

Enter a CSI

1. In the “Constituents” screen, navigate to the “Connections” tab
2. Make sure the “Customer Service” radio button is selected.

3. Click “add” in the lower left corner.
4. Choose “inbound phone” for contact method
5. Select the appropriate category – refer to the CSI chart or see a lead.
6. Select the appropriate activity type – refer to the CSI chart or see a lead.
7. If the CSI is in reference to a specific show or season select the appropriate season from the drop down boxes.

Season: (none) Performance:

8. If it is in reference to a subscription package select the appropriate package from the drop down box.

Package: (none)

9. Enter any possibly relevant information into the **notes** field.
10. Select save, and then “ok”, this will not close the CSI, only save the information.
11. If the CSI requires additional action from a Ticket Philadelphia team member leave the CSI open (good examples are if the patron needs a call back, is having tickets reprinted and held or is having a longer message put on a Gift Certificate. These will all be closed by the person who performs the action).

Issue Actions:

User	Date	Action Date	Action	System Date	Resolved
gmccormi	8/7/2014 15:58:58	8/7/2014	Phone Response Needed		<input type="checkbox"/>

Add Action

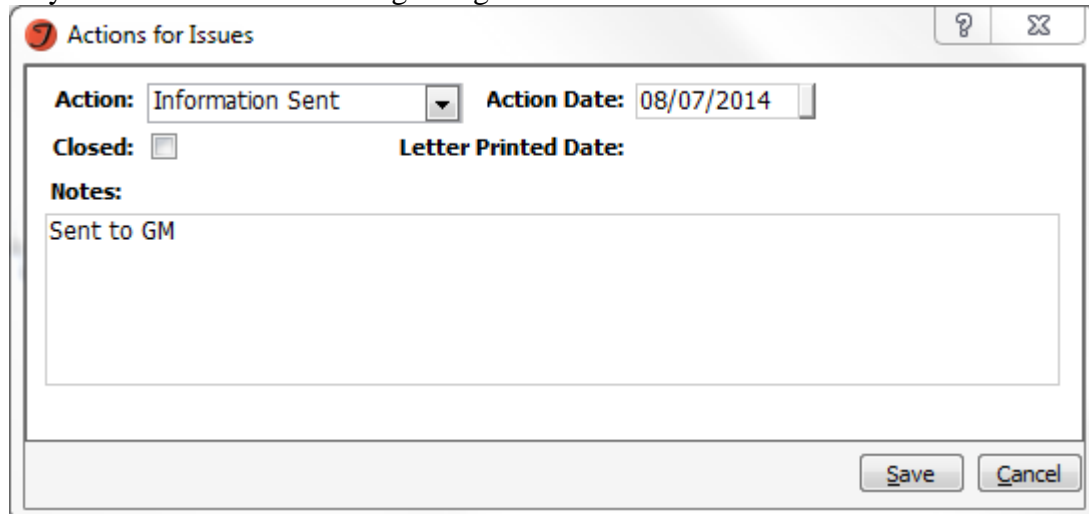
Save Close

12. If there is no further action required from Ticket Philadelphia select the “Closed” box in the Actions for Issues window.

Action: No Follow-up Needed

Closed: ☒ Letter F

13. Any additional information regarding the action can be entered in to the notes section.



Actions for Issues

Action: Information Sent **Action Date:** 08/07/2014

Closed: ☐ **Letter Printed Date:**

Notes:

Sent to GM

Save Cancel

14. A closed CSI will have a , an open one should not.

NOTE - there are other categories in Tessitura not on this chart. Associates at Ticket Philadelphia should ONLY use the categories listed on THIS CHART.

Brochure Request	POPS FY16 Season Brochure KCP FY16 Season Brochure SPK FY16 Season Brochure POA FY16 Season Brochure OCP FY16 Season Brochure BWY FY16 Season Brochure PBA FY16 Season Brochure	Marketing Issue Anything that "goes out" but is not from TP - this includes brochures and advertisements as well as pricing decisions.	Marketing - Complaint Marketing-Compliment Marketing Program Marketing Staff Service Price Complaint Retired Package Telemarketing Voiceblast Issues
Development Donor Issue Anything having to do with fundraising and donations including ticket donations and tax forms.	Doantion Letters KCI Gift - see gift note KCI Pre Paid Parking POA Sub Gift Note POA/POPS PrePaid Parking Issue POPS Sub Gift Note	Programming Issue Anything that happens on stage, including the choice of shows in a season as well as the content of a particular show.	Programming suggestions Complaint - Artist Compliment - Program Compliment - Artist Refund Request Complaint - Program Complaint - Package
Event Experience Anything that happened at an event that does NOT involve what was happening on stage.	Box Office Cleanliness Climate Issue Duplicate Seating Lighting-complaint Lock-out Issue Parking - Complaint Parking Issue Performance - Complaint Post-Concert Event Positive Event Experience Restrooms Safety Incident Seating Comfort - Complaint Security Issue Sightline - complaint Sound - Complaint Supertitles - Complaint Unruly Patrons Ushers	Ticketing Issue This category includes anything covered by Ticket Philadelphia, including the box office.	ADA - FOH ADA - Other Box Office Policy Complaint Chargeback Issue Comp Request Credit Card Lien Credit Card Issue Dicount - Complaint Duplicate Seating Event Cancellation Exchange - Complaint Exchange Request Ez Seat Issue Forrest Seating Issue Gift Certificate Problem Missed Performance Missing Comps Missing Order PAHT - Undeliverable Parking - Ave of the Arts Parking - KC Garage Parking-Sub Prepaid Price Type Issue Priority Services Problem w/ Telemkting Order Refund Request Reprint & Hold Reprint & Mail Reprint Subs Tix Reprint/Hold/Chng Name Reseating Required Rollover Issue Seating Preferences Seating Request Servie Fees - complaint Subs Issue Subscriber Missed Performance Ticket Broker Issue Ticket Broker Name Chg Attempt Tickets Not Received Tickets Rtd by Post Office TP Customer Serv - Complaint TP Customer Serv - Compliment
Facility Issue Anything at a venue that did not happen during an event.	ADA Cleanliness Climate Customer Service Food & Bar Service General Patron Feedback PIFA Complaint PIFA Compliment Restrooms Seat Comfort		TP Digital Gift Certificate TP Gift Cert Message TP Gift Cert Address TP Gift Cert Not Rcv'd
General Patron Inquiry	POA Marketing Inquiry TP Inquiry	Website Issue Email Error Message EZ Seat Forgot Login/password Log-on Issue My Account - KC MY Account - POA PIFA Website Print at Home Tickets Search Engine Site Navigation / Usability Technical Error	
Group Sales Issue	Change Name on Account Complaint Complaint - Customer Serv. Compliment Group Sales (Web) Information Request Status Update		
Institutional Issue Long term Issues such as staffing, financial well-being.	Refund Economic Assistance Newspaper Story Complaint - Marketing Legislative Comment		
SPECIAL NOTES			
Reprint Subs Tix	Only for when a patron needs the ENTIRE REMAINING package reprinted! Single tickets and partial packages should be use reprint/mail, reprint/hold, etc. This includes mid-season reprints of the ENTIRE REMAINING		
Reprint & Hold Reprint & Hold Reprint/Hold/Chng Name	Be sure to enter the order number!!		
Marketing -> Telemarketing Ticketing -> Telemarketing	Complaints about how telemarketing handles their calls are Marketing Issues. Problems with orders once they have been placed are Ticketing Issues.		