



Tessitura Integration (Elite)	
Description	<p>Provider will enable and support with the configuration of Tessitura for Customer's Elite account, manage the integration with Tessitura, and train on best practices and workflow.</p> <p>Standard integration includes two-way "out of the box" functionality and no custom workflows. Standard functionality allows export of events and functions built in Elite into Tessitura. This data creates the production season and performances in Tessitura. Once created, Elite can import data from Tessitura per performance for average ticket price, net ticket revenue, total tickets, comp count, and attendance counts.</p>
Assumptions	<p>Customer must have an existing account with Tessitura and be onboarded with the Tessitura team.</p> <p>Tessitura integration will occur in the second half of Elite onboarding or post-onboarding once Customer team has been trained on Functions and Post Event Reporting.</p> <p>Training will be recorded and shared for future reference and new hire training</p>
Limitations	<p>Tessitura training and configuration</p> <p>Tessitura troubleshooting</p> <p>Custom workflows with export or import of data</p>
Kick Off	Not applicable
Discovery	Not applicable
Design	Not applicable
Build	<p>Provider responsibility: Provider to initiate communication with Tessitura for the integration and set-up. Build and configuration of integration is approximately 8-10 weeks from initiation.</p> <p>Customer responsibility: Review level of effort in hours for Tessitura to complete the integration work, approve the quote in a timely manner, and provide Tessitura payment as outlined in Tessitura service agreement.</p>
Training	<p>Provider responsibility: Training includes preparation for the Customer in the form of a webinar and article prior to training sessions, and (1) 1-hour Customer meeting for training, workflow review, and Q&A</p> <p>Customer responsibility: Members of the Customer project team who will be engaging with the Payment Portal should review the pre-work, trainings, complete configuration, and provide feedback on document templates, reports, and dashboards in a timely manner.</p>
Testing	<p>Provider responsibility: Not applicable</p> <p>Customer responsibility: Review configuration via test events. Send questions to Provider, noting that questions may be redirected to Tessitura.</p>
Launch & Post Launch	<p>Provider responsibility: Introduction and handover to support team</p> <p>Customer responsibility: Complete customer satisfaction survey</p>
Project Management	<p>Provider responsibility: Provider to track time to project and provide Customer updates on project process.</p> <p>Customer responsibility: Provide timely feedback to Provider</p>
Exclusions	Custom development is not included in the scope of this Service
<p>Estimated length of project: 8 weeks</p> <p>Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.</p>	