ticketsolve Academy

Hello and Welcome

ticketsolve Academy

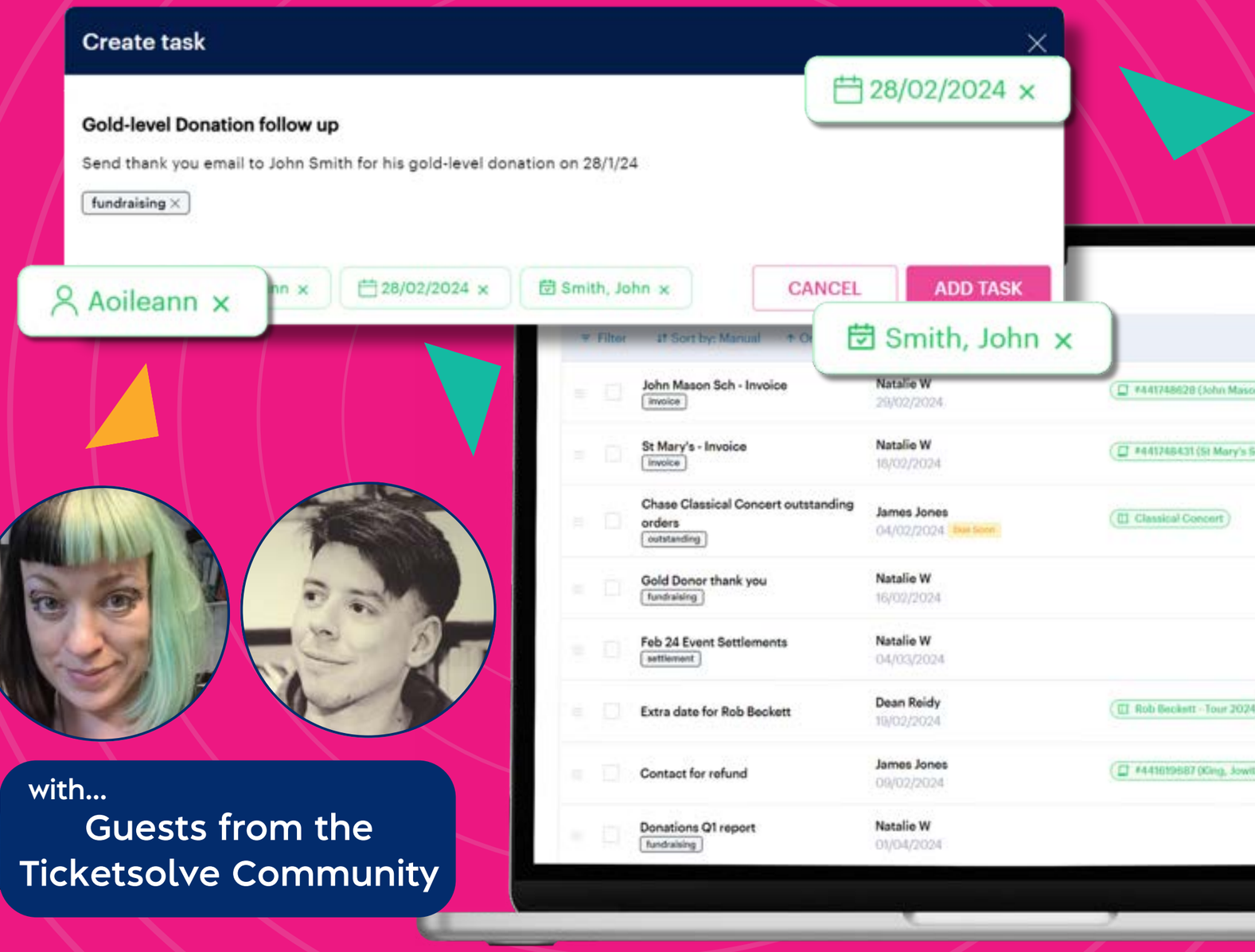
Feature Focus:

TASKS

Your Ultimate Productivity Tools

with...

Guests from the Ticketsolve Community



What we'll cover

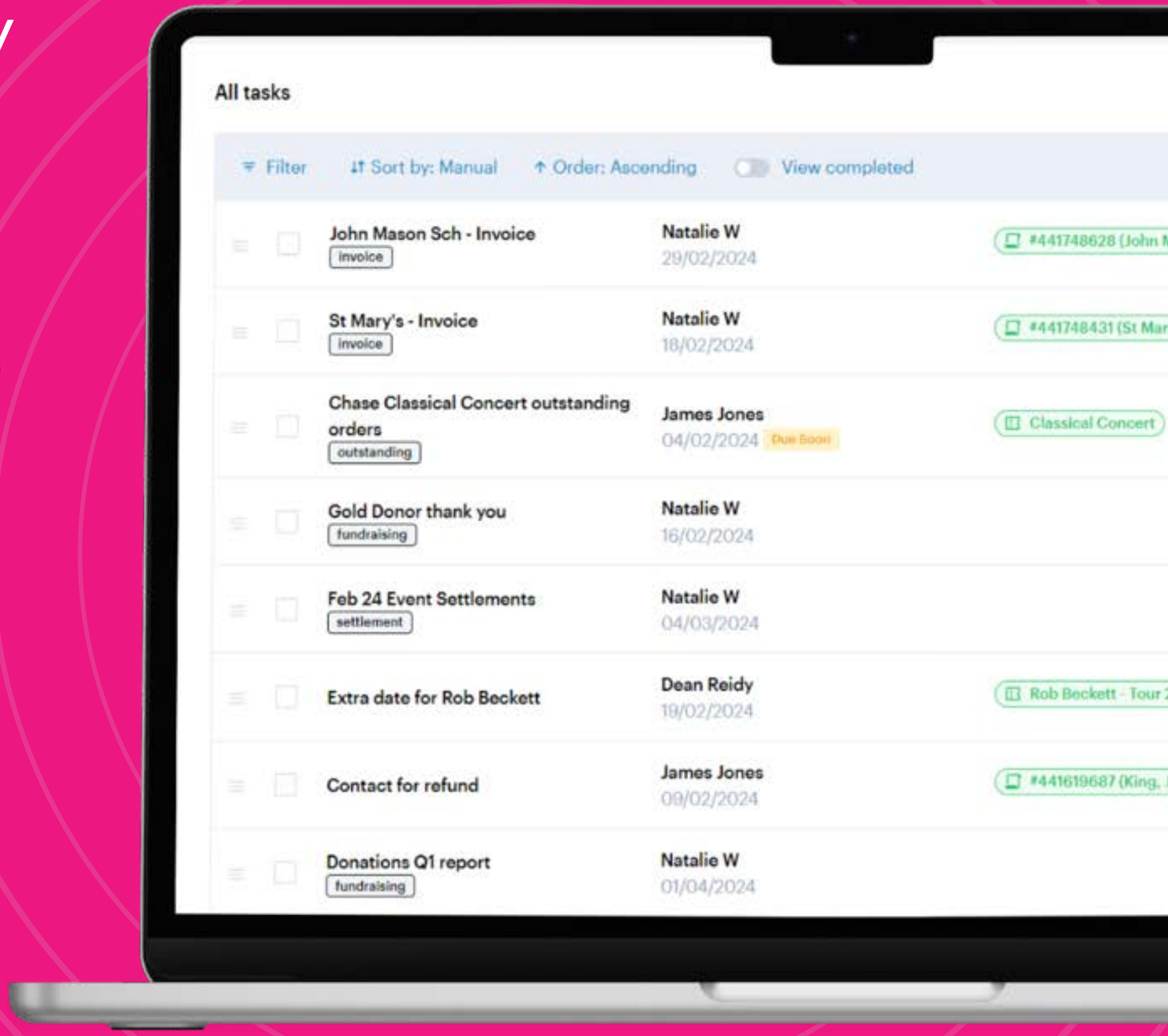
- An insight into our brand new functionality suite of tools
- Snapshot demo: Introducing the Ticketsolve Tasks tool
- Hear it first-hand from members of our community
- Why we're enhancing more features & releasing new functionality including CRM, Fundraising, Project Management, Productivity and much more!

Focusing on CRM & Productivity: Ticketsolve Tasks

Our new tool brings activity and team management directly into your workflow in Ticketsolve

One centralised system for all outstanding work so that nothing is missed and all team members are aligned

From day-to-day admin to your larger strategic projects, tasks is central to driving productivity!



Assign to a User, set a due date, and integrate directly with Shows, Orders, and Customers

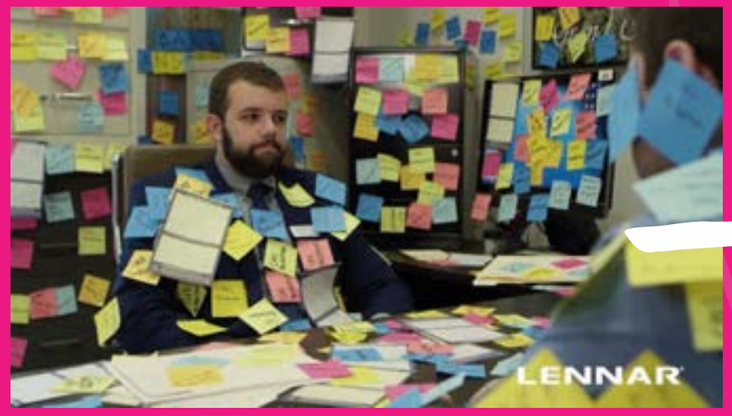
Use Tags to group into projects and create custom Task Views

View your objectives and collaborate across Ticketsolve Users

Track progress using Comments

Get started and jump in. . .

- Organising and prioritising tasks
- Tracking work and monitoring goals
- Managing team members and activities
- Driving collaboration and communication



Let's take a look...

Taskspiration
with Aaron & Sveta

Sveta Antonova

Box Office Manager &
Events Manager

Komedia Bath

Aaron Holdaway

Ticketing and Sales
Manager

**New Theatre Royal
Portsmouth**

Edit task

0 Comments

Sveta's Taskpiration!!

- You can create Box Office downtime tasks for the team to complete during quieter hours.

- It's great for shift work, for example the Box Office team (can give the team tasks without needing to speak to or see the next person on shift)

- It helped us work together on projects to improve our current processes (We made and introduced reusable cloakroom tags).

- The comments function allowed us to work together on tasks and projects. (Tidying of Ticketsolve e.g. pricing schemes I wouldn't have time to do alone)

- Using tasks to note reservations, they can be assigned to the colleague working on shift and allow you to clearly inform the customers needs.

Tip - Using tags for custom views :

- Use the Downtime tag creating a custom view for all of the tasks that any box office team member can do when the venue is quite

- Use the Supervisors Only tag to create a custom view for all the tasks that can only be completed by the supervisor.

taskpiration ×

Tags | Natalie W × | Due date | Attach to

CANCEL | SAVE TASK

Edit task

0 Comments

Aaron's Taskpiration!!

- It allows me to easily track my daily to-dos as well as longer term aims.

- The tasks feature doesn't only have to focus on venue tasks. It can be used for general to do's and daily reminders for the things that are just as important as work!

- It prevents the worry of important tasks getting missed in the busy day to day. Why not open tasks on your tablet computer and have it with you throughout the day.

- Use it to remind you to contact customers when a show goes onsale. Assign it to your customer so you can notify them as soon as the show is available for booking.

Tip - Using sort option to create a custom due date view :

- Use the filter and sort options to create a custom view for all tasks assigned to you in order of their priority.

taskpiration ×

Tags | Natalie W × | Due date | Attach to

CANCEL | SAVE TASK

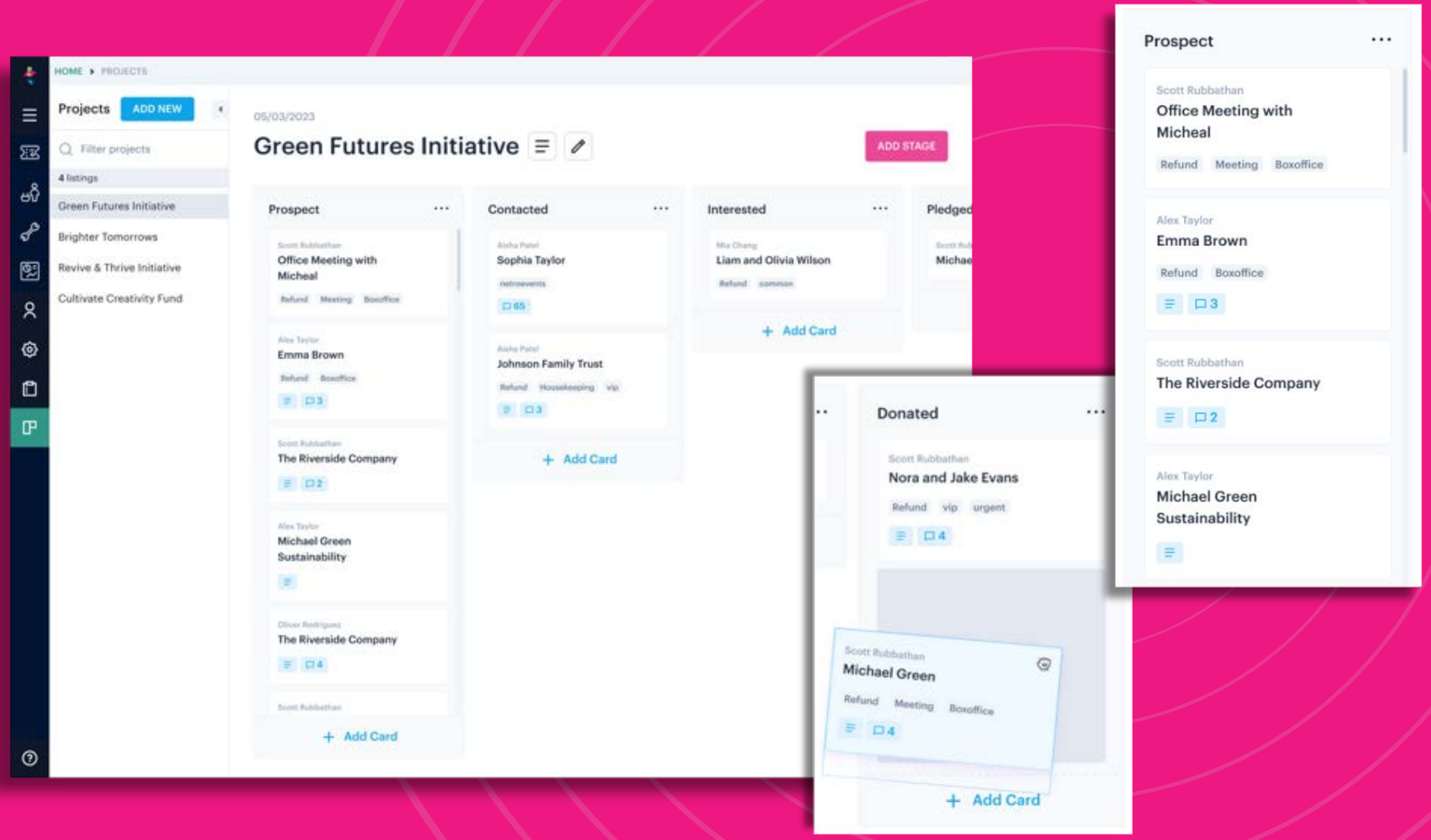
Why we built Tasks...and what's next?

Tasks is the first of a suite of management and productivity tools to enhance Ticketsolve's functionality as your all-in-one CRM hub...

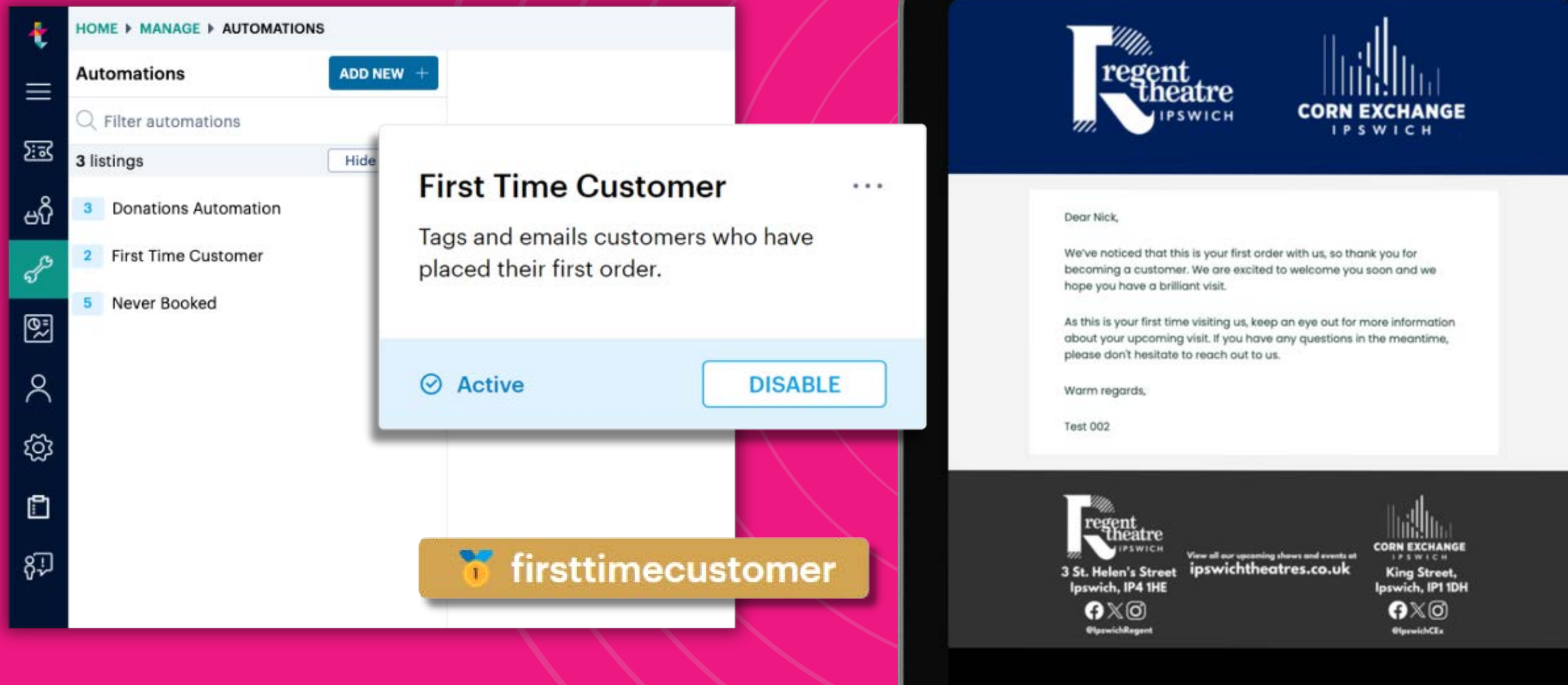
...This includes more powerful strategic project management and fundraising capabilities...

... And streamlined workflows for customer communications using inbuilt Automations

Projects


HOME ▸ PROJECTS
Projects
ADD NEW
Filter projects
4 listings
Green Futures Initiative
Brighter Tomorrows
Revive & Thrive Initiative
Cultivate Creativity Fund
05/03/2023
Green Futures Initiative
ADD STAGE
Prospect
Office Meeting with Micheal
Refund Meeting Boxoffice
Emma Brown
Refund Boxoffice
The Riverside Company
Michael Green Sustainability
The Riverside Company
Add Card
Contacted
Sophia Taylor
Johnson Family Trust
Refund Housekeeping vip
Add Card
Interested
Liam and Olivia Wilson
Refund common
Add Card
Donated
Nora and Jake Evans
Refund vip urgent
Scott Rubbathan
Michael Green
Refund Meeting Boxoffice
Add Card
Prospect
Scott Rubbathan
Office Meeting with Micheal
Refund Meeting Boxoffice
Alex Taylor
Emma Brown
Refund Boxoffice
Scott Rubbathan
The Riverside Company
Alex Taylor
Michael Green Sustainability

Automations



Thanks for listening!

Help articles on Tasks

Tasks feedback form

Need a hand?
Get in touch!

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