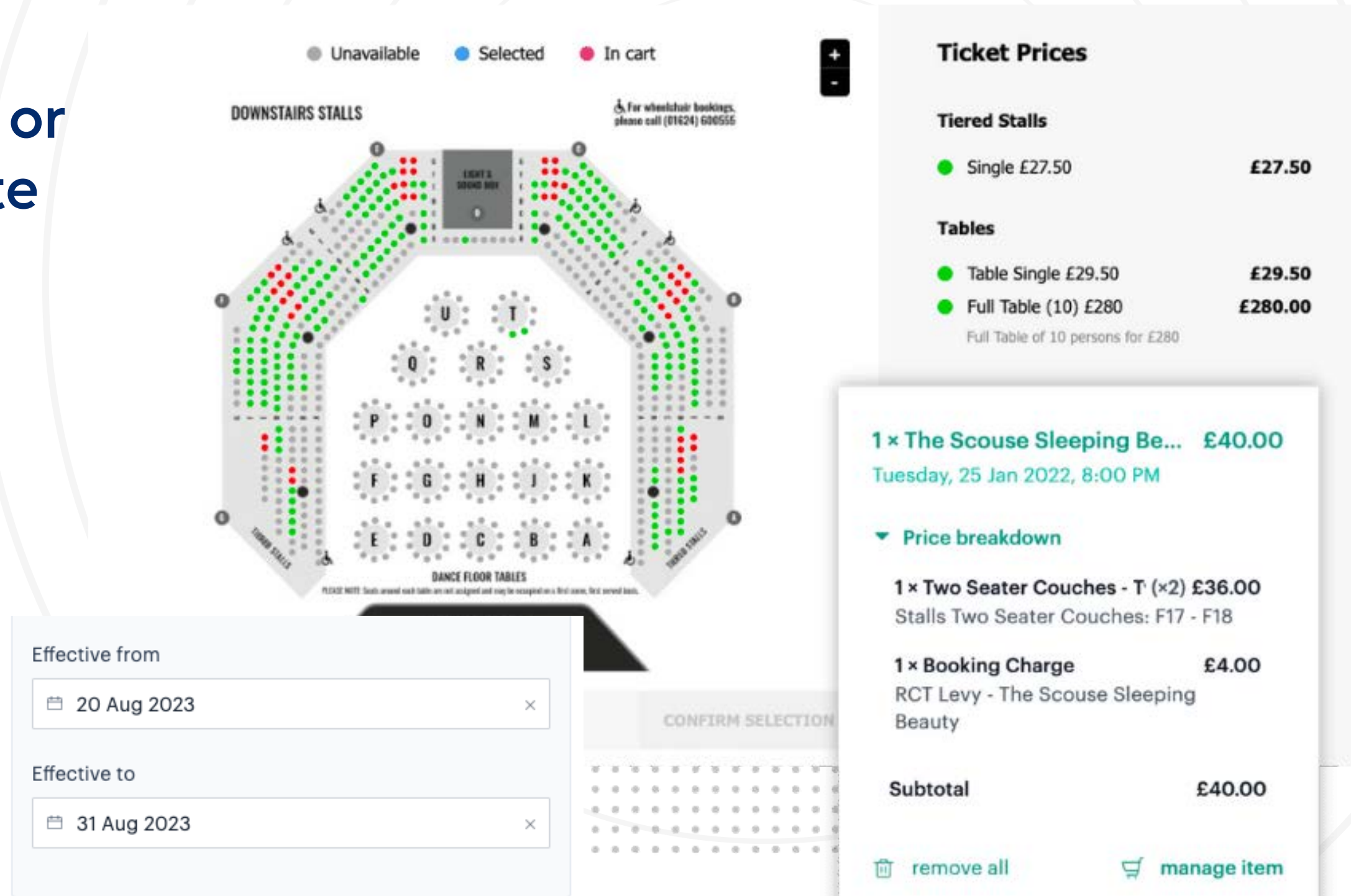


Dynamic Pricing

Dynamic pricing could increase revenue if used correctly. Think about using on day day pricing or even go down the capacity route

- The first 100 tickets are £15
- The next 100 tickets at £17
- Everything else at £20

This will also encourage early booking



The screenshot displays a ticket booking interface. At the top, a legend indicates 'Unavailable' (grey dot), 'Selected' (blue dot), and 'In cart' (red dot). The main area shows a seating chart for 'DOWNSTAIRS STALLS' and 'DANCE FLOOR TABLES'. The stalls are arranged in a semi-circle, and the tables are arranged in a grid. A 'CONFIRM SELECTION' button is visible. To the right, a 'Ticket Prices' section lists 'Tiered Stalls' and 'Tables' with their respective prices. Below this, a 'Price breakdown' section shows the total price of £40.00 for '1 x The Scouse Sleeping Beauty' on Tuesday, 25 Jan 2022, 8:00 PM. The breakdown includes '1 x Two Seater Couches - T (x2) £36.00' and '1 x Booking Charge £4.00'. A 'Subtotal' of £40.00 is shown. At the bottom, there are 'remove all' and 'manage item' buttons.

Effective from
20 Aug 2023

Effective to
31 Aug 2023

Ticket Prices

Tiered Stalls

- Single £27.50 **£27.50**

Tables

- Table Single £29.50 **£29.50**
- Full Table (10) £280 **£280.00**

Full Table of 10 persons for £280

1 x The Scouse Sleeping Beauty £40.00
Tuesday, 25 Jan 2022, 8:00 PM

Price breakdown

- 1 x Two Seater Couches - T (x2) £36.00**
Stalls Two Seater Couches: F17 - F18
- 1 x Booking Charge £4.00**
RCT Levy - The Scouse Sleeping Beauty

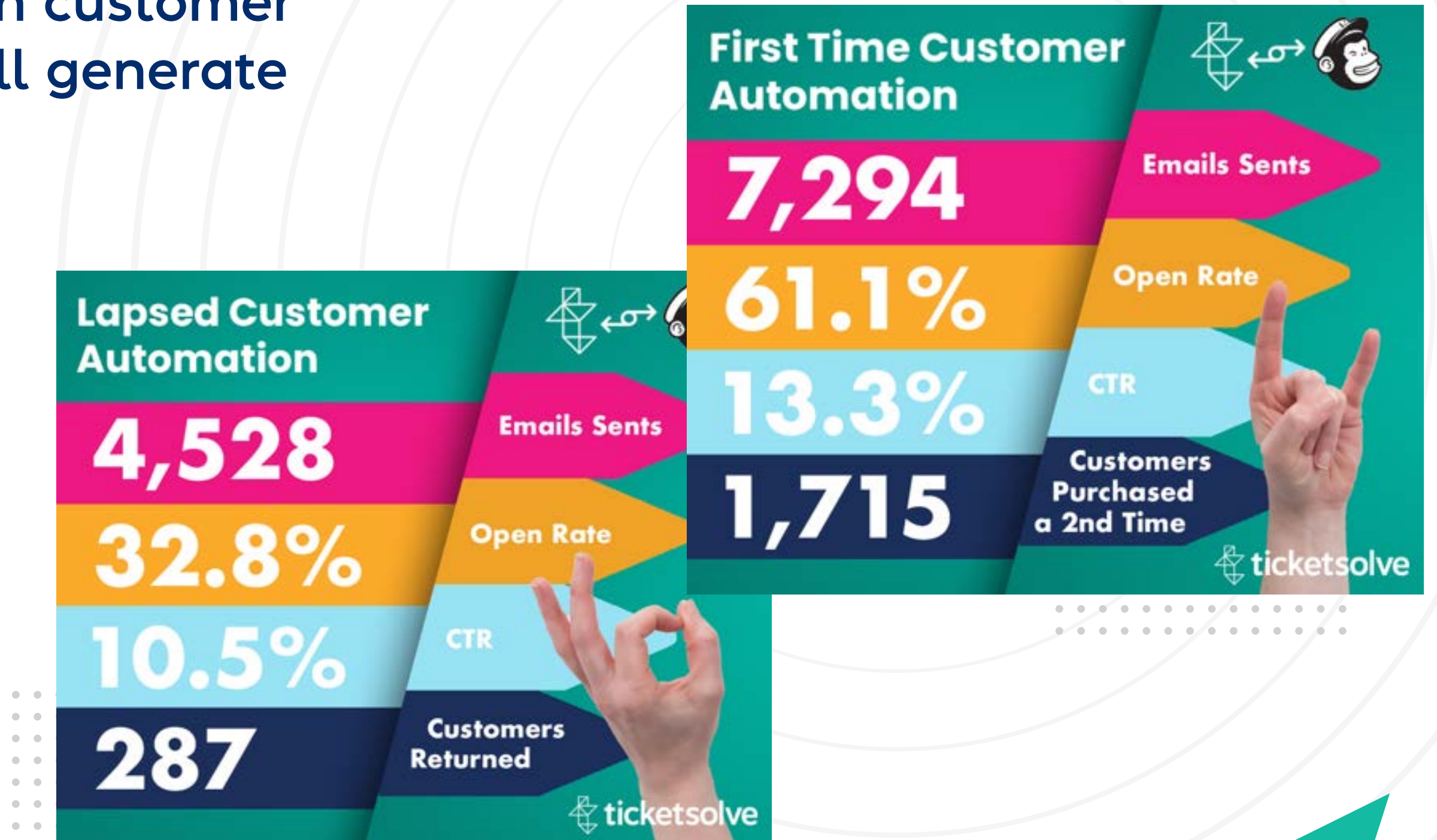
Subtotal £40.00

remove all manage item

Leverage Automations

Automations will help with customer loyalty and this in turn will generate more revenue

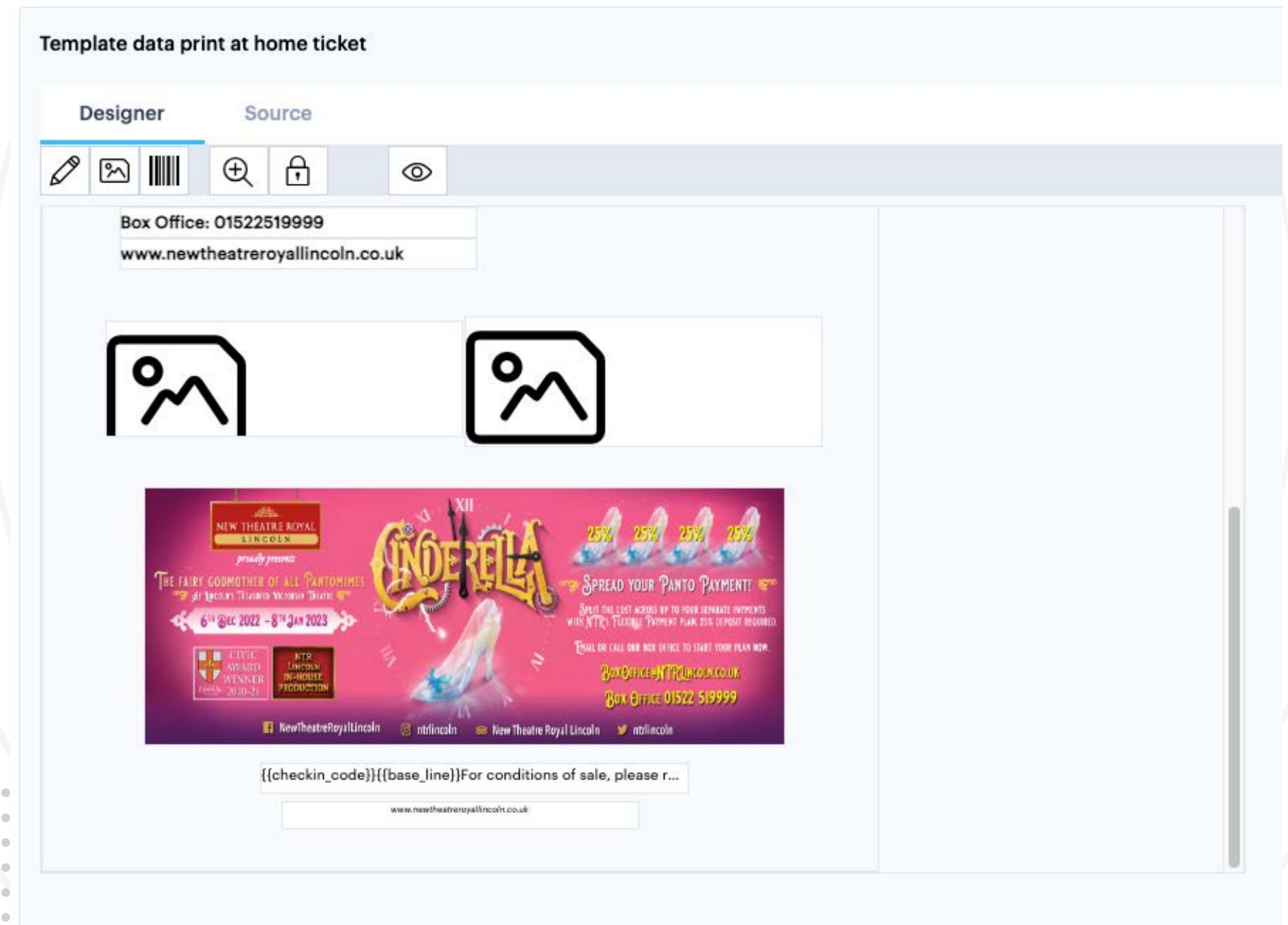
- First time customer
- Lapsed customers
- Donation thank you
- Never booked
- Best customers



Corporate Sponsorship

Utilise Ticketsolve to sell advertising space for local business. Provide them with exposure and discuss CSR (corporate social responsibility)

- Print at home design
- Seating plans
- Website
- Brochure
- High demand events
- Memberships
- Group bookings



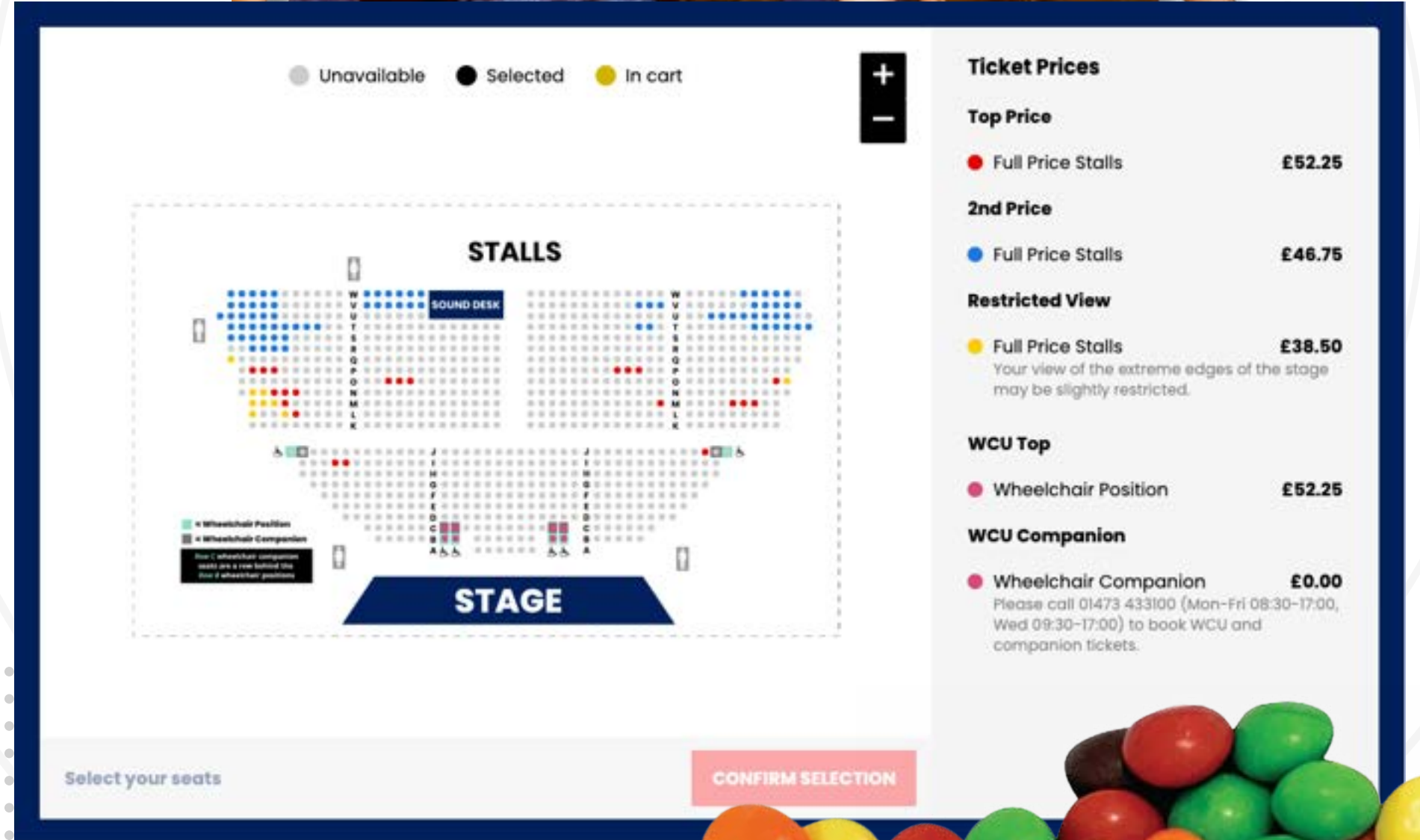
Seating Allocations



Add multiple allocations to your seating plan. Take a look at what are the best seats in the house and add them to the premium allocation

- Premium
- Standard
- Restricted

Change the allocation at anytime



The screenshot shows a ticket selection interface. At the top, there are three legend items: 'Unavailable' (grey dot), 'Selected' (black dot), and 'In cart' (yellow dot). Below this is a seating chart titled 'STALLS' with a 'STAGE' at the bottom. The chart shows rows of seats with some seats highlighted in blue (Selected) and yellow (In cart). A 'SOUND DESK' is indicated on the chart. To the right of the chart is a 'Ticket Prices' section with a '+' and '-' button. The prices are:

Category	Price
Top Price	
• Full Price Stalls	£52.25
2nd Price	
• Full Price Stalls	£46.75
Restricted View	
• Full Price Stalls	£38.50
Your view of the extreme edges of the stage may be slightly restricted.	
WCU Top	
• Wheelchair Position	£52.25
WCU Companion	
• Wheelchair Companion	£0.00

At the bottom of the interface, there are two buttons: 'Select your seats' and 'CONFIRM SELECTION'.



Expand Your Box Office

Take advantage of Ticketsolve being a cloud based solution. Take your box office out on the road

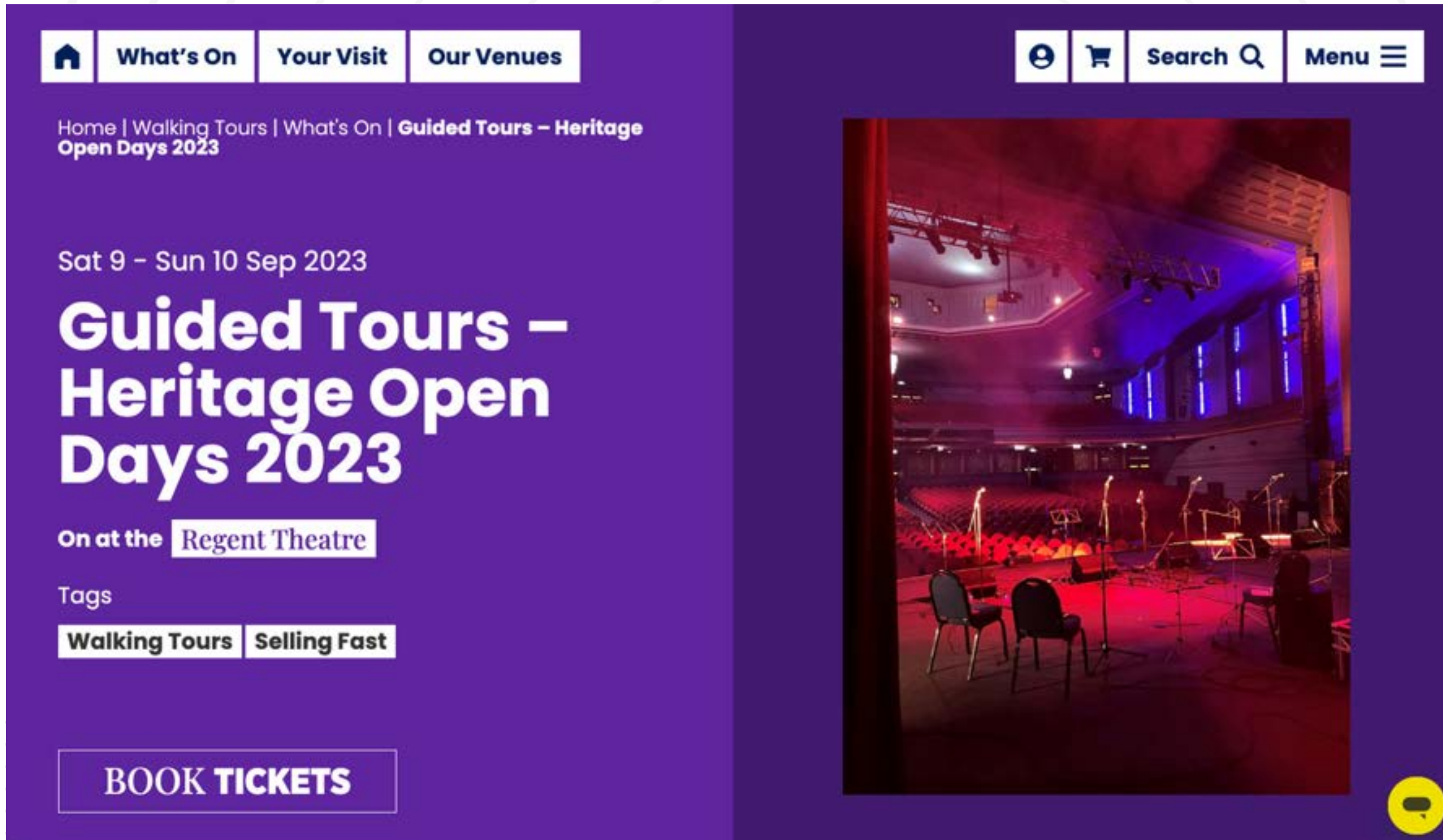
- Local markets
- Local indoor and outdoor events
- Carnivals
- Rural communities



Utilise Your Spaces

You all have amazing venues and spaces. Try and utilise them more

- Guided tours
- Backstage tours
- Meeting rooms
- Conference spaces
- Training opportunities



The screenshot shows a website interface with a purple background. At the top, there are navigation tabs: 'Home', 'What's On', 'Your Visit', and 'Our Venues'. Below this is a breadcrumb trail: 'Home | Walking Tours | What's On | Guided Tours – Heritage Open Days 2023'. The main heading is 'Sat 9 – Sun 10 Sep 2023' followed by 'Guided Tours – Heritage Open Days 2023' in large white text. Below the heading, it says 'On at the Regent Theatre'. There are two tags: 'Walking Tours' and 'Selling Fast'. At the bottom of the text area is a white button that says 'BOOK TICKETS'. On the right side of the screenshot, there is a large image of a theatre interior with red and blue lighting. At the top right of the screenshot, there are icons for a home page, a shopping cart, a search bar, and a menu. At the bottom right of the screenshot, there is a yellow speech bubble icon.

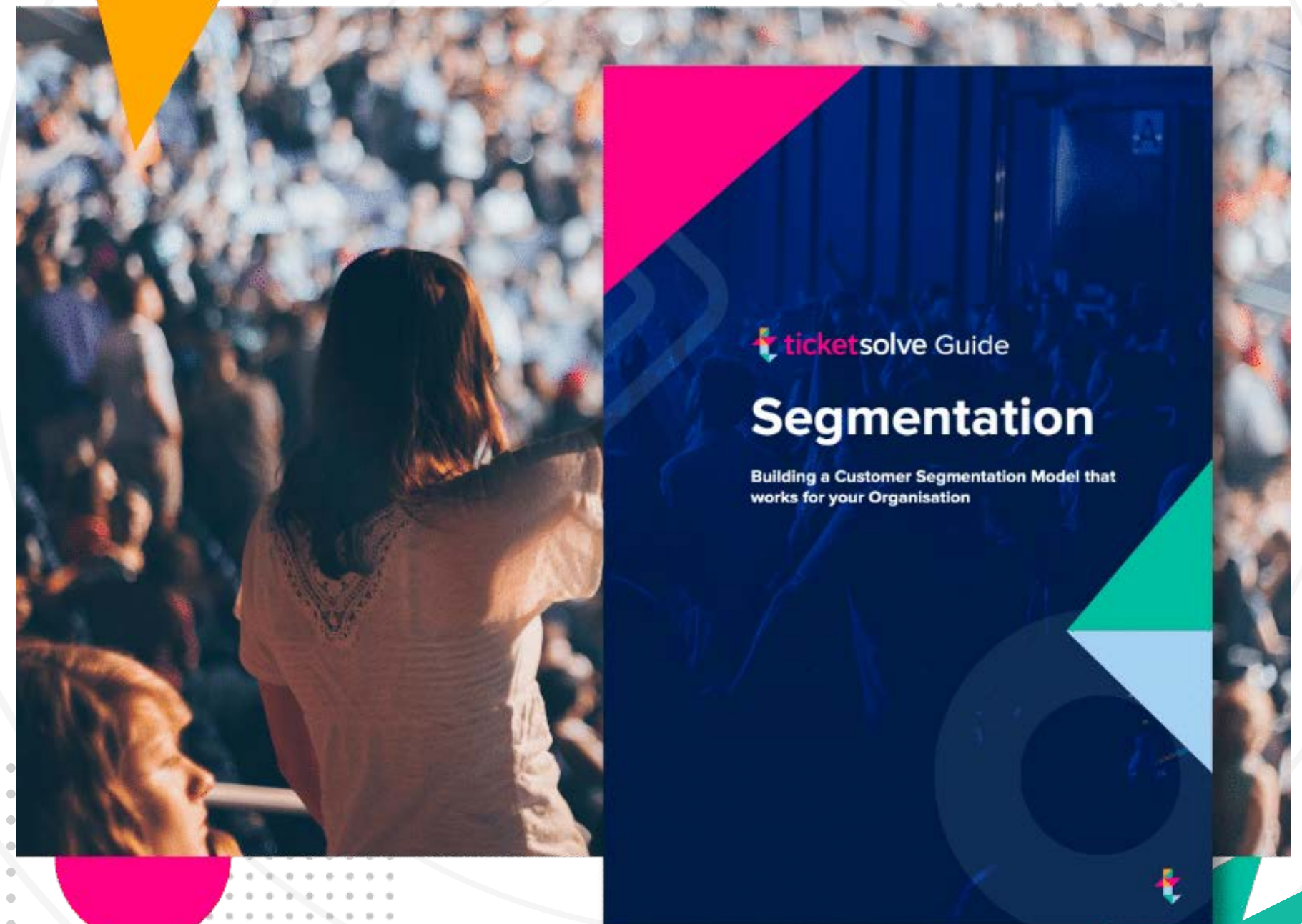


Segmentation is Key

Sending everything to everyone doesn't work. Sending something to someone does work

Segmentation is proven to work and increase ROI

Not only can you increase revenue but you can also reduce spend



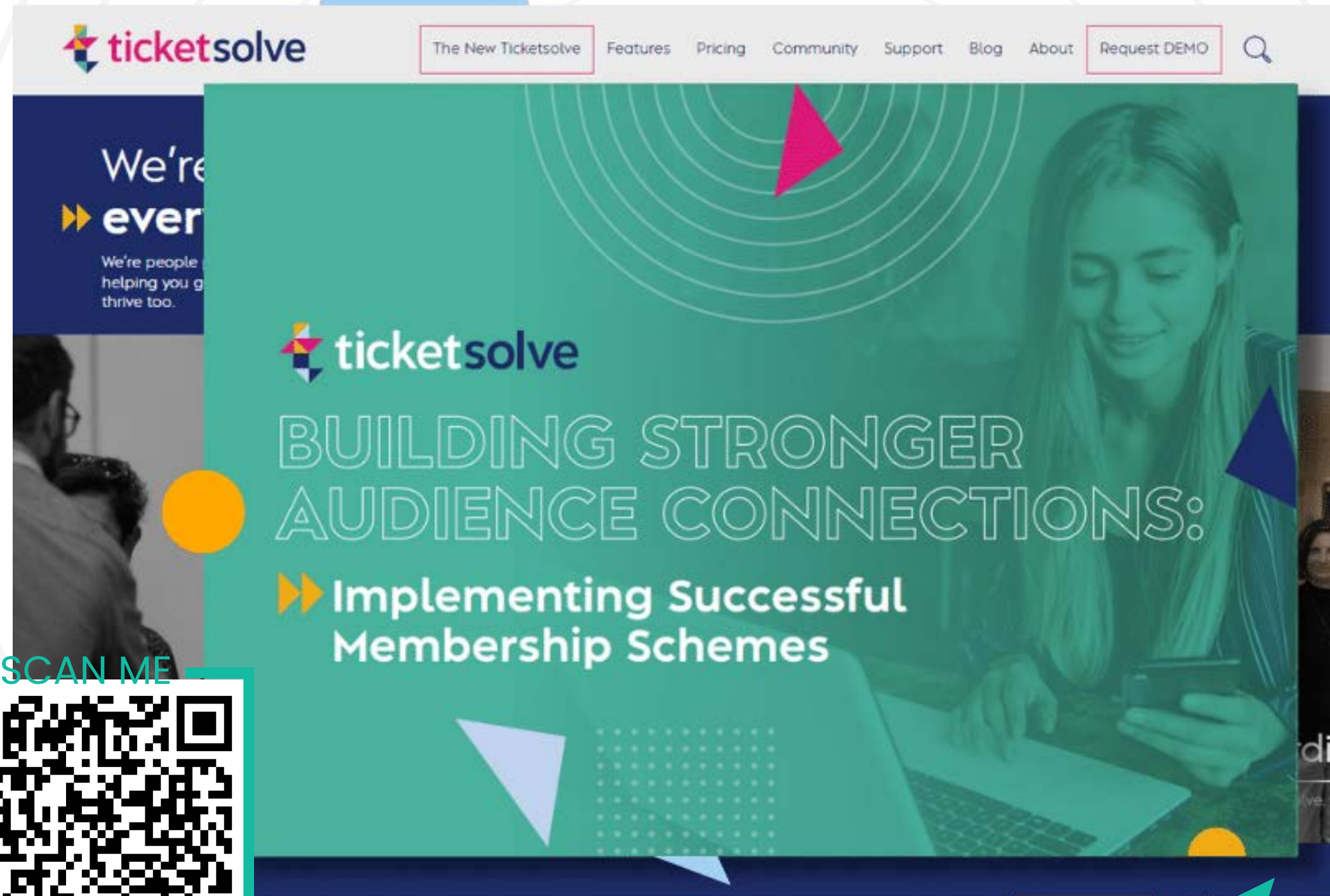
SCAN ME



Memberships

Create membership schemes to build customer loyalty

You can also build membership schemes to generate additional revenue streams



SCAN ME

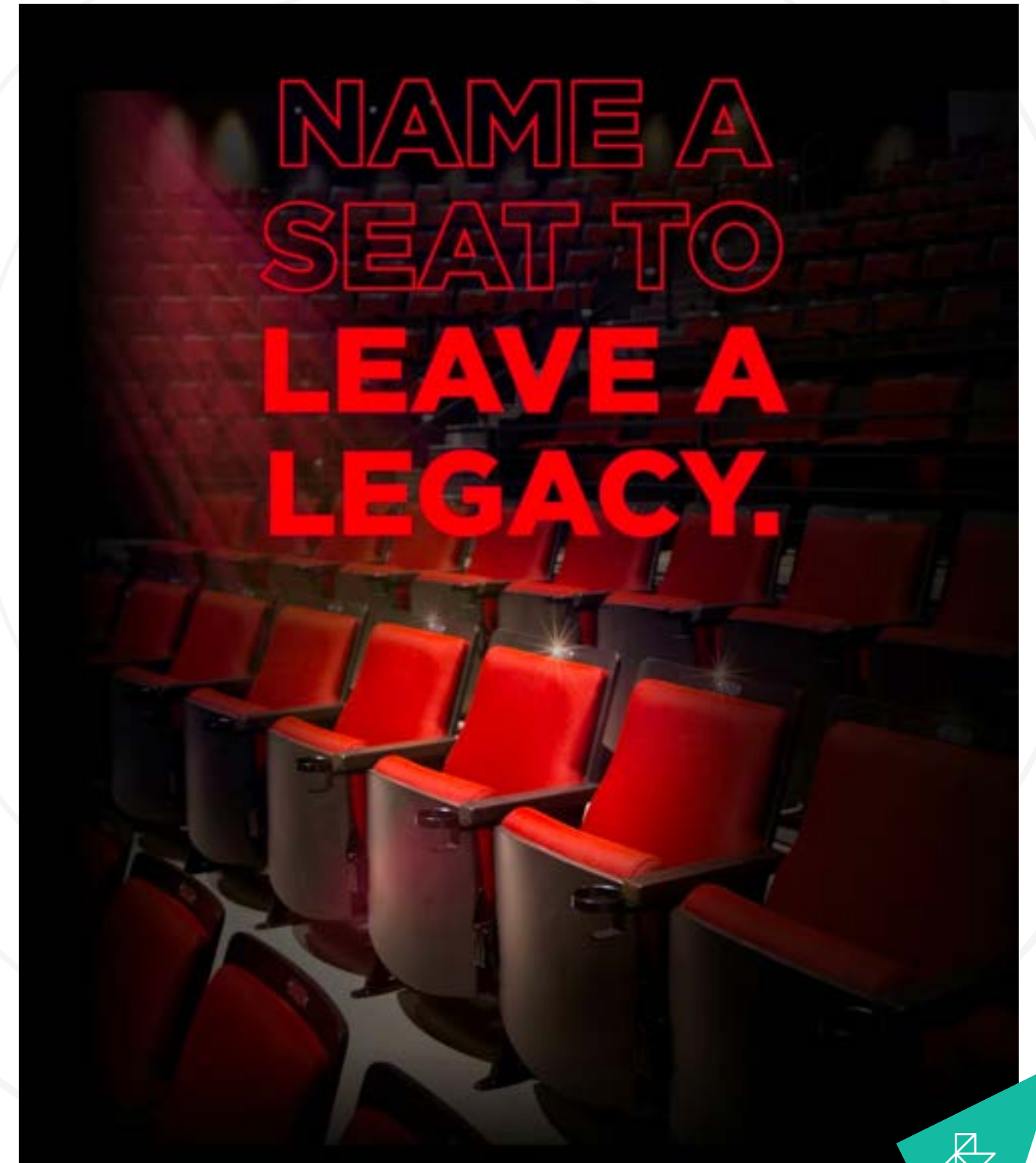


Capital Fundraising

Use donation products to create specific fundraising pots for capital projects

- New seats
- New toilets
- New bar
- Buy a brick
- Name a seat

Build a story around each campaign and get buy-in from your customers





Leveraging Data

Tips and tricks that you might not know to help you become a Ticketsolve Box Office pro

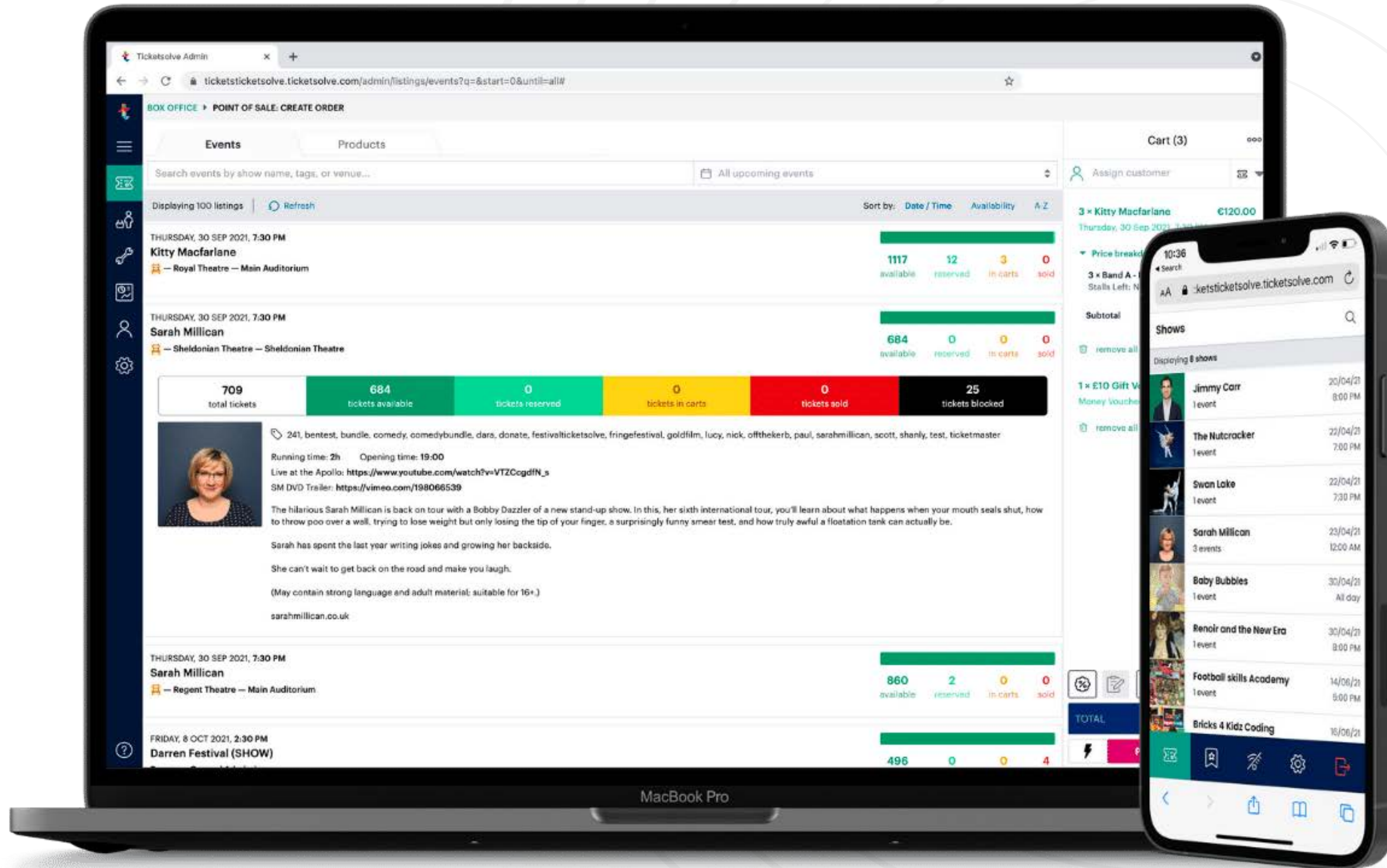


What we'll cover

- Daily Payments Reconciliation
- Sales Summary Short
- Sales Details
- Product Sales Summary
- All Movements - Tickets & Value



Live Demo





Time-saving tips for Box Office

Tips and tricks that you might not know to help you become a Ticketsolve Box Office pro

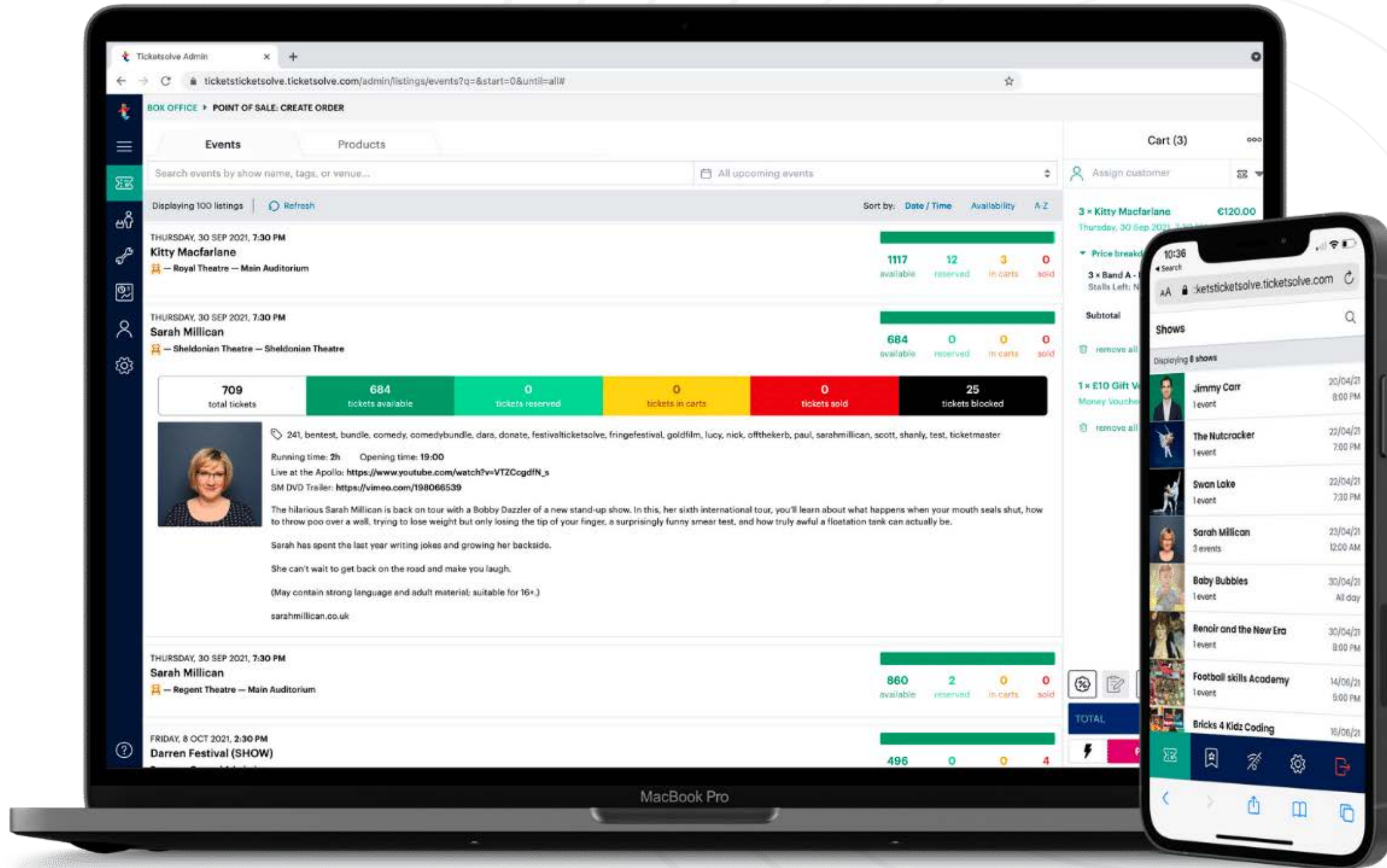


What we'll cover

- Quick links
- Clear & reset carts
- Instructions
- View seat history & print a single ticket
- Recommendations
- Customer List (Short) to find Add Ons
- Customer List (Full) to find Members
- Reassign an order to a new customer
- Searching open carts
- Email event customers
- System comments / audit trail
- Sales Dashboard



Live Demo





Lunch

Ice-breaker:

"What do you find most useful in Ticketsolve?"






Super Settings Mean Better Results

A run-through of some of the small but mighty settings you can use to customise your Ticketsolve account

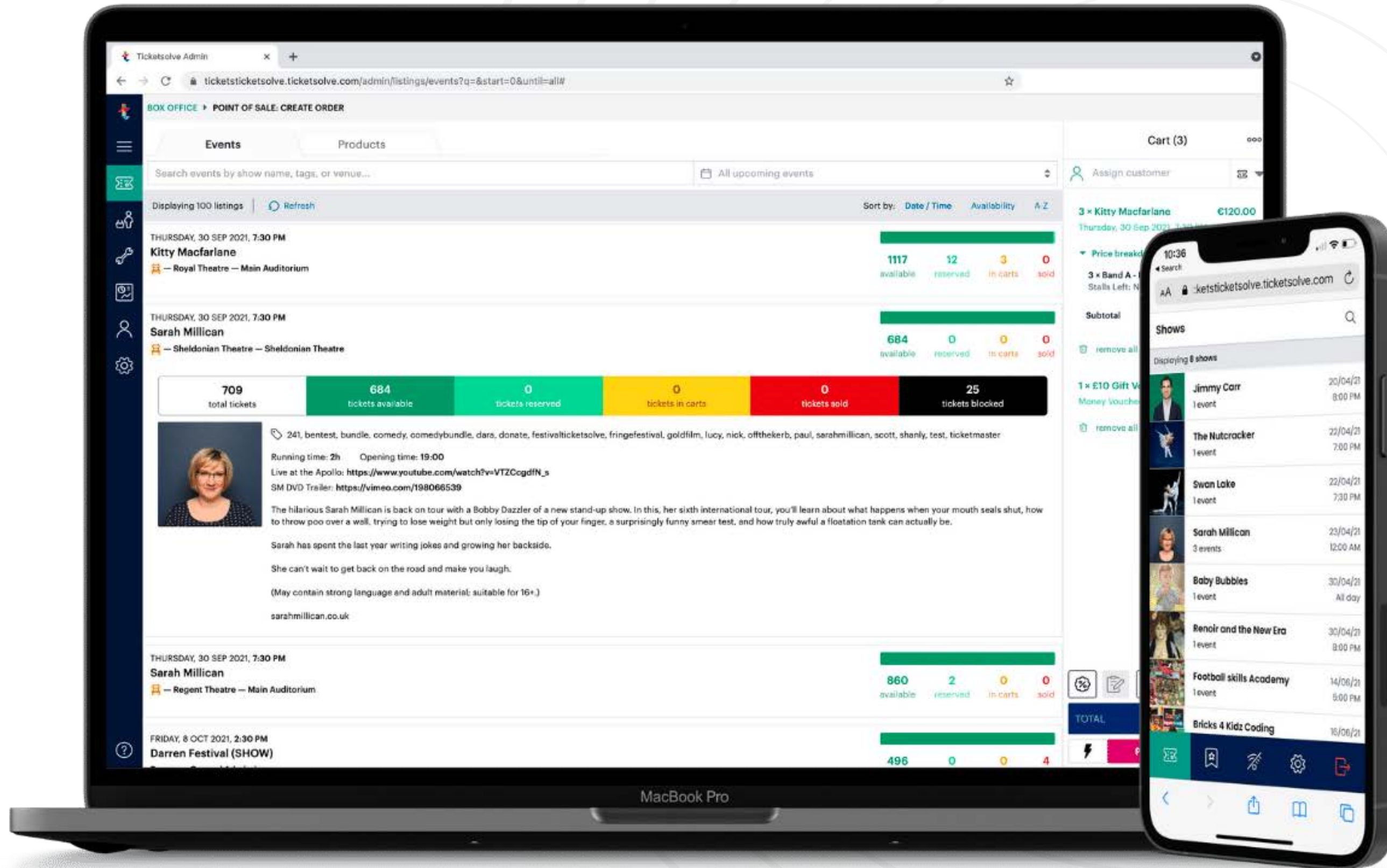


What we'll cover

- Onsale time
- Event attribute
- Maximum tickets per event
- Price note
- Customer fields for online
- Skip booking charges
- Witchcraft
- Look and Feel
- Snippets
 - Exclusive access message
 - Terms and conditions
 - Opt in for email
- Learning more about Settings 



Live Demo





Bringing Clarity to Audience Data

Learn how to create tailored reports to get to know your customers and build targeted marketing campaigns

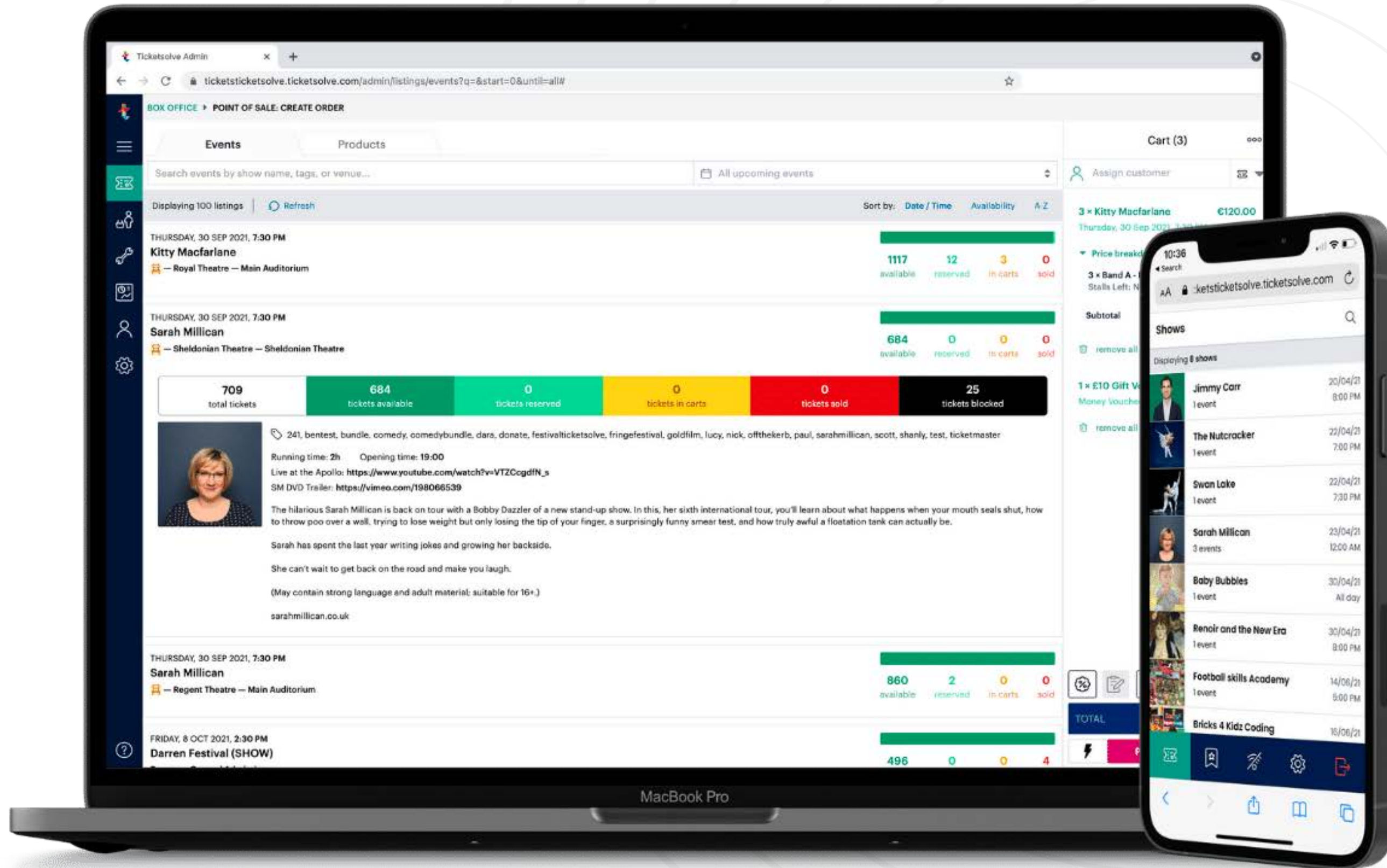


What we'll Cover

- Your Reports best practices
- Marketing Segmentation
- Crossover Reporting
- First Time Customers
- Amount of first time customers for an event
- Top Customers
- Postcode reporting



Live Demo





What's Coming Down the Tracks

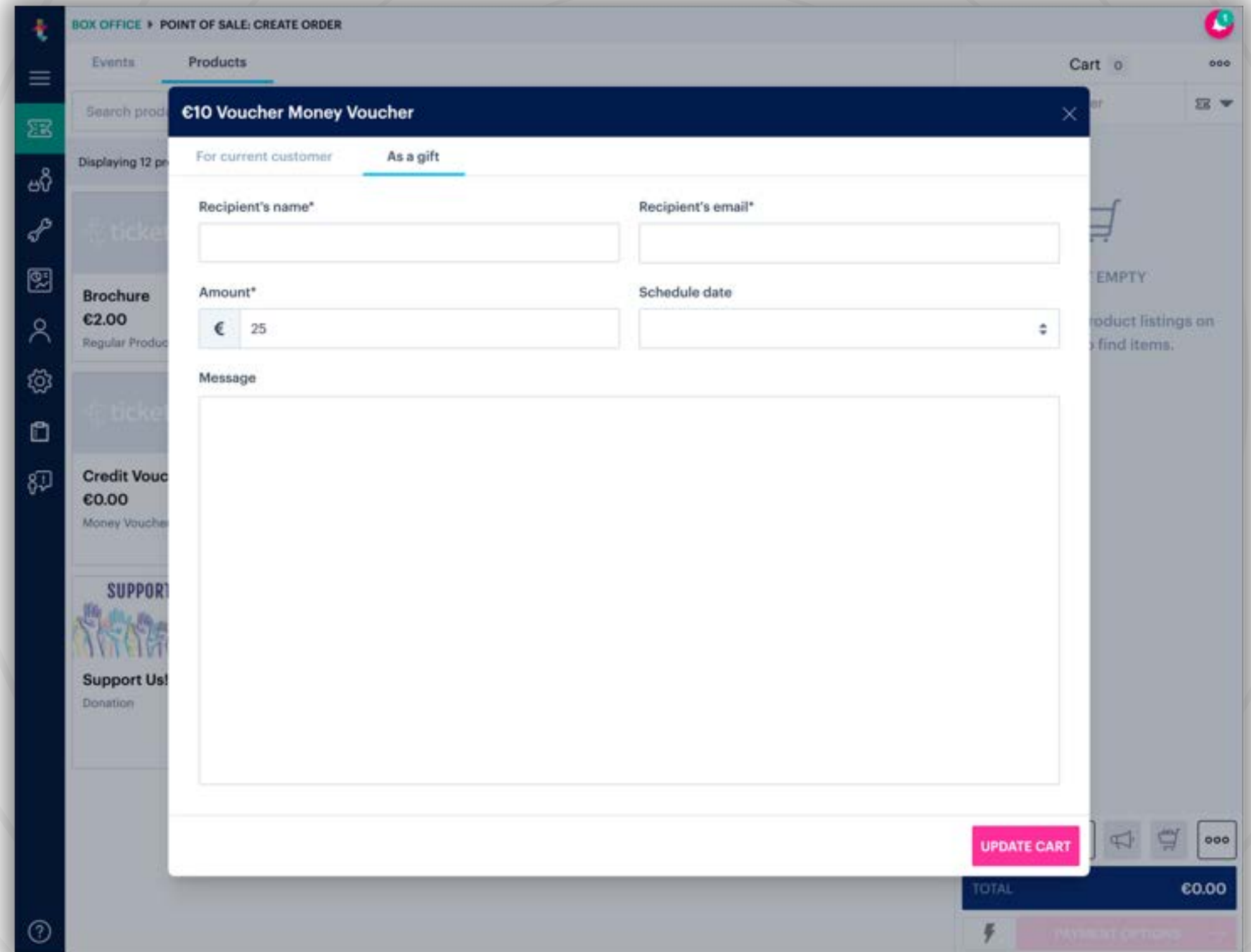
A sneak peek into features and functionality
coming soon to TicketSolve



Giftng of Gift Vouchers

We are weeks away from releasing the ability for customers to gift gift-vouchers

- A customer will buy the gift voucher and choose to gift it
- They will add in the recipients email
- Pick a date for when the email is to be sent
- The recipient can then use the gift voucher at your venue

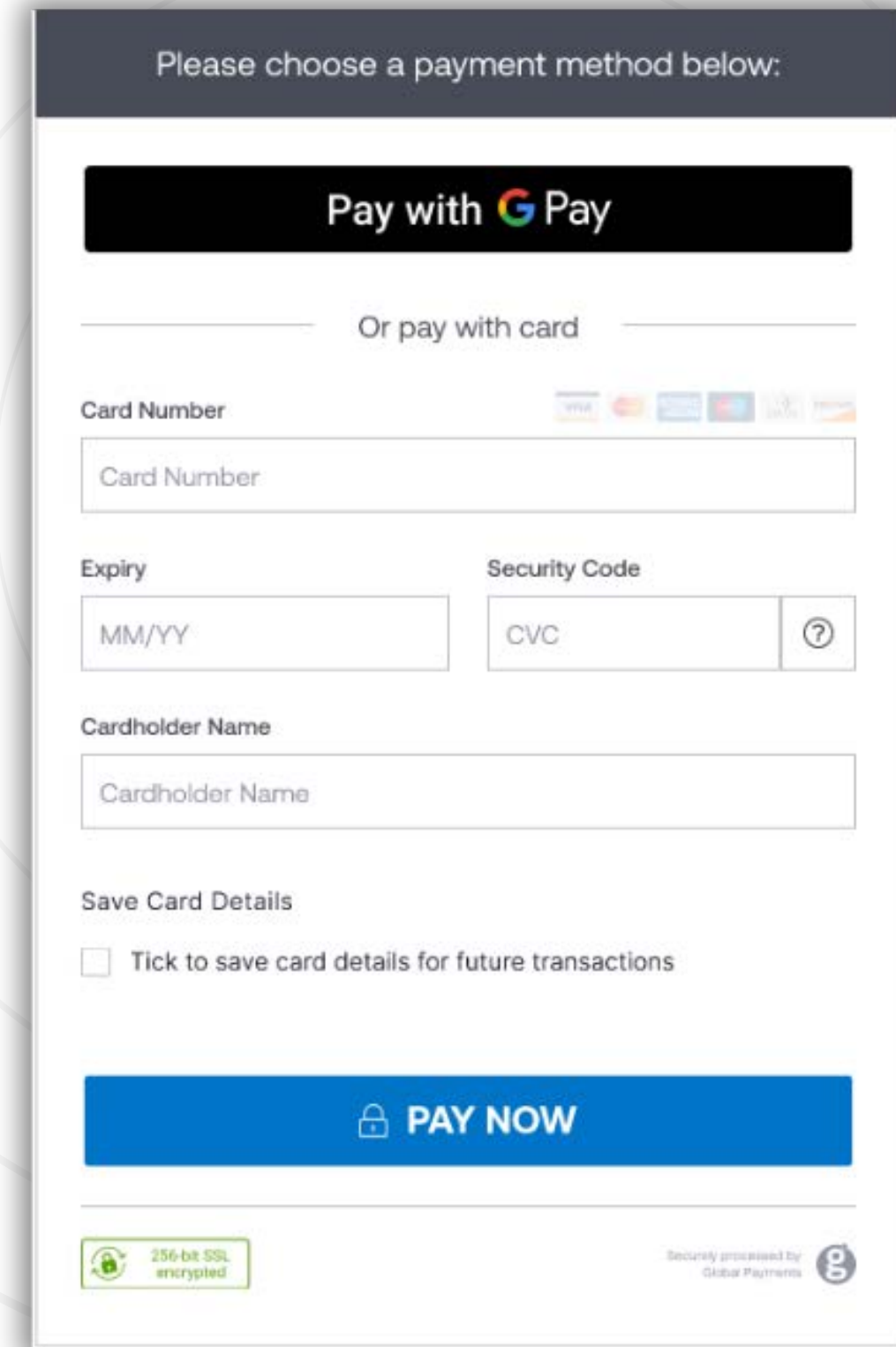


Google and Apple Pay


We have just gone live with a couple of customers with Google Pay

This integration is done by Global Payments


They are currently working on Apple Pay and that should be released within the coming months




Please choose a payment method below:

Pay with  Pay

Or pay with card

Card Number 

Card Number


Expiry Security Code 


Cardholder Name


Cardholder Name

Save Card Details

Tick to save card details for future transactions

 PAY NOW

 256-bit SSL encrypted

Securely processed by  Global Payments

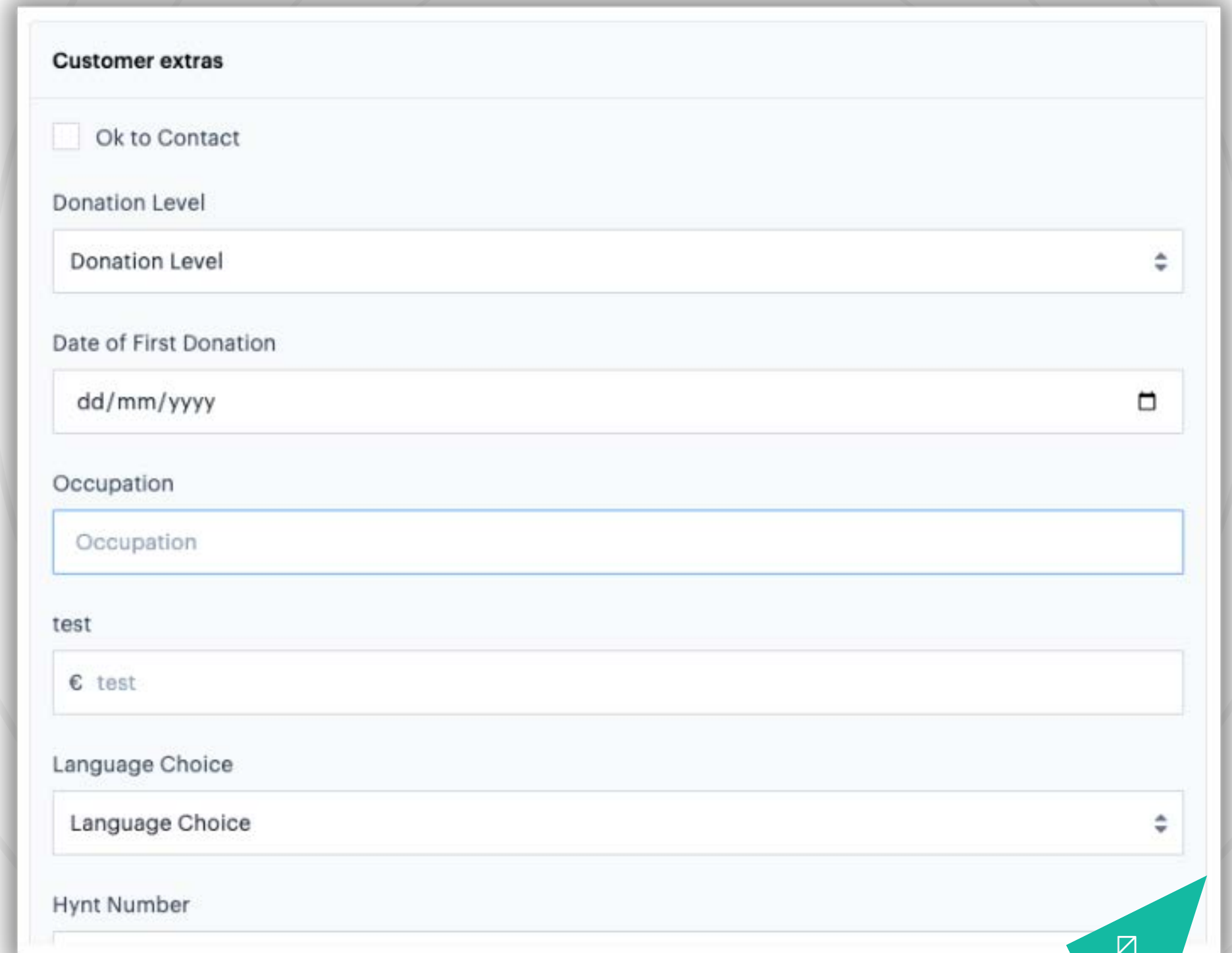


Customer Extras

Customer Extras will be released to everyone in the coming weeks

It allows you to add data field to a customer record

- Text field
- Date Picker
- Checkbox
- Dropdown



The screenshot displays a form titled "Customer extras" with the following fields:

- Ok to Contact
- Donation Level: A dropdown menu currently showing "Donation Level".
- Date of First Donation: A date picker field showing the format "dd/mm/yyyy".
- Occupation: A text input field containing the word "Occupation".
- test: A text input field containing "€ test".
- Language Choice: A dropdown menu currently showing "Language Choice".
- Hynt Number: A text input field.

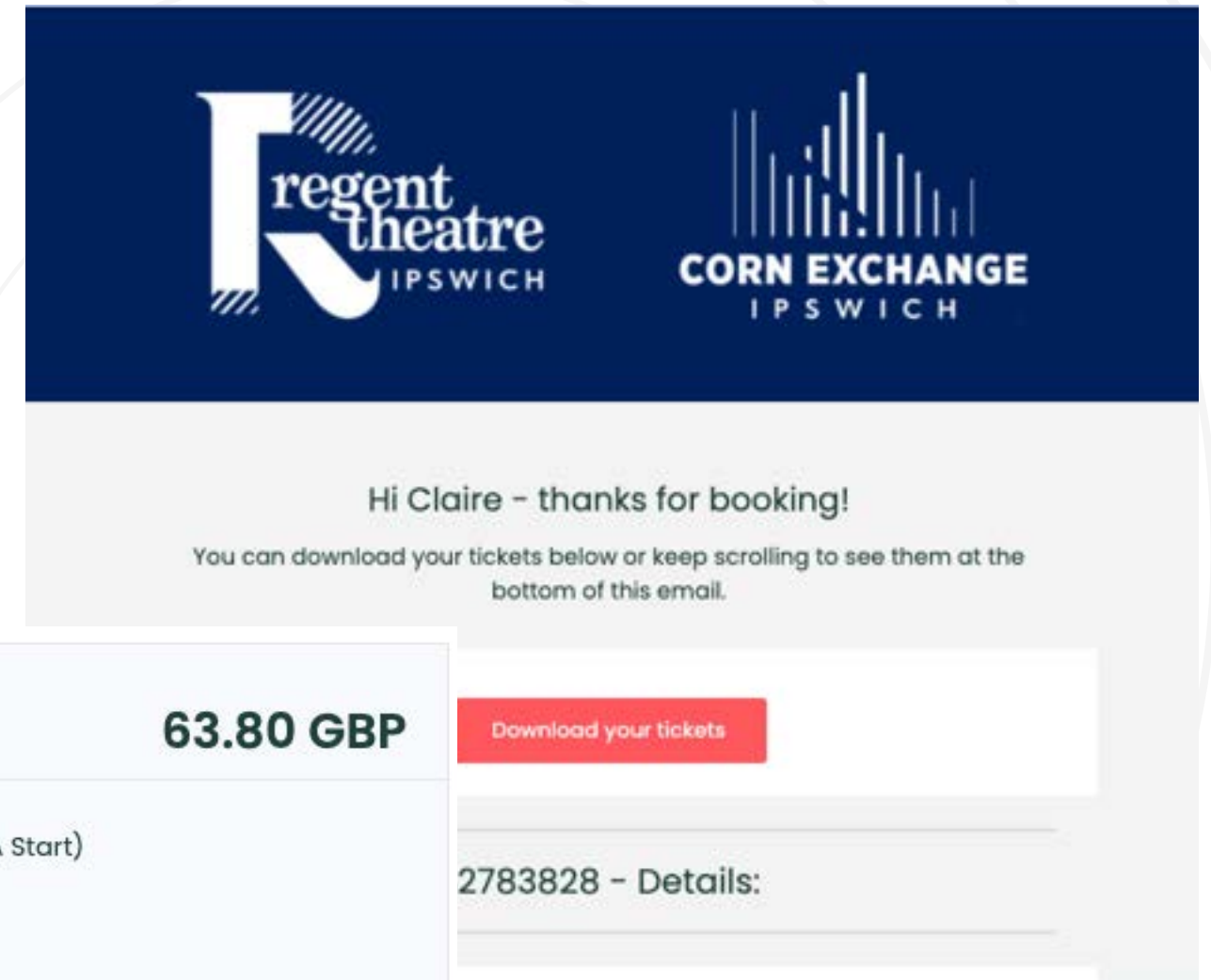


New Email Templates

Already in testing with 6 venues.
We have started with
confirmation email and then
moving onto all the others

Fully responsive and no need for
HTML

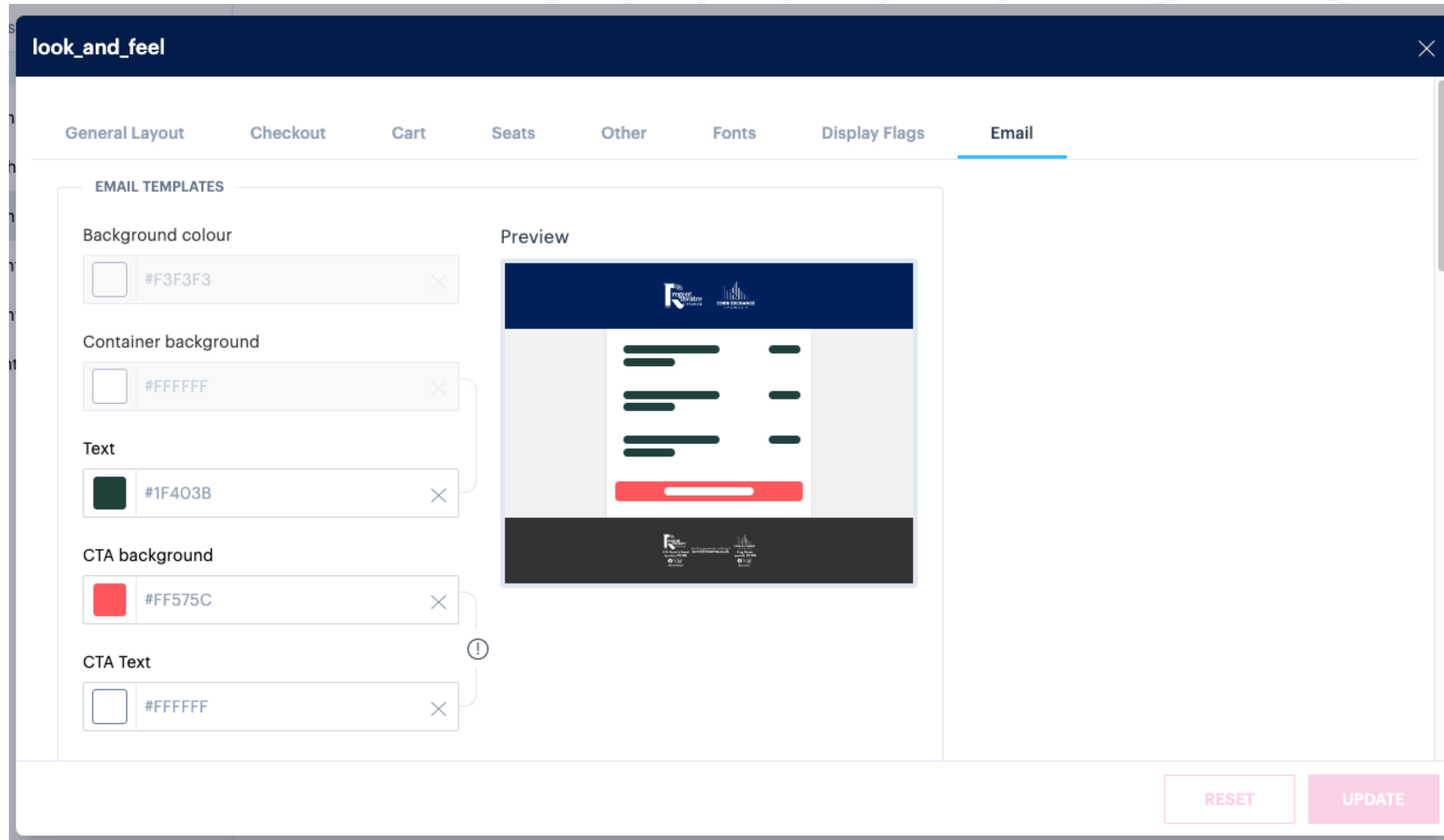
You can also add branding to
those email via look and feel
settings



Paul Smith - Pablo		63.80 GBP
<p>📍 Venue Regent Theatre - Standard Plan 2021 (A Start) 📅 Showing Date: August 14th, 2024 🕒 Opening time: 18:30 🕒 Start time: 19:30</p>		
NUMBER TICKETS	SEATS	
2 x Top Price	Rear Stalls - Q 38 Rear Stalls - Q 39	
PRICE (TOTAL)	PRICE (EACH)	
63.80 GBP	31.90 GBP (Full Price)	



New Email Templates



The screenshot shows a configuration window titled "look_and_feel" with a close button in the top right corner. The interface has a dark blue header bar with a white "X" icon. Below the header, there are several tabs: "General Layout", "Checkout", "Cart", "Seats", "Other", "Fonts", "Display Flags", and "Email". The "Email" tab is currently selected and highlighted with a blue underline. The main content area is divided into two sections: "EMAIL TEMPLATES" on the left and "Preview" on the right. The "EMAIL TEMPLATES" section contains five color selection controls, each with a small square color swatch, a text input field for the hex code, and a close button (X). The controls are: "Background colour" with hex code #F3F3F3; "Container background" with hex code #FFFFFF; "Text" with hex code #1F403B; "CTA background" with hex code #FF575C; and "CTA Text" with hex code #FFFFFF. A warning icon (exclamation mark in a circle) is positioned to the right of the "CTA Text" control. The "Preview" section shows a mockup of an email template. It features a dark blue header with the Ticketsolve logo and navigation icons. The main body is white with several lines of placeholder text in dark green. At the bottom, there is a red button with a white bar, representing a call-to-action. The footer is dark blue with the Ticketsolve logo and navigation icons. At the bottom right of the configuration window, there are two buttons: "RESET" and "UPDATE".



New Email Templates

Subject

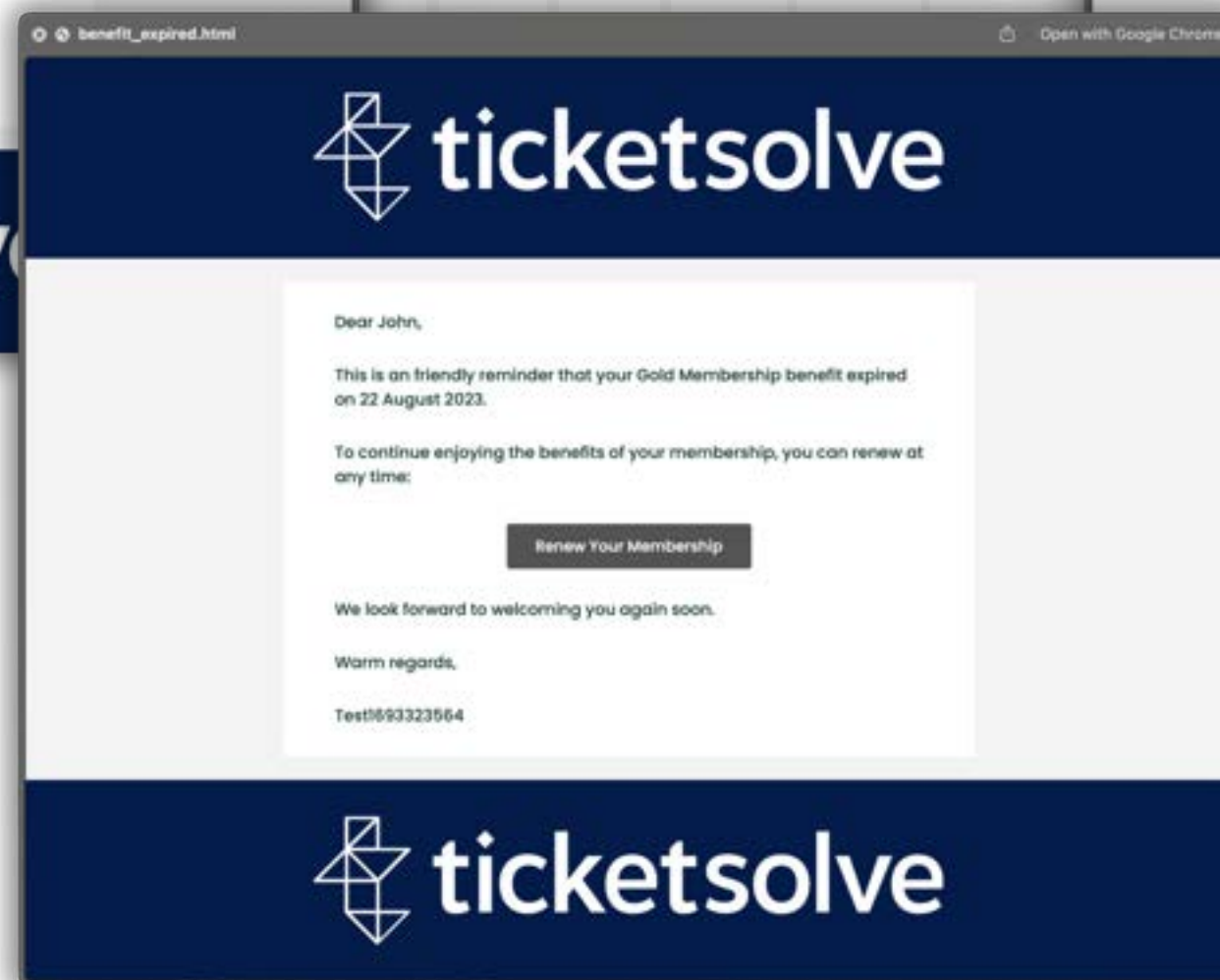
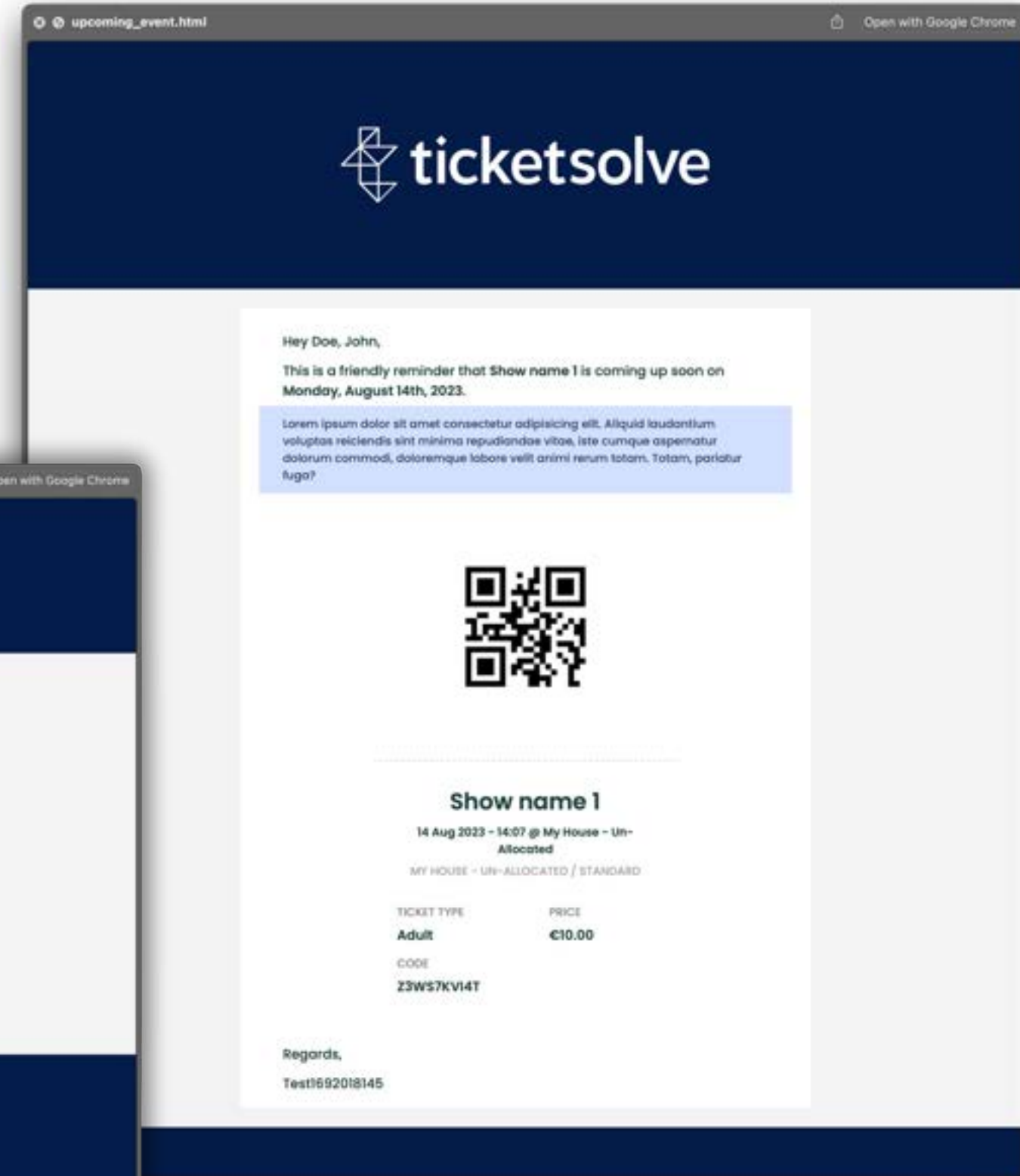
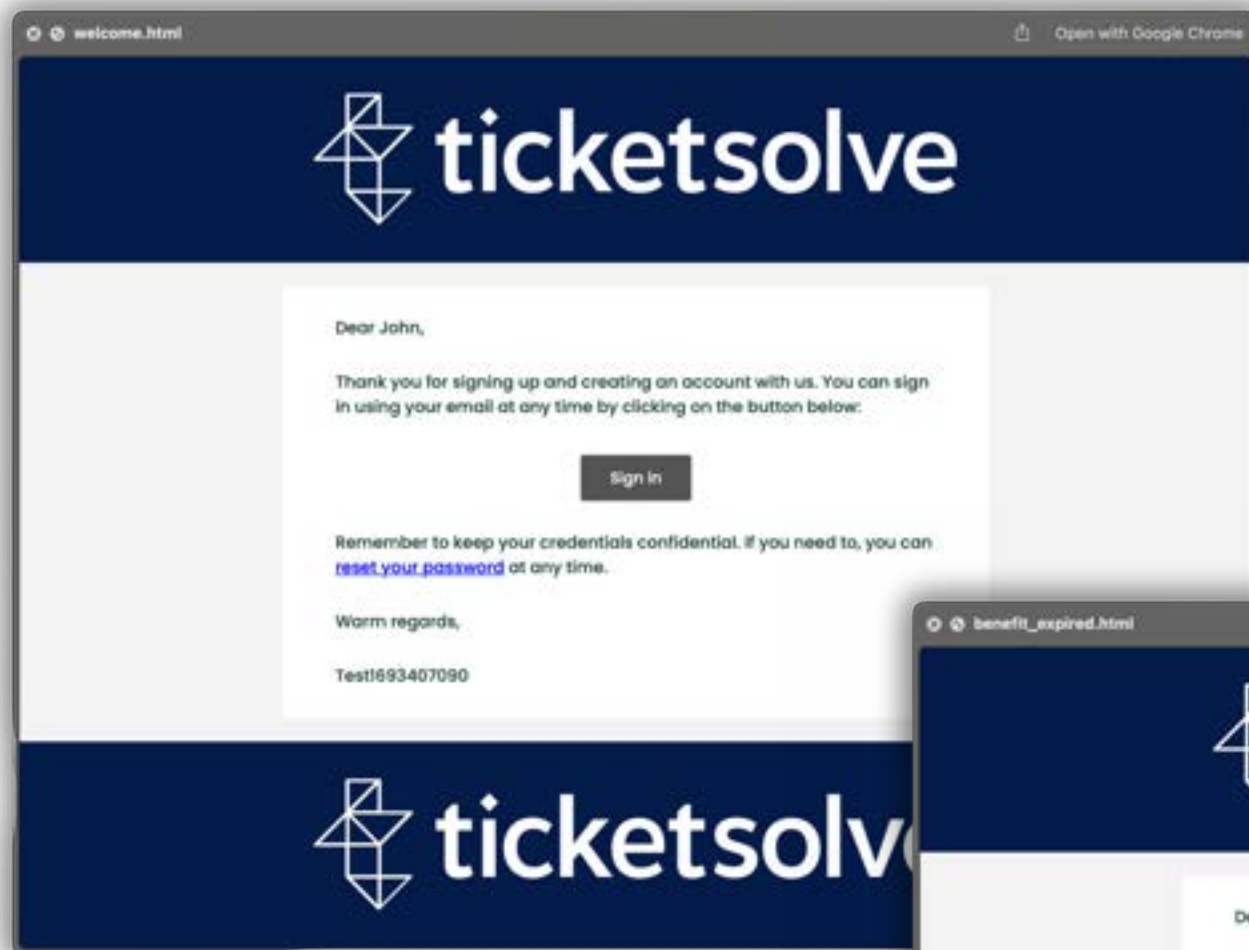
Confirmation + e-tickets for order {{ order_id }}

HTML Plain text **MJML**

```
<mjml>
{{ head }} <!-- CONTAINS THEME VALUES -->
<mj-body mj-class="body">
{{ header }} <!-- CONTAINS THEME VALUES -->
<mj-section>
  <mj-column>
    <mj-text align="center" font-size="20px">Hi {{ customer.first_name }} - thanks for booking!</mj-text>
    <mj-text align="center">You can download your tickets below or keep scrolling to see them at the bottom of this email.</mj-text>
  </mj-column>
</mj-section>
{{ print_order_link }}
{{ order_email_notes }}
{{ postal_message }}
{{ voucher_message }}
{{ order_details }}
{{ customer_details }}
{{ order_history }}
{{ closure }}
<mj-section>
  <mj-column>
    <mj-social font-size="15px" icon-size="30px" mode="horizontal">
      <mj-social-element name="facebook" href="https://www.facebook.com/ipswichCEX/">
    </mj-social-element>
      <mj-social-element name="instagram" href="https://www.instagram.com/ipswichcex/">
    </mj-social-element>
      <mj-social-element name="twitter" href="https://twitter.com/ipswichcex">
    </mj-social-element>
  </mj-column>
</mj-section>
</mj-body>
</mjml>
```



New Email Templates



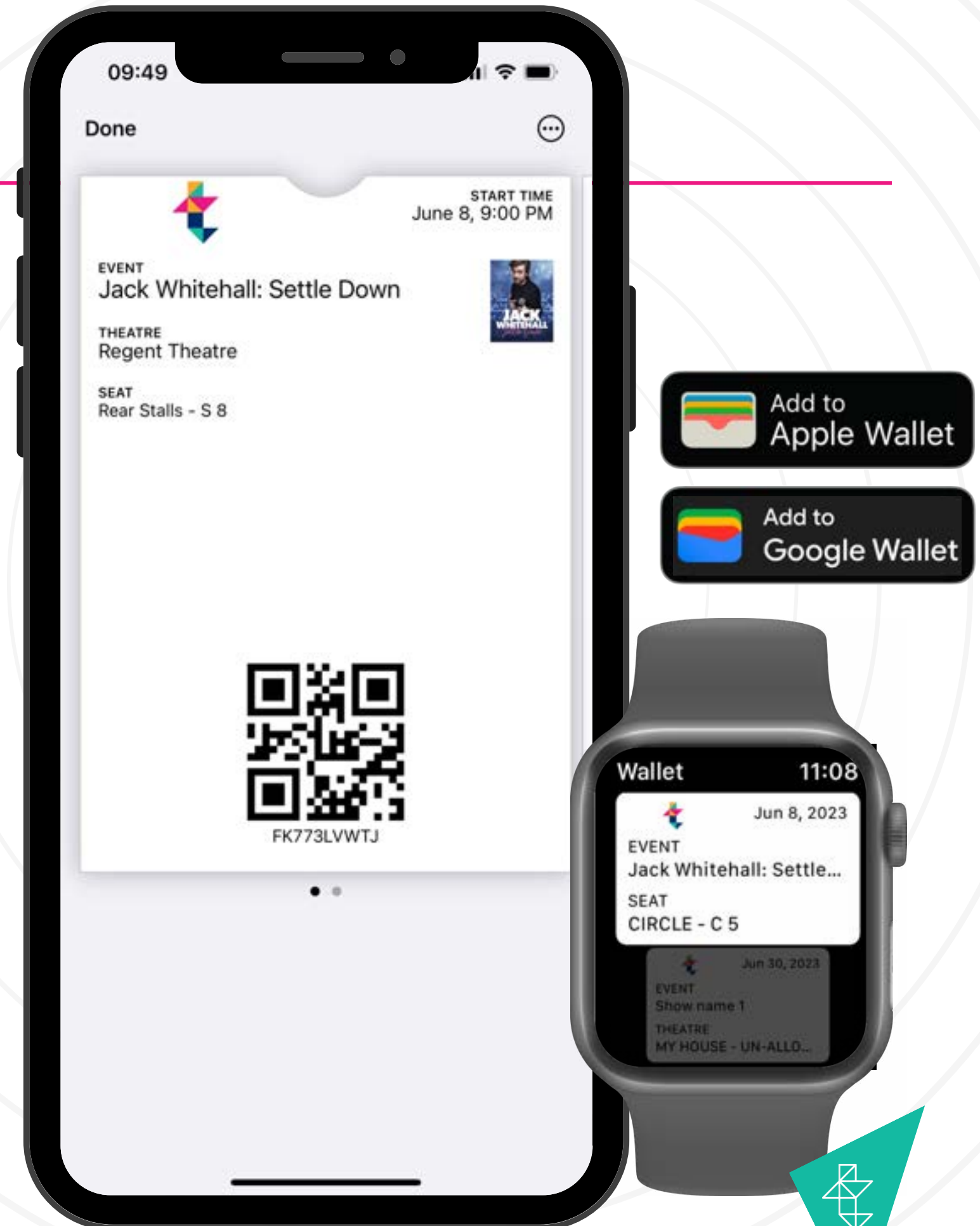
Digital Wallets

This is already in BETA testing with over 10 venues

Allows customers to add their tickets to Apple or Google Wallets

Over 85% of customers at Komedia Bath are using this functionally

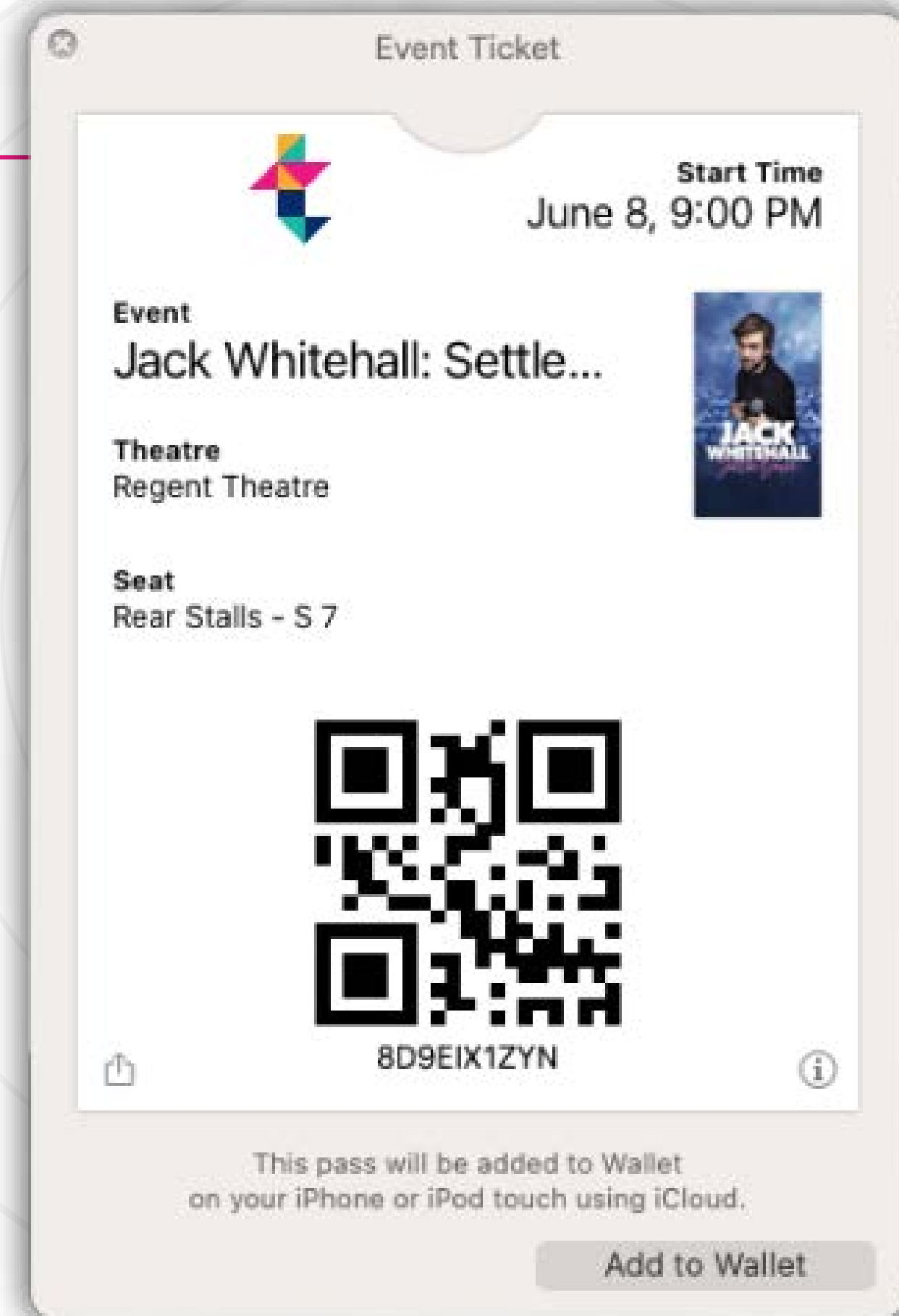
Easily add to your confirmation emails and turn it on. It just works!



Digital Wallets

Key features:

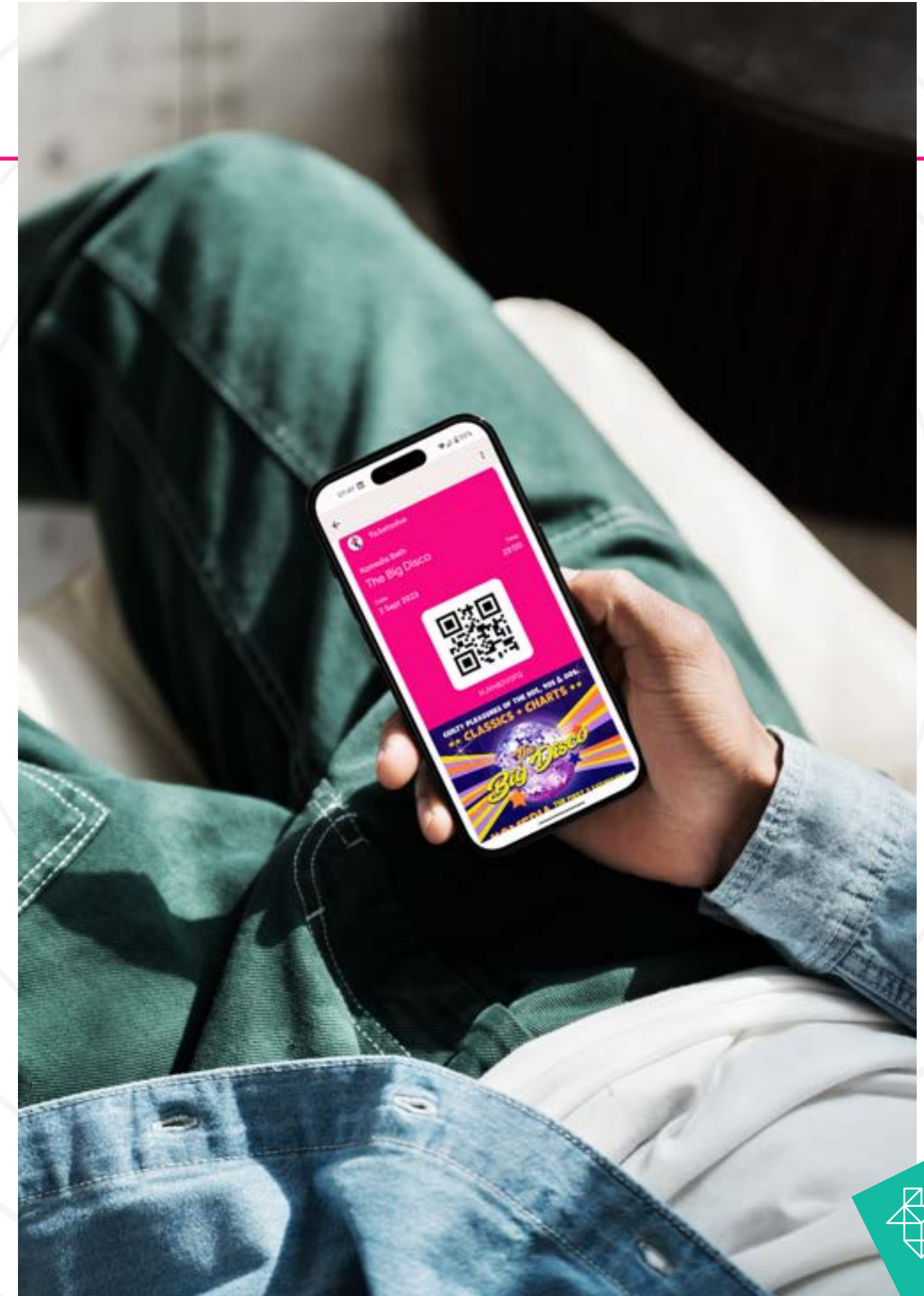
- Customer don't have to go looking for their tickets
- Customer get notified 30 mins before the event starts
- Digital wallets have excellent scanning features (bright, clean design)
- Available on phones and watches



Digital Wallets

Future Updates:

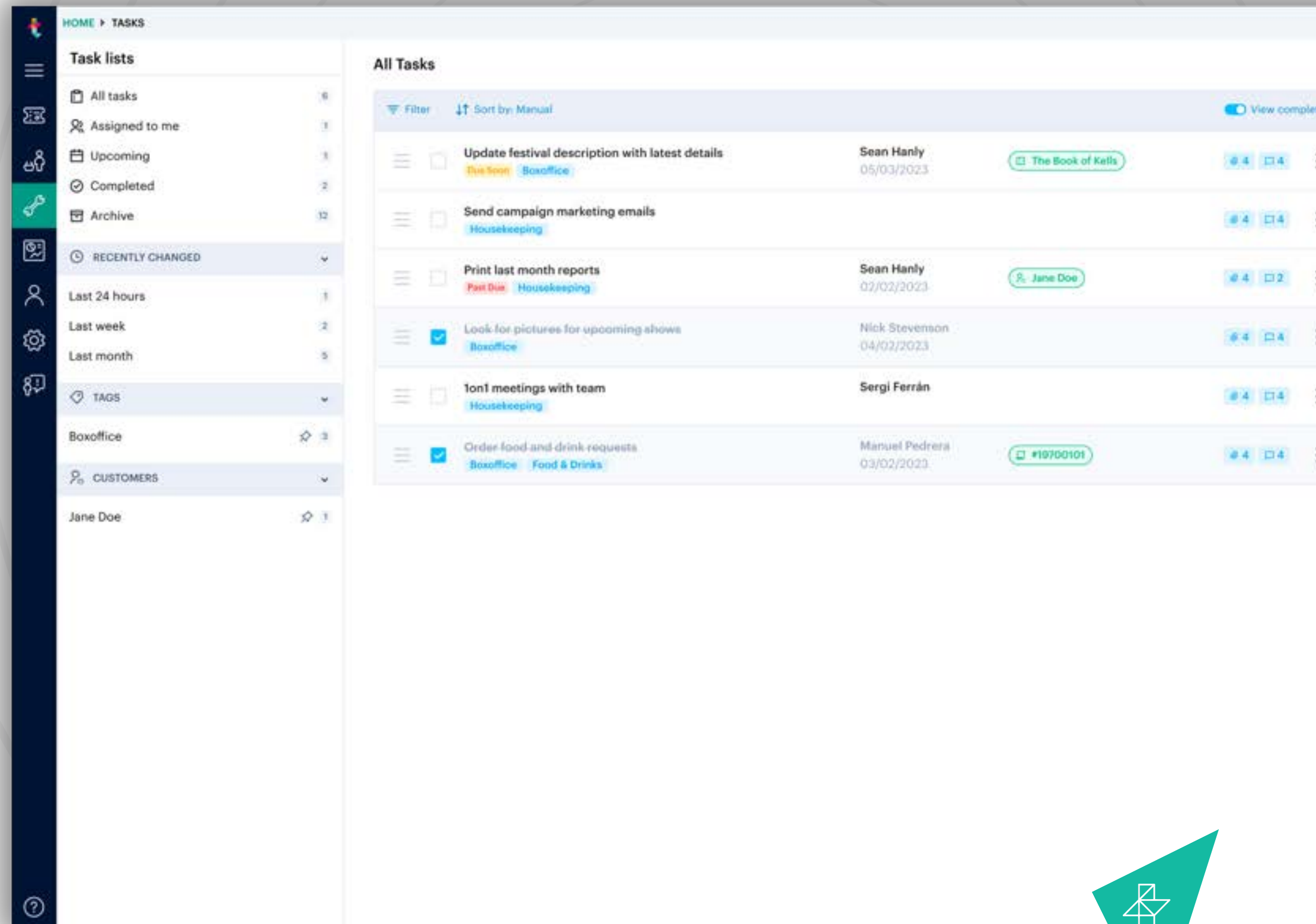
- Ability to add your own branding onto the e-tickets
- Adding multiple tickets to the wallet in one click
- Ability to add membership cards to the wallets



Tasks Feature

We are currently working on a task management system within Ticketsolve

The feature will allow you to create tasks, assign to staff members and add priorities and attachments



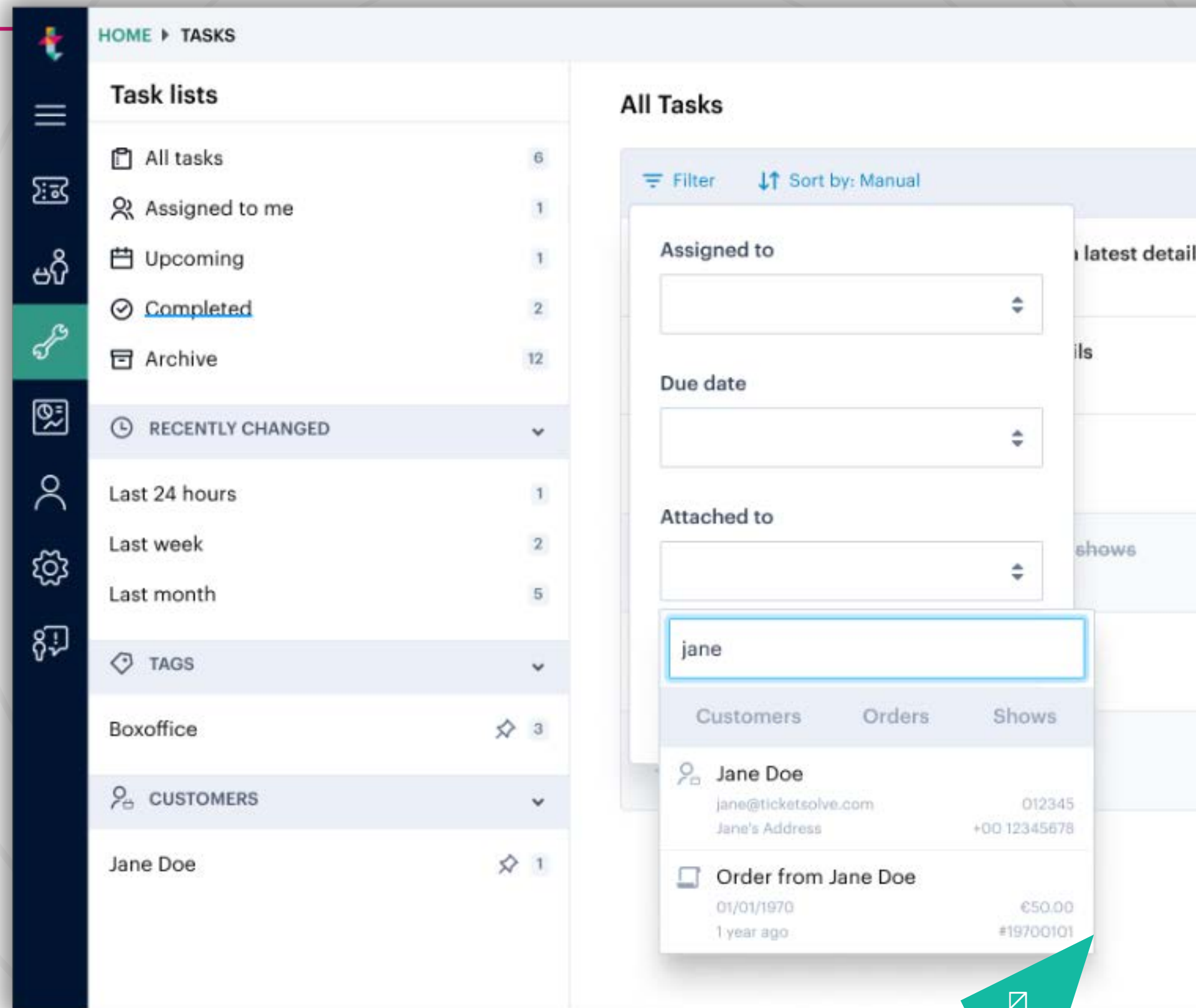
Tasks Feature

v1 is currently in BETA testing with 5 venues.

The development team are currently working on v2

- Attaching tasks to shows, orders, customers or events
- Advanced filtering

We're also working on a notification system for tasks

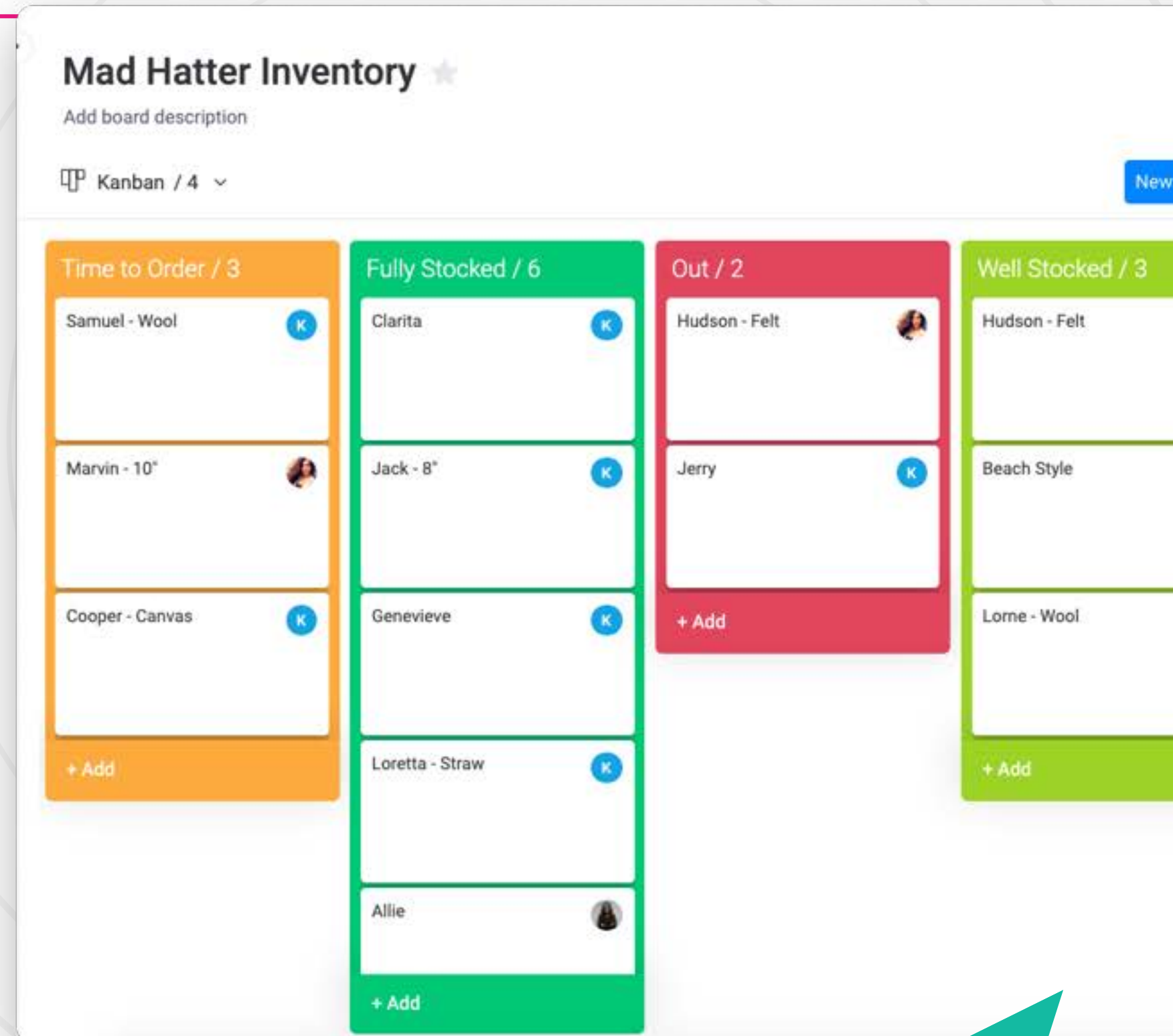


Pipeline Managment

Once tasks has been completed, we will be leveraging that feature to expand to pipeline management

Create multiple pipelines with various stages and move customers and organisations through that pipeline

Pipeline will have a close integration with tasks and automations

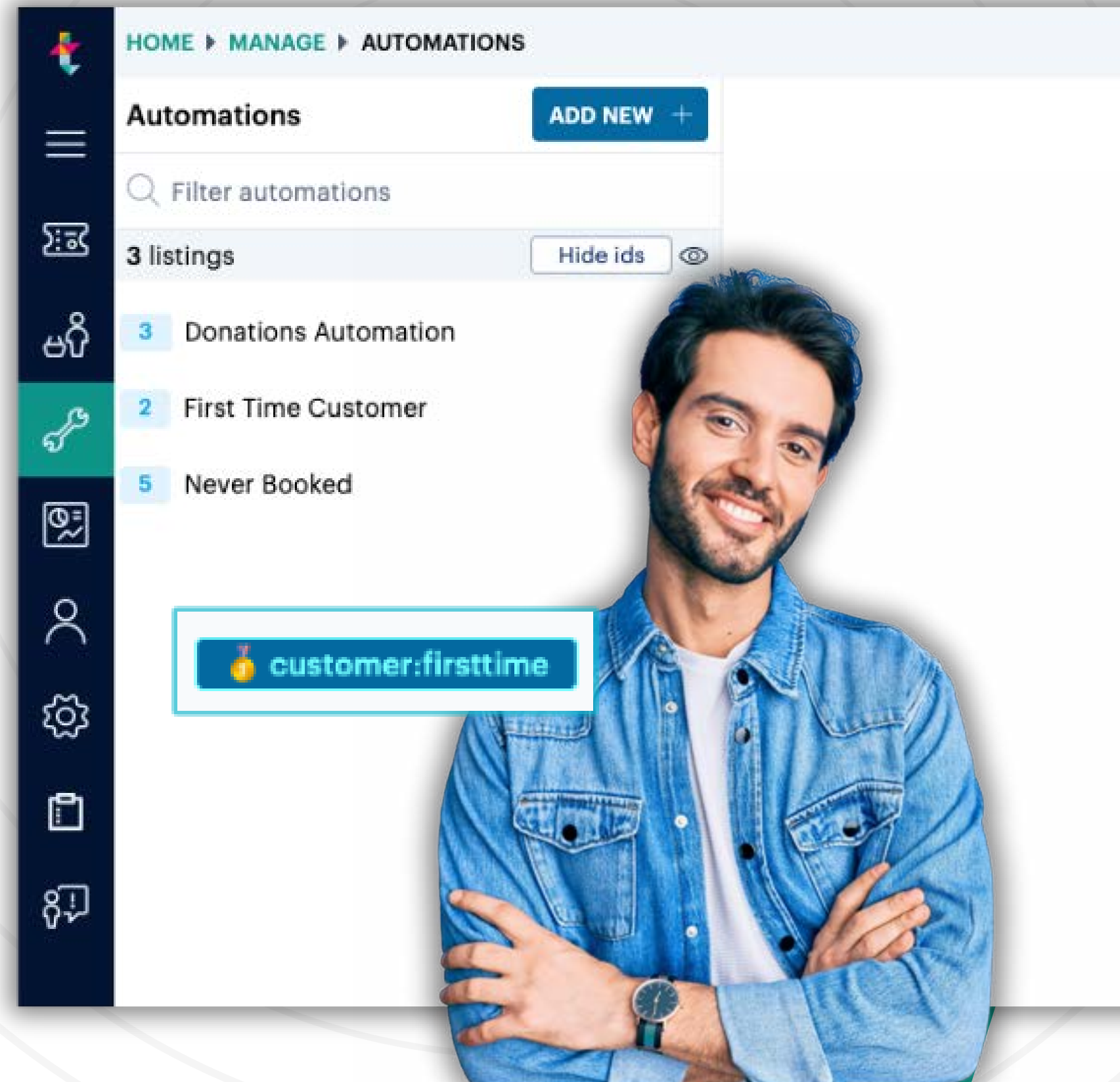


Boxed Automations

We see automation is going to play a large role in every organisation over the next years

We are close to rolling out some box automations to all customers over the coming months

You will be able to build and edit your automations directly within Ticketsolve



The screenshot shows the 'Automations' management page in Ticketsolve. The breadcrumb trail is 'HOME > MANAGE > AUTOMATIONS'. The page title is 'Automations' with an 'ADD NEW +' button. Below the title is a search bar labeled 'Filter automations'. A summary bar shows '3 listings' and a 'Hide ids' toggle. The list of automations includes:

- 3 Donations Automation
- 2 First Time Customer
- 5 Never Booked

A callout box highlights the 'customer:firsttime' trigger for the 'First Time Customer' automation. A man in a blue denim jacket is overlaid on the right side of the screenshot.

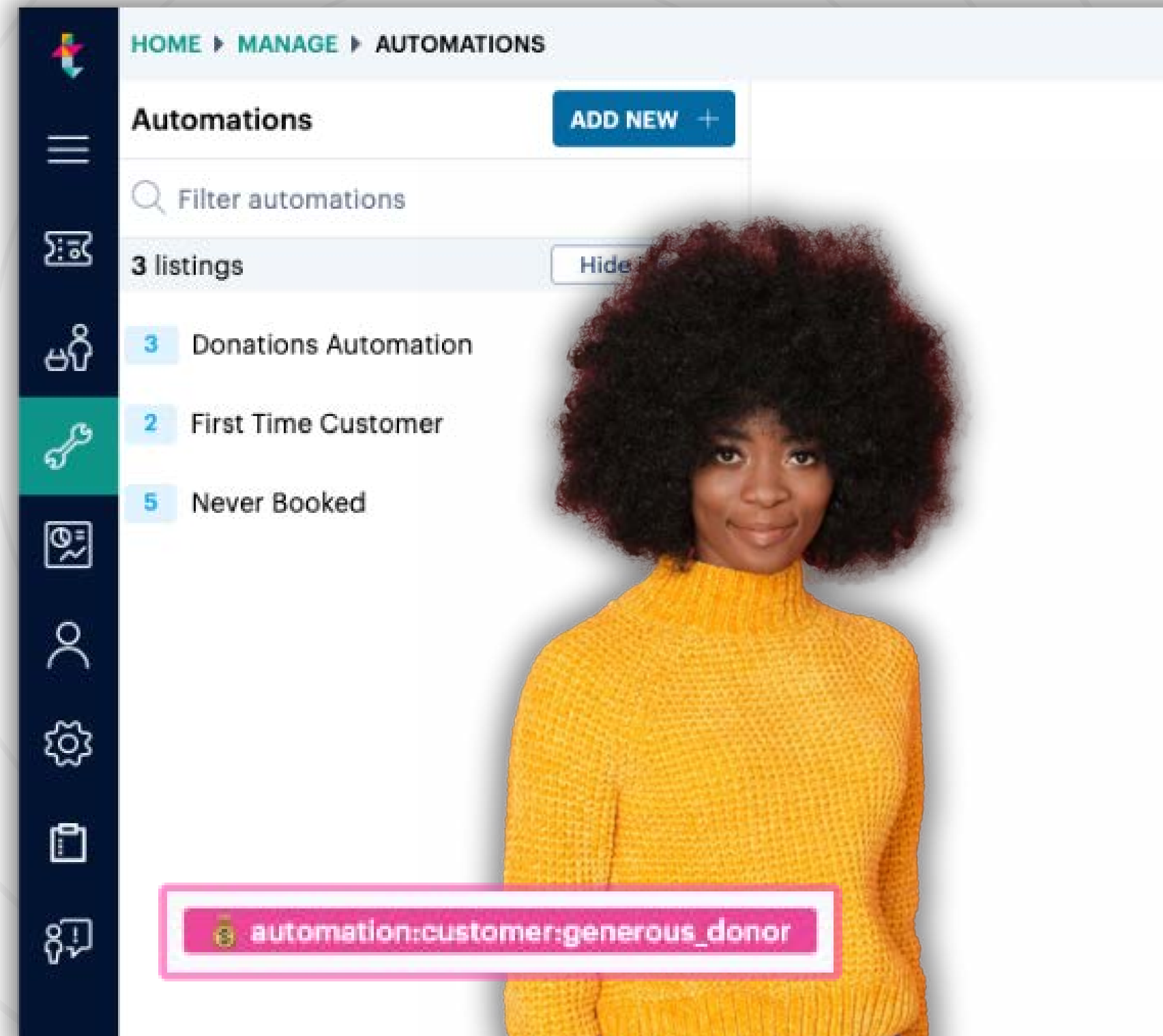
Boxed Automations

We are going to start with some simple ones:

- First time customers
- Thank you for donations

We will be adding more once we have these released. These will include:

- Lapsed customers
- Best Customers
- Never booked customers

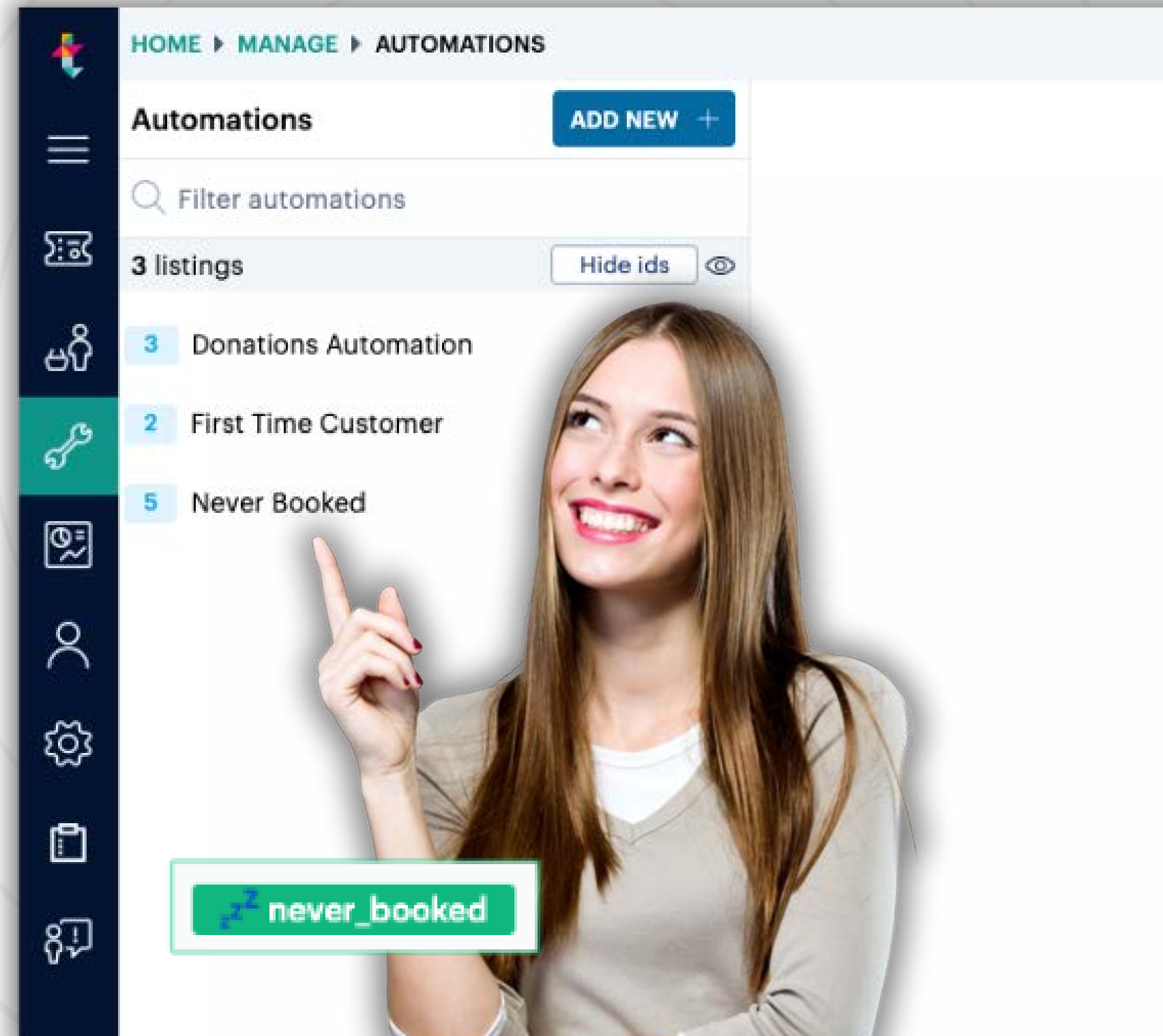


Boxed Automations

The basics of the automation will be built for you

You will then have the ability to adjust parameters such as:

- What tag to add
- The email that gets sent out
- The delay on that email
- Should the tag be removed

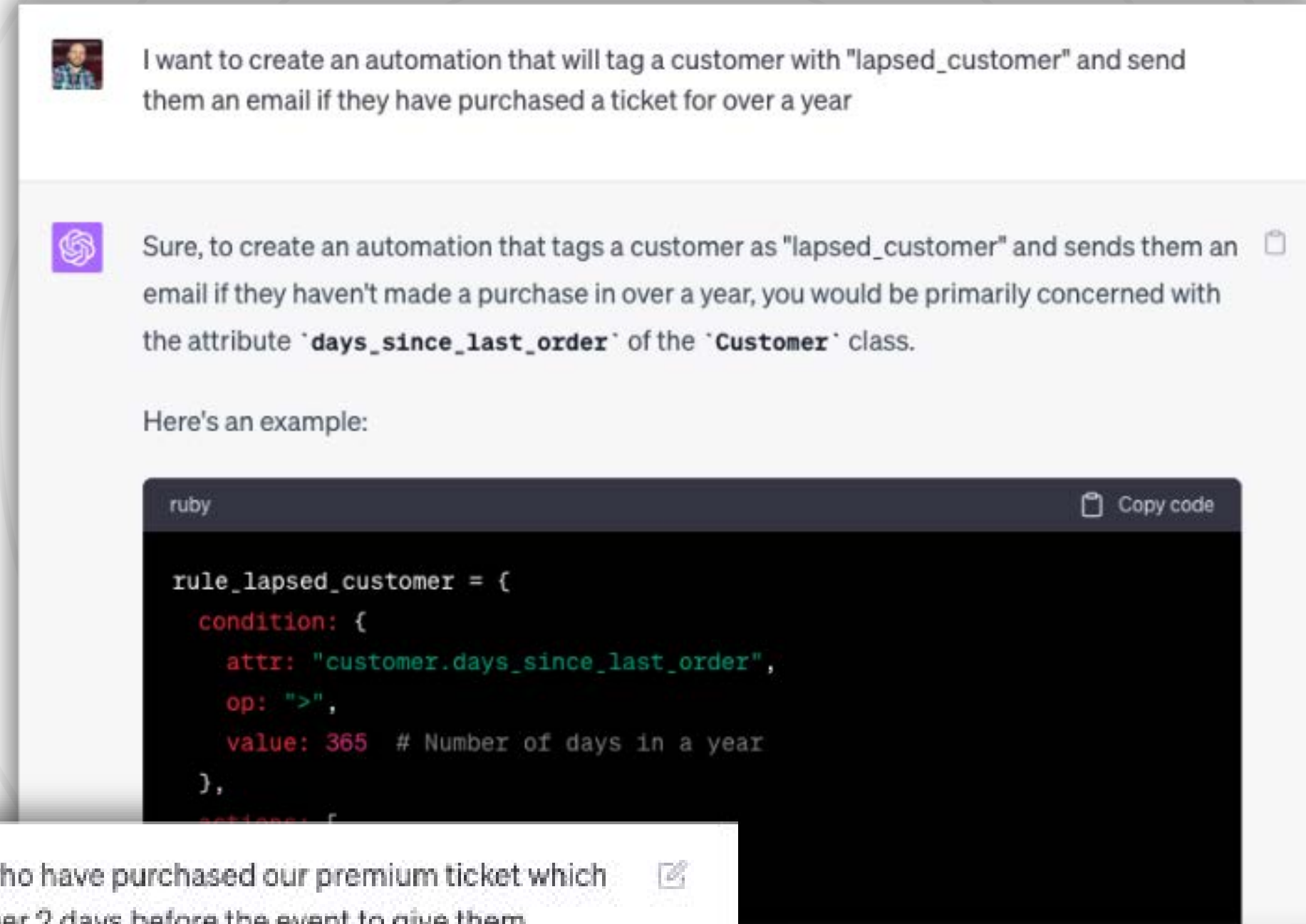


AI Automations

We have also spiked a new feature for building AI into Ticketsolve

This will be the biggest feature seen in the industry for years

We'll be in touch soon about this

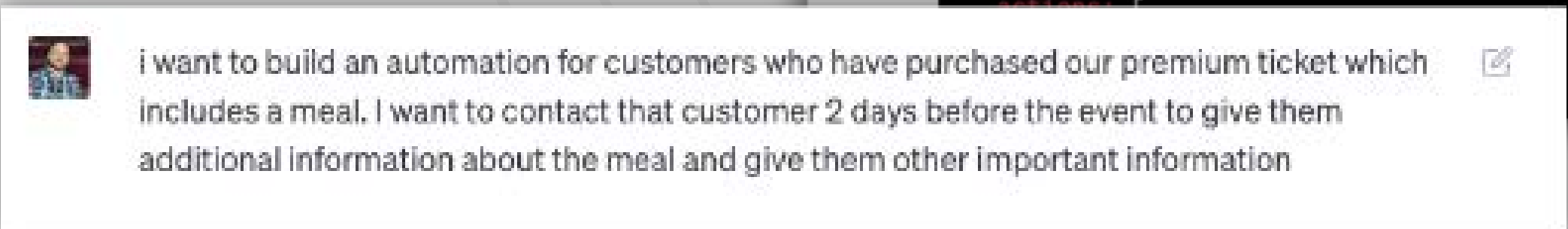


I want to create an automation that will tag a customer with "lapsed_customer" and send them an email if they have purchased a ticket for over a year

Sure, to create an automation that tags a customer as "lapsed_customer" and sends them an email if they haven't made a purchase in over a year, you would be primarily concerned with the attribute `days_since_last_order` of the `Customer` class.

Here's an example:

```
ruby
rule_lapsed_customer = {
  condition: {
    attr: "customer.days_since_last_order",
    op: ">",
    value: 365 # Number of days in a year
  },
  actions: [
```



i want to build an automation for customers who have purchased our premium ticket which includes a meal. I want to contact that customer 2 days before the event to give them additional information about the meal and give them other important information

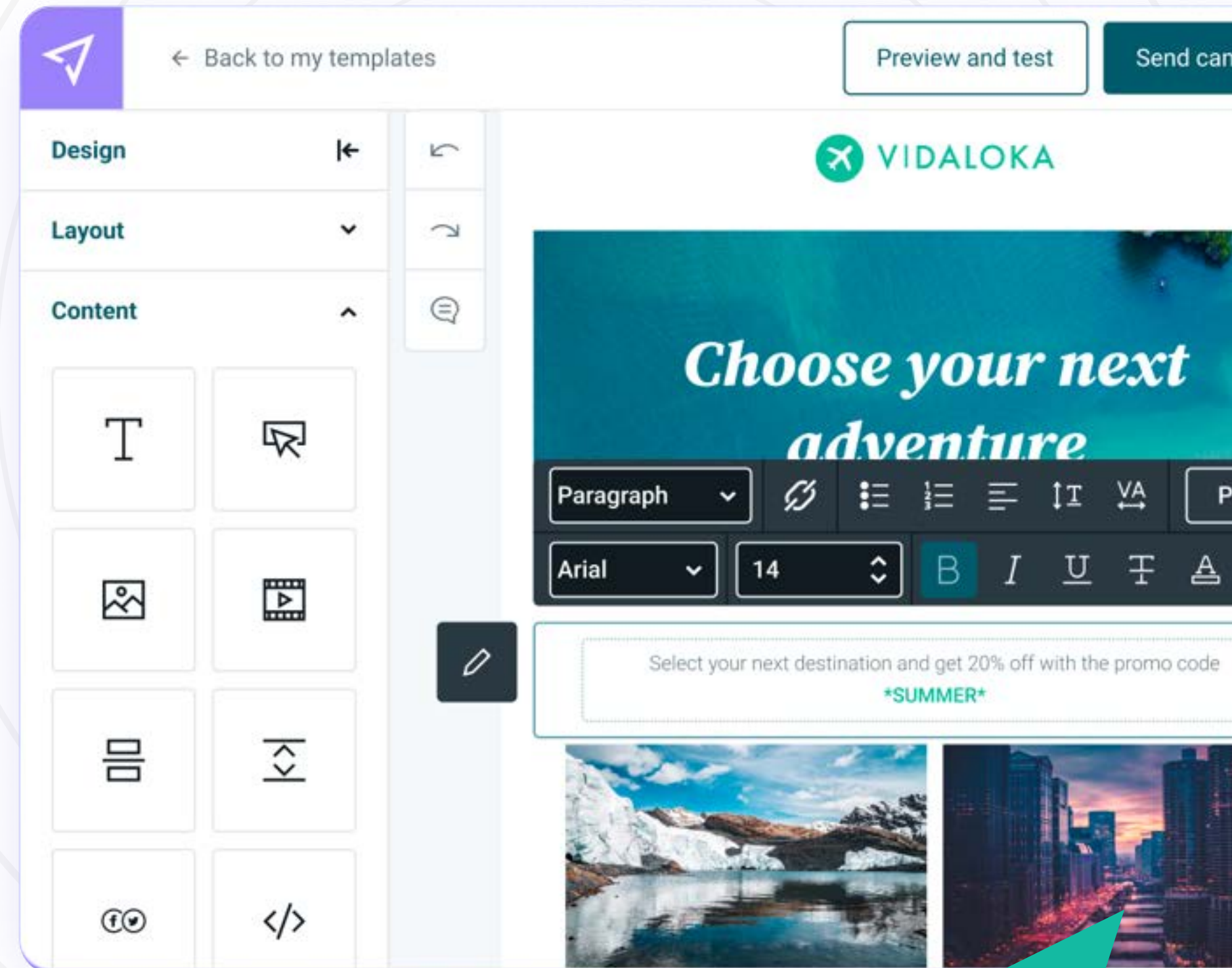


Campaign Builder

We have also spiked a new feature for building AI into Ticketsolve

This will be the biggest feature seen in the industry for years

We'll be in touch soon about ALPHA and BETA testing





Built on Trust & Collaboration:

How you can benefit from everything Ticketsolve has to offer.



Customer Support

- Immediate Assistance
- Problem Resolution
- Knowledge Resources
- Multichannel Support
- Service Tracking
- Open Feedback/Improvement
- 24/7 Availability
- Software Updates



Customer Success

- Success Planning
- Ongoing Support
- Product Maximization
- Business Insights
- Advocacy and Upgrades
- Relationship Management
- Proactive Problem-Solving
- Feedback Loop



Online & Onsite Training

Onsite Training...

- Hands-on Experience
- Team Building
- Customization
- High Engagement
- Personalized Attention



Online Training...

- Flexibility
- Scalability
- Consistency
- Convenience
- Self-Paced Learning



Annual Forums & Workshops

Forums...

- Expert Knowledge
- Peer Interaction
- Learning Resources
- Product Insight
- Networking

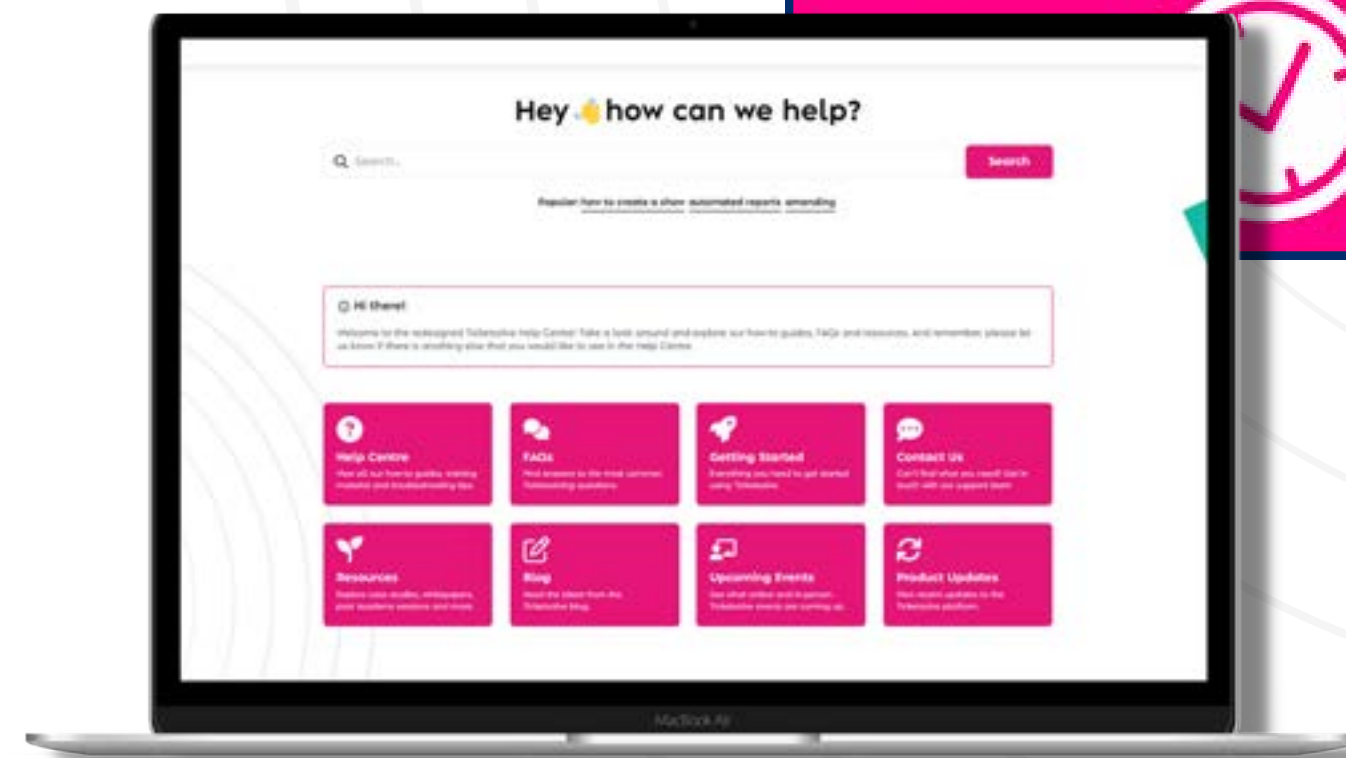
Workshops...

- Interactive Learning
- Personal Attention
- Niche Focus
- Skill Development



Help Center

- How to guides
- FAQ's
- Webinars
- Academy Sessions
- Did you know?
- Product Updates
- Ticketsolve Blog
- Whitepapers
- Self Service Training





Workshops 2023

That's a wrap
Thank you

