



## Tix Reviews

by Tix ★★★★★ 5/5 (138) [Write a Review!](#)[Free Demo](#)[Visit Website](#)

### Tix Ratings

**Overall**★★★★★ 5/5

## Ease of Use

★★★★★ 4.5/5

## Customer Service

★★★★★ 5/5**About Tix**

Successful events start with Tix. Find out why thousands of organizations choose Tix for their ticketing needs. Tix specializes in low cost, feature-rich box office and online ticketing solutions. Whether you need an integrated box office and online ticketing system or simply wish to add Internet sales to complement your existing sales methods, Tix has a solution to meet your needs. Contact us for a Free Demo today! [Learn more about Tix](#)

**Showing Most Helpful**

Showing 138 of 138 reviews

Sort by:

Most Helpful

Filter By:	Rating	Company Size	Reviewer's Role	Length of Use	Frequency of Use
------------	--------	--------------	-----------------	---------------	------------------



**Beatriz B.**  
Marketing Coordinator  
Gambling & Casinos, 1001-5000 employees  
Used the software for: 2+ years

**Overall Rating**★★★★★ 5/5

## Ease of Use

★★★★★ 5/5

## Customer Service

★★★★★ 5/5

## Features

★★★★★ 5/5

## Value for Money

★★★★★ 5/5

## Likelihood to Recommend

10/10

Reviewer Source: [Capterra](#)  
Source: Capterra  
February 20, 2019

**"Tix Cares! \*Best ticketing Company...Bar none."**

**Overall:** I had no background on ticketing systems, Tix manager took me under his wing and now I can create events in minutes. Our rep gives a personalized customer service, based on your company's needs. He's patient and he has a great team, he's the very definition of a good manager. Experiencing a big ticketing company right now and it's disappointing of how poor the training and the customer service is. When you think of a big corporation you think they'll have and provide all tools needed to succeed. In reality, they care about the high fees and selling but not caring how it gets done. Tix cares about the success on both parties and they care about customers providing low fees. Each account is a priority to Tix, they help as much as they can. To a big company, 1 account is nothing, and they make you do the job for them. Tix also cares when creating a new venue map, their team must be geniuses because all I have to do is send them a PDF and they do the rest (at no cost), at the same time they let you know if something doesn't look right if you missed a row or a seat number. They've saved me from a few mistakes and embarrassment, instead they help me succeed and look good to my superiors. If you're looking for a ticketing company Tix is the right choice. No question is stupid or not important to our rep, he never acts like he is too good to answer he never makes you call the appropriate person to help you, if you have an issue he's there. Thank you!

**Pros:** Customer service is the BEST! No words can describe the amazing service Tix provides. User friendly, reports can be customized, access to everything we need to create events. Creating a new venue couldn't be any easier! Service fees are the lowest. They are caring and patient, they listen to your needs and give you ideas on how to create a better event than what you had in mind.

**Cons:** Not many people know about Tix. If more people knew, Tix would be the #1 ticketing system in the world!



**Carleton U.**  
Treasurer  
Unspecified  
Used the software for: Unspecified

**Overall Rating**★★★★★ 5/5

## Ease of Use

★★★★★ 5/5

## Customer Service

★★★★★ 5/5

Source: Capterra  
April 4, 2016

**"Couldn't be more pleased with Tix, Inc.'s web based Box Office software!"**

**Overall:** After much research into the various vendors for on-line ticket sales, Zanesville Community Theatre, Inc., a small community theatre in Zanesville, Oh, made the leap into on-line and off-line credit card sales in June 2004 with Tix, Inc. At the time, ZCT didn't have the CC transactions necessary to support our own merchant account. Tix, Inc. supported us with their merchant account. Furthermore, our representative (Silvia Mahoney) since day one has been patient with us and helped us to go from a completely manual (and time consuming) method of selling tickets to a method using on-line sales and off-line box office sales. Picking their own seats is very popular with our customers. We print our tickets on-demand to mail to our customers or hold for pickup. The Tix, Inc. Box Office software interfaces well with the Boca Systems ticket printers we use. Fiscal reports are much easier and take much less time than the manual method we used to use. Since June 2004, we now process over 80%-95% of our sales in CCs both on-line (card-not-present) and Box Office (card-present) using Tix, Inc.'s Box Office software. Due to our increased volume in CC sales, we recently switched to our own merchant account. As the Tix, Inc. Box Office software is web based, ZCT's Box Office staff can work at home to process ticket orders. Once they arrive on-site, they can batch print the day's tickets and have them all ready for the customers. ZCT is an all volunteer community theatre, having no paid staff members. We seat 92 per performance and each of the 6 shows we present run for two consecutive weekends. Many shows are sell-outs and without Tix, Inc. at our side I think our customer's experience would suffer. Thank you Tix, Inc! Carleton Underwood, Treasurer Zanesville Community Theatre, Inc.  
<http://zct.org/box-office/>

**Vendor Response**

By Tix on June 17, 2016

We appreciate your feedback, Carleton. Migrating from a manual ticket sales method to an online ticketing solution can be a time consuming process, and we're glad we were able to help you streamline your entire ticket sales process to ease your workload. We strive to provide the best overall experience for both you and your customers, and appreciate that you're completely satisfied with our system. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Jennifer E.  
Data Systems Coordinator  
Religious Institutions, 51-200 employees  
Used the software for: Less than 6 months

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Features

5/5

Value for Money

5/5

Likelihood to Recommend

10/10

Source: Capterra  
October 13, 2016

#### "TIX is the answer we needed—Great support and patron experience"

**Overall:** We wanted an easy-to-use system where patrons could select their own seats for events in a 1500-seat venue and our smaller 450-seat theater. Going from our old paper system to TIX was a great decision. We were looking for a reasonable fee structure and solid customer support—TIX has both. Another feature that was important for us was to be able to hide the fee for certain events and TIX makes that easy to do. Sales reports, customer data and back-end management are easy to use and the TIX help library is excellent—anything I have not been able to figure out has been quickly responded to from TIX support via phone or email. I've also been impressed by the personal rapport of my support specialist—when I call, she knows who I am and is familiar with our organization's venues and events. I'm sure she has many clients to attend to, but I have had excellent response to each call or email—always within the same day! Many of our patrons are older and I have heard nothing but positive responses from those who have attempted to make online purchases through TIX. We have some who call or walk in for a "box office" experience, and those orders are easily handled. Since our TIX site is branded to look like our own website, many purchasers do not even recognize they have left our website to make their purchase. TIX is exactly what we were looking for.

**Pros:** Patron experience is excellent. Help library is great. Customer support is excellent.

**Cons:** Sometimes the reports do not output to excel correctly, but the developer said this is a known issue and is being resolved.

#### Vendor Response

By Tix on December 12, 2016

Jennifer, thank you for your glowing and comprehensive feedback! We're glad to hear that Tix has improved your ticket sales process and that our service and support team have made your experience with Tix overwhelmingly positive. It's nice to hear that your customers have enjoyed their online purchasing experience. Thank you for choosing Tix!

Silvia Mahoney | Tix, Inc.



Rita A.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

4/5

Customer Service

4/5

Source: Capterra  
May 4, 2016

#### "The Excellent Customer Service has made working with this system a breeze!"

**Overall:** I have worked with these people and this system for seven years working for three companies. While there are some glitches, overall the system is simple to use and the Customer Service is outstanding! They have enabled me to streamline processes that were consuming more time than humanly endurable with the automatic renewal system. They advise me of the system parameters and what it can do for me, and have educated me to use it proficiently throughout the years. They take ownership of my problems and resolve them by whatever it takes to get the job done, including being most accommodating customizing reports, seat maps, customer letters, emails, etc., as needed and adapting their programming to meet my unique needs, a rare option in this world! I have never experienced more concern for my issues and dedication to resolving them than I have with this staff of experts. They continually enhance and improve their system and incorporate my requests whenever possible. They are truly committed to excellence going above and beyond providing extraordinary Customer Service and are quick to respond to my often urgent needs and resolved issues I deemed hopeless. They listen to my problems, have eased my frustrations and spent hours and hours on the phone with me and my complications over the years. I have worked with other systems that had no one to talk with and no "phone a friend" option which I found unbearable. Although I have never met any of the staff, I regard them as my friends as I am the friend in need and they are the friends indeed!

#### Vendor Response

By Tix on June 17, 2016

Rita, thank you for taking the time to provide your feedback. Your challenges are our challenges and we do what we can to ensure that our system helps you do things as efficiently and productively as possible. We appreciate you and hold you in kind regard as well. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Alan G.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Source: Capterra  
April 22, 2016

#### "Great ticket company and excellent customer service."

**Overall:** PROS- 24/7 support and customer service -low fees -free setup, no long term contract or start up fees and no hidden fees -offers a variety of options to help build business -customers have chance to choose their own seats/tickets via real time seating chart on line -easy and wonderful to work with, very accommodating and go above and beyond -able to customize floor plans and seating options to fit arena with a variety of seating layouts -offer general admission and reserved seating options -able to offer options such as pre sale codes, discount codes, and surveys CONS- None, totally satisfied In 2002, we had a major country concert here at our arena. We were a manual, hard ticket box office. During the on sale we had many, many problems and opportunities, so it was at that point that we decided we needed a computer ticketing system. We are a local government and put this out on bid. We received many bids from a variety of companies. We narrowed the choice to the top three, requested further info and had a demonstration and Tix.com was by far, always on top of the pack. We chose Tix.com for three main reasons. 1. Ease of use for customer and staff. 2. Customers see a floor plan and able to choose their own seats and 3. 24/7 hour great customer service. We have been TOTALLY satisfied with Tix.com and have no complaints. As the person that works the most with Tix.com and its staff, I cannot think of a greater company to work with.

#### Vendor Response

By Tix on June 17, 2016

Alan, we're glad that you're absolutely satisfied with our system and support. Tix is designed to put the power in your hands by giving you access to all of the features you've listed in your review. We appreciate your business and look forward to working with you for years to come!

Silvia Mahoney | Tix, Inc.



AJ M.  
Operations Manager  
Sports, 11-50 employees  
Used the software for: 2+ years

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Features

5/5

Value for Money

5/5

Likelihood to Recommend

9/10

Reviewer Source: [Capterra](#)  
Source: Capterra  
June 6, 2018

**"Simple, Great Customer Service that is always there to help and make things work properly"**

**Overall:** Selling tickets 24-7

**Pros:** It is a simple program to use. Easy Setup events allows you to get other work done to make your event successful!

**Cons:** Lack of social media connection. Lack of information that can be placed on the tickets and being to use the same information on the online and box office tickets. Need to be able to rename the categories on the e ticket to be able to put more coupons. Need to have an option to automatically set when to change ticket prices so you do not have to wait up until midnight.



Jim N.  
Director  
Unspecified  
Used the software for: 2+ years

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Features

5/5

Value for Money

5/5

Reviewer Source: [Capterra](#)  
Source: Capterra  
December 5, 2017

**"Best choice for the price"**

**Pros:** Online seat selection ordering is very efficient. Ease of use: inexperienced box office volunteers can be up and running with 5 minutes of training

**Cons:** Customer data maintenance is a bit lean, sorting out any duplications can get tedious. However, other systems that do more cost a lot more



David E.  
Supervisor  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

4/5

Customer Service

4/5

Source: Capterra  
September 29, 2015

**"A well layed-out system overall, with great potential."**

**Overall:** Pros: The system is mostly user friendly on the programming and purchase sides. The staff is helpful and friendly and provide a timely response to inquiries. They also provide a good turnaround time on new programming requests. Cons: No longer have the ability to do seat swaps and re-open orders. This option is now only available if we provide the credit card processing. With Tix customer service not available after hours, when most events take place, this has created problems on show day. Requests: Kiosk-based software version for self-serve customer ticket purchase kiosks on day of show to reduce box office lines.

#### Vendor Response

By Tix on September 29, 2015

David, we appreciate your comments. We've re-added the ability for you to process ticket exchanges and cancellations. The removal of that option was inadvertent and our apologies for any inconvenience it caused. With respect to after-hours support, we are available 24/7, 365 days a year. We pride ourselves on providing a very high service level, and making sure we're there when our clients need us is of the utmost importance to us. With respect to ticket purchase kiosks and a kiosk interface, we do have them available. We'll send you the specs, and purchase information. We really do value your business. If you have any additional questions about our system or would like to obtain information about ways your organization can maximize the use of our software, please let me know. Silvia Mahoney | Tix, Inc. | 800.504.4849 Ext. 233



Donna F.  
Executive assistant  
Unspecified  
Used the software for: 2+ years

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Features

5/5

Value for Money

5/5

Reviewer Source: [Capterra](#)  
Source: Capterra  
June 7, 2018

**"Love this program."**

**Pros:** Customizable for our events and being able to use program on site to sell tickets at the door or in our office.

**Cons:** Would like more ticket printer choices. Would also like reporting options to be a little more user friendly.



Janice B.  
Owner/Artistic Director  
1-10 employees  
Used the software for: 2+ years

#### Overall Rating

Ease of Use

3/5

Customer Service

5/5

Features

5/5

Value for Money

4/5

**"Annual June Dance Performances"**

**Overall:** Thanks to Steve for helping me navigate the program, our ticket sales went great! Quick response and convenient since I work eastern time evening hours and they are pacific time.

**Pros:** Ease of ticket sales. Nice reports to confirm profit and ticket sales.

**Cons:** Since I only use the program once every 6 months, I forget how to navigate the program. Thanks to customer service I manage.

#### Vendor Response

By Tix on December 12, 2016

Source: Capterra  
June 17, 2016



**Ellie S.**  
Director of Visitor Services  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
June 24, 2015

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Easy, efficient and inexpensive!"**

**Overall:** We used to spend countless hours chasing tickets and providing maintenance for our ticket printers. As a service provider, when it came time to determine what system to use for printing tickets and tracking customer support issues, I knew there were a lot of choices. I looked into ticketing systems I have used in the past that require a lot of support and local maintenance and found a few light weight systems that I could install myself. Since coming on board in 2008, Tix.com has been a amazing support system for our company. These days, I try modeling our own support after Tix.com's. The service is great, the product is awesome, and they have an extensive help center to help answer any questions. The ticketing service itself is intuitive and easy to use. Would definitely recommend it! It's very convenient and we now have the right tool to support our guests. Our guests are updated via emails directly and I received notices 24/7 of any tickets created. Tix.com fulfills all of my current needs and is a robust option for the future when the business takes off and I have a few more agents working with me, or a hundred). This system has already proven that it can grow with our needs. We are more than satisfied with Tix.com. It has provided the support and training as well as its social media links, which helps us stay connected to our customers.



**Dustin P.**  
Media Relations  
11-50 employees  
Used the software for: 1-2 years

**Overall Rating**

Ease of Use

Customer Service

Features

Value for Money

Source: Capterra  
June 22, 2016

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

10/10

**"Tix.com the service to use"**

**Overall:** Interface is easy to use, customer service is quick to respond and handle problems. Steve Moore, our rep is always super helpful.

**Pros:** Everything all in one place and easy to access.

**Vendor Response**

By Tix on December 12, 2016

We appreciate your feedback, Dustin. We're happy to hear you've had no issues working with our system and that Steve has been there to help with any questions you may have. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Cindy H.**  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
February 10, 2016

★★★★★ 4/5

★★★★★ 3/5

★★★★★ 5/5

**"Great customer service and support!"**

**Overall:** The software itself is not something easy to learn on your own. There are a lot of minor but important steps that you have to really know when you are setting up an event prior to activating to the public. The menu selection, description, and navigation is not clear cut and I find myself jumping around to find things. There are also a lot of menu selections that can be consolidated. We are probably only using 15% of the functions that you offer and the rest are repetitive. I am a software developer myself so I have a slight idea on what I am talking about;) I want to commend on your customer service rep whose name is Iris. She knows her stuff quite well and she is very good with what she is doing. She is also an effective trainer! Good listener and very clear with her directions. I give her 10 stars!

**Vendor Response**

By Tix on February 17, 2016

Cindy, thank you for your sharing your thoughts. Many of our system changes and enhancements have come about as a result of feedback like yours. We are currently in the process of making some changes to our system that should consolidate some of our menu options. We are also working on ways of making our Help options more prominent and easier to find. Thank you again for your feedback and thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Krista S.**  
Special Events Coordinator  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
February 11, 2016

★★★★★ 5/5

★★★★★ 4/5

★★★★★ 5/5

**"Great experience with Tix"**

**Overall:** Greatly appreciate the wonderful customer service with Iris, she always worked hard to meet our needs with our events and went above and beyond in the way that she helped and always gave assistance quickly. She was always easy to get a hold of and offered detailed help both to assist and enable to do it oneself. This was a much better experience when we were switched to be under her care and management. I find the layout of Tix to be difficult to learn from the back end, and still find myself searching for certain functions even after using it for two events now. This could be more user friendly/intuitive for those who aren't used to these type of systems. Love all the different options with Tix, with so many variables for surveys, donations, coupon codes, etc. There is so much you can do with your event which is very helpful for complex events. Overall very happy with Tix and glad we chose to go with them again for our second event.

**Vendor Response**

By Tix on February 17, 2016

Krista, we are very happy to hear that your experience with our system and our team has been so positive. We are working on some changes to our system that will make it more intuitive and even more user-friendly. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Tim F.**  
Director

**"We love Tix! user-friendly and great support staff!"**



Audited, 11-50 employees  
Used the software for: Less than 6 months

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

Source: Capterra  
November 14, 2016

**Overall:** We at the Miami Childrens Theater were looking for new ticket software company and were recommended Tix by another group. We are glad we signed up! Easy to use with a clear interface.

**Pros:** Easy to use...easy to understand.

**Cons:** None, honestly.

**Recommendations to other buyers:** Really like the support staff. I am not the most tech savvy person in the world and they explained things very clearly. Once I learned the system - I would now say it's a breeze.

#### Vendor Response

By Tix on December 12, 2016

Tim, thank you for your review! Its nice to know that you've found our interface easy to work with and that our staff has exceeded your expectations! We do our best to answer every question in the clearest way possible and we never mind taking the time to break down our explanations so you can better understand how our system works. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Jon H.  
Producer  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 4/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
September 23, 2015

**"Tix online ticketing solution should be your first and last stop in ticket sales."**

**Overall:** System administration is easy User interface is clean and intuitive Box Office and Online sales process is a piece of cake Customer support is top notch Reporting is extensive Fees are extremely reasonable Why only four stars? I never give 5 stars. Every product and service can always improve. Tix has a few features that could be improved upon. That being said they do update the product, and are always trying to make things better. Any of my "cons" would be very minimal - and may already be getting addressed for future development. We reviewed many Box Office Management solutions before selecting Tix. For our requirements - Tix fits the bill. You will not be sorry if you choose Tix as your Box Office management solution. It can do all that most people need, and more. In my humble opinion it's the best option out there for budget conscious promoters/venues - but still offering best of breed features. If budget isn't an issue for you - use Tix anyway. It will likely still meet or exceed your needs, and allow you to save a little money in the process.



Robyn F.  
Special Events Coordinator  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 4/5

Ease of Use

★★★★★ 3/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 19, 2015

**"Its a learning curve"**

**Overall:** Although there are a lot of components to setting up ticket sales of multiple types, at multiple price points and with multiple distribution options, I wish the Tix system was a little more user friendly. I'm a reader and generally very adapt with new software and I struggled to navigate the system for the first time. I required a lot of customer support, which was excellent, its just a burden to ask 50 questions to accomplish one task. It might have been nice to see a tutorial video to lessen the excessive amount of hand holding for newbies. Now that I understand the system, it's a piece of cake, the beginning was rough. Our service rep was very helpful, thorough and attentive, I appreciate his help more than I can say!

#### Vendor Response

By Tix on March 19, 2015

Robyn, we try to make our system as easy as possible to navigate through, so we certainly appreciate your feedback. Our system does feature an online Help section that includes video tutorials and access to our Knowledge Base. Please do not hesitate to call or email if I can be of any assistance to you. Silvia Mahoney | Tix, Inc. | 800.504.4849 Ext. 233



Pamela J.  
Operations Manager  
Entertainment, 51-200 employees  
Used the software for: 2+ years

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

Reviewer Source: Capterra  
Source: Capterra  
September 29, 2017

**"I always get the answer and instruction that I need from a friendly staff."**

**Overall:** Simplicity of use, affordable price and consistent tech support.

**Pros:** The software is straight forward in its set up. To set up an event, one simply clicks through the pages inserting production information and then it's finished. If there are modifications, that is easily done by clicking on "modify event". An instruction video along with tabs and menus walk one through the steps and tech support always has a real person available, not automation.

**Cons:** Our company is in North Carolina and Tix.com is in California. The time difference is the only issue, but even with that, there is an emergency number so support is always available.



Jacob O.  
Account Manager  
1-10 employees  
Used the software for: Less than 6 months

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 4/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

Source: Capterra  
June 30, 2016

**"NMTA Annual Event Tix Review"**

**Overall:** This is the first time I have used a program like this. I had looked for one in the past for another business I am involved in but the costs were too high. This product is very affordable for smaller productions and events such as ours. Iris was super helpful in the process and was always very prompt in attending to our questions and concerns.

**Pros:** Cost, ability to customize seating arrangements, ability to pass cost along to end user. Customer service was great!

**Cons:** Our only issue was checking in our guests at the event in a timely manner. This is largely a planning issue on our part. We didn't make proper use of the bar code on the tickets.

#### Vendor Response

By Tix on December 12, 2016

Jacob, we're glad to hear you chose us as your first ticketing system! We



Evan F.  
Treasurer  
Non-Profit Organization Management, 1-10 employees  
Used the software for: 2+ years

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

Source: Capterra  
June 13, 2016

**"Perfect solution for our community theater"**

**Overall:** We are a community theater that puts on 3 or so shows a year. Tix.com is easy to use and has support that gets directly back to you and helps you!

**Pros:** Extremely easy to use. We do a lot of the same type of shows, so having features that allow us an easy way to setup 6 performances is a real benefit.

**Cons:** Nothing. We haven't had any complaints at all. I would say the cost, but in the end it costs us about what the credit card swipe fees would cost.

**Vendor Response**

By Tix on June 17, 2016

Thank you for taking the time to provide your feedback, Evan. We're happy to hear that our system has made your event setup process a breeze. We strive to provide the most user friendly, affordable ticketing option possible for non-profits, so thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Michael D.  
President  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 4/5

Source: Capterra  
March 22, 2015

**"Tix Review"**

**Overall:** Overall Tix.com has done a great job for my company. Patti has been outstanding and always eager to help with any issue that may arise. I would like to see more youtube videos how to operate analytic for Tix. I don't use the analytics that often and could refer to a youtube video to refresh my memory. The report I use most often is pulling concert attendees and inserting their email address into MailChimp. Also wish there was a way customers could download dates to their calendar when purchasing tickets.

**Vendor Response**

By Tix on December 12, 2016

Michael, thank you for your review. We're glad Patti has been such a big help to your organization. Our system includes a section of video tutorials for some of our most popular programs, but we're always looking for videos to add to our collection. If there's a specific topic you'd like to see covered, just let us know! As we continue to improve our system we're looking for new features to add, so we'll be sure to take your calendar suggestion into consideration. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



David S.  
Managing Director  
Non-Profit Organization Management, 1-10 employees  
Used the software for: Less than 6 months

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

Source: Capterra  
July 29, 2016

**"Tix: Great service!"**

**Overall:** Very happy with Tix. Our account manager, Steve, is incredibly helpful - and very patient. Our company has not had a comprehensive ticketing system before so it's been a steep learning curve. Steve has guided us step by step. He has helped us to tailor the system to our needs, and even has had his programmers customize elements.

**Vendor Response**

By Tix on December 12, 2016

David, we're glad Steve has helped make Tix everything you need it to be! We do our best to help new clients get comfortable with the system so they can get the most out of our programs and reports. We're always happy to go above and beyond to add functionality for our clients and will continue to strive to meet your organization's needs. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Sherry I.  
Development Coordinator  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
February 24, 2016

**"Tix gives us real-time event information, and an easy online ticketing solution for our patrons."**

**Overall:** We chose to partner with tix.com two years ago, and we are so glad we did. Our office had been keeping track of ticket sales and patrons on an Excel spreadsheet. Unfortunately, it was too easy to make an error, which resulted in multiple patrons having the same seat. Being a community college foundation, Tix offered the affordable solution we were looking for, and also offered the option to have reserved seats. Tix makes selling tickets through the box office so easy, and patrons can receive a purchase confirmation and their tickets via email. Tix goes above and beyond to provide excellent customer service! In the future, I hope Tix will consider providing a quick reference guide for their end users. Overall, our experience with Tix has been exceptional.

**Vendor Response**

By Tix on March 29, 2016

Sherry, we are so glad to know that using our system has allowed you to run your box office more efficiently. We value you as a client and appreciate your business. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Terri S.  
Co-Owner  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 4/5

**"Customer Service ROCKS!"**

**Overall:** My husband and I have been producing an event for over 15 years and have always conducted business via telephone, mail, spreadsheets, etc and never anything online. We finally decided it was time and hopefully

Ease of Use  
Customer Service  
  
Source: Capterra  
June 2, 2016

★★★★★ 3/5  
★★★★★ 5/5

alleviate some of the headaches with such an antiquated process. We were a nervous wreck when our tickets officially went on sale. We had tons of last minute questions/concerns. Our rep answered everything immediately (calmly) and took us through any steps needed. I think we probably called her at least 5 times the night before the tickets went on sale. She even stepped in to do the work on our event management page when she could hear the concern and frustration in my voice. Our Rep went above and beyond.

↳ **Vendor Response**  
By Tix on December 12, 2016

Terri, we're glad you chose us to support your first online sale! We strive to provide the best service and support possible, so it's nice to know you feel taken care of. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Sebastian F.  
Owner and Operator  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use  
Customer Service

★★★★★ 5/5  
★★★★★ 4/5  
★★★★★ 5/5

Source: Capterra  
May 2, 2016

**"This has made running a theater and selling tickets online so much easier!"**

**Overall:** Tix has been a great addition to my business. I was searching for a company that would allow me to use my own credit card processing while still allowing me to have all the benefits of a ticketing software. Once I got the hang of the software it has been really easy to use and if I ever have a problem or issue I can call or e-mail my account rep and he helps me fix the situation. I have been extremely happy with this software and I really like the fact I can make adjustments or changes to a show or production on the fly with a computer or a smart phone.

↳ **Vendor Response**  
By Tix on June 17, 2016

Sebastian, we're happy to know that our system has been a great addition to your business and that we've helped facilitate your ticketing process. We're glad that you've gotten comfortable enough with our system to make your own adjustments to your events as you see fit. We pride ourselves on putting the power in your hands, so thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Judith M.  
Producer  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use  
Customer Service

Source: Capterra  
October 27, 2015

★★★★★ 5/5  
★★★★★ 5/5  
★★★★★ 5/5

**"Excellent ticketing software for setting up events and managing ticket sales"**

**Overall:** Once you gain familiarity with the software, it is easy to set up events on your own and manage the entire ticket process. I have been using the software for the past three years for the Westside Ballet of Santa Monica's two annual productions. It is very easy to use as an event manager and the customer service response when I have questions is prompt and helpful. The ticket production is efficient. There is helpful information on the site that allows you to figure out how to do many transactions. The only negatives that we receive from customers buying tickets is that sometimes, there are difficulties with credit card processing or they have problems entering account information.

↳ **Vendor Response**  
By Tix on January 23, 2016

Judith, we are happy to hear that you've used Tix to easily manage your events over the past few years. We appreciate your business and are here to help you or your patrons with any questions about the ticket purchasing process. Silvia Mahoney | Tix



Robert M.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use  
Customer Service

Source: Capterra  
May 26, 2015

★★★★★ 5/5  
★★★★★ 5/5  
★★★★★ 5/5

**"A great product."**

**Overall:** The only complaint I have had is from my customers is they find the task of recovering their password to be too difficult. I understand the method that is being used and the reason for having it done in a more secured fashion. The only complaint I get from our box office people is the difficulty of making changes to a customer order. It seems that when you are trying to make a change to an order it can be awkward where you end up having to start all over. I would like to see an easier way in which changes can be made. Also recently we have run into situations where a customer has purchased through Tix for a different venue and are unable to order tickets thru us because they have the same email address. Please don't consider the above as complaints but suggestions. I think it's a great program and fantastic customer service. I would recommend Tix without any reservation. Thanks for all your hard work in continuing to make this such a great program to use.



Terry M.  
Treasurer  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use  
Customer Service

Source: Capterra  
May 19, 2016

★★★★★ 5/5  
★★★★★ 5/5  
★★★★★ 5/5

**"New Depot Players Love Tix"**

**Overall:** We are a small community theater group and we are always looking for ways to boost our attendance and make it easy for our patrons to see our shows. Tix provides one of the easiest interfaces for ticket purchases we've seen. It is easy to set up and the support has been outstanding. Our account manager make sure we are up and ready for each show. Every issue we've had has been managed and corrected within minutes of being advised. An excellent product and service. Highly recommend to any group looking for convenience and fast service!

↳ **Vendor Response**  
By Tix on June 17, 2016

Terry, thank you for your feedback. We're happy that our system was able to boost your attendance and facilitate an easier purchasing process for your patrons. We pride ourselves on the quality of our customer service, and are glad that you feel satisfied with the level of service and support you've experienced. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Cheryl E.  
Vice-President  
Unspecified

**"Customer service is stellar. We couldn't be happier"**

Used the software for: Less than 6 months	
<b>Overall Rating</b>	★★★★★ 5/5
Ease of Use	★★★★★ 5/5
Customer Service	★★★★★ 5/5
Features	★★★★★ 5/5
Value for Money	★★★★★ 5/5

Reviewer Source: [Capterra](#)  
Source: Capterra  
April 5, 2018

 <b>Dr. Joan O.</b> President and Executive Director Unspecified Used the software for: Unspecified	<b>"We are extremely pleased with our Tix.com experience!"</b> <b>Overall:</b> This is our second year using Tix.com for online ticketing and membership donations, and we are absolutely thrilled with it. I only wish we had done it sooner. It has cut down on the voicemail messages and return phone calls at our Box Office. Our patrons are delighted that they can easily access it and order tickets or renew their memberships at any time convenient for them without going through the Box Office. Whenever we have a question or need assistance, a quick phone call or email to Steve Moore at Tix.com is answered promptly. It is a pleasure dealing with Tix.com.
<b>Overall Rating</b> ★★★★★ 5/5 Ease of Use ★★★★★ 5/5 Customer Service ★★★★★ 5/5  Source: Capterra April 27, 2016	<b>Vendor Response</b> <i>By Tix on June 17, 2016</i> Joan, we appreciate your positive feedback! We're glad we're able to provide you with a donation, membership, and ticketing service that meets all of your needs and makes managing your box office that much easier. Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.

 <b>Mary H.</b> Office Manager Unspecified Used the software for: Unspecified	<b>"User-friendly software for both the buyer and backroom administrator."</b> <b>Overall:</b> I hadn't used ticketing software as an admin before, so needed guidance from Silvia, our Tix rep, on a fairly regular basis until I became familiar with it. She walked me through every step of the way, and now I can navigate it with ease--transactions, refunds, exchanges, reports--and need to request her assistance only on occasion. She's always quick to help and a wealth of information. Turnaround time for new seating maps, special accounts and web coordination has been super. We also have some reports and accounting information tailored to our needs (a seasonal festival), which has been great.
<b>Overall Rating</b> ★★★★★ 5/5 Ease of Use ★★★★★ 5/5 Customer Service ★★★★★ 5/5  Source: Capterra April 26, 2016	<b>Vendor Response</b> <i>By Tix on June 17, 2016</i> Thank you for your feedback, Mary. Tix is designed to be easy to learn and use for both ticket buyers and sellers, so we're glad you've had such an overwhelmingly positive experience! Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.

 <b>Jacqui P.</b> Director of Operations Unspecified Used the software for: Unspecified	<b>"Great Program-Great Staff"</b> <b>Overall:</b> We have been using Tix for over 3 years now and couldn't be more pleased. Our business is extremely flexible with our customers and we often have exceptions and changes we need to make in terms of the tickets our customers are buying from the website. The staff at Tix is always really helpful and easy to work with. They also respond extremely fast and regardless of how many times we reach out to them, they are always pleasant and extremely helpful. Their prompt service in return allows us to provide fast service to our customers and we appreciate that. Thanks for all you do!
<b>Overall Rating</b> ★★★★★ 5/5 Ease of Use ★★★★★ 5/5 Customer Service ★★★★★ 5/5  Source: Capterra February 24, 2016	<b>Vendor Response</b> <i>By Tix on March 30, 2016</i> Jacqui, we are glad to know that our responsiveness has allowed you to provide a high service level to your customers. We appreciate your business and look forward to working with you for years to come. Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.

 <b>Trey F.</b> Chairman Unspecified Used the software for: Unspecified	<b>"Tix is a powerful system that does an excellent job of managing ticket sales"</b> <b>Overall:</b> Pros: many options, excellent customer service representatives, robust reporting system, competitive pricing, very reliable Cons: requires login for customers Our not-for-profit corporation had an excellent experience with Tix. Friendly customer service and a powerful interface for issuing and managing tickets.
<b>Overall Rating</b> ★★★★★ 5/5 Ease of Use ★★★★★ 5/5 Customer Service ★★★★★ 5/5  Source: Capterra May 10, 2016	<b>Vendor Response</b> <i>By Tix on June 17, 2016</i> Thank you for your feedback, Trey. We're happy to hear our system makes it easier for you to manage your ticket sales. Tix promotes creating a customer login to help you gather more powerful information about your patrons while providing an easy purchasing process for return customers. We're confident that over time, this login process and the data it gathers will benefit your organization immensely. Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.

 <b>Kathryn M.</b> Spring Event Director Unspecified	<b>"Tix staff is remarkable. The product is complete and simple to use, easy to master."</b>
--	--

Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra

May 3, 2016

**Overall:** Customer support set up our event quickly and answered any and all questions. The software has many options and seems to be very complete. The online help tools can walk you through any situation with easy to follow directions. Price was well below other options we researched as well. Certain to use again.

 **Vendor Response**

By Tix on June 17, 2016

Thank you for your feedback, Kathryn. We pride ourselves on providing top notch customer service, so we're happy to hear you're more than satisfied with the interactions you've had with our staff! Our system is specifically designed to put the options and resources you need directly in your hands. We're glad you were able to use our Knowledge Base and tutorials to help boost your experience. Thank you for choosing Tix!

Silvia Mahoney | Tix, Inc.



Stace G.

Director  
Unspecified

Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra

March 2, 2016

**"Fantastic Ticketing Services and Personnel!"**

**Overall:** I love tix.com! The website is a pleasure, and the customer service is second-to-none. My representative, Steve Moore, has been nothing short of a God-send. He is extremely competent and professional, but, perhaps more importantly, he is patient, and he never loses his cool—even when I barrage him with 5 phone calls in a row with the question I forgot to ask on the previous phone call. Tix.com is the best ticketing service I've ever used, and Mr. Moore is an exceptional asset to the company!

 **Vendor Response**

By Tix on March 30, 2016

Stace, we appreciate the kind words - not only about our system, but about your experience with Steve Moore. We appreciate your enthusiasm about our system and service, and look forward to working with you for years to come! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Shanda B.

Owner/Program Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra

April 25, 2016

**"Our non-profit children's theater just started using .tix and are thrilled with our experience."**

**Overall:** As we introduced a new ticketing system to our customers, my staff, volunteers and I had a great experience. From starting with set up of our own seating chart to merchant services to advanced purchases for our parents, tix guided us through making sure we understood it all. Come show time our ticket booth was calm and smoother than it ever had been before!

 **Vendor Response**

By Tix on June 17, 2016

Shanda, we're happy to know that our system helped your ticket booth run smoother than ever before! Our team does their best to make sure you understand every component needed to get your events up and running in the system, and we try to go above and beyond to provide you with the best experience possible- every time. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Brian F.

Production Business Manager  
Performing Arts, 201-500 employees  
Used the software for: 2+ years

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

★★★★★ 5/5

**"Dependable Technology and Great Customer Support"**

**Overall:** I looked at many systems - some more flashy but as an experienced software executive I know that there is more than just flash when it comes to software. I needed ease of use, dependability, scalability, performance and excellent performance all at a good price. Tix has delivered all of that and more. I have recommended the software to others who are equally as happy with the results!

**Pros:** Cost, Support, Ease of use, dependability

**Cons:** Older User Interface

Source: Capterra

January 13, 2017



CHRISTOPHER D.

Events Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 4/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra

February 25, 2016

**"The Clermont Performing Arts Center is a multiple theater venue that operates fantastically with TIX"**

**Overall:** The customer service has always been fantastic. The agent assigned to our account always goes above and beyond to ensure that our expectations are exceeded and in a timely manner. The operations of the program are very user friendly, but with any program there are always things that you as the customer would like to see improved. Though only being a customer for 6 months, team has worked with me to conquer any challenges I may have.

 **Vendor Response**

By Tix on March 30, 2016

Christopher, we value your business and welcome any feedback you may have about how we can improve our system. Feel free to email me directly with your suggestions: silvia.mahoney@tix.com. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Joslyn H.

Director of Business & Audience Services  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

**"Great Customer Service!"**

**Overall:** We have been using TIX, Inc. since 2006. Sergio and Robert worked diligently to set us up and to make adjustments to their product to meet our needs. Silvia is also excellent to work with and, as our organization is

Ease of Use

★★★★★ 4/5

Somewhat out of the box , they all make our requests seem perfectly routine. The turn-around time is spot on. The program is rarely out of service and is frequently being improved. I have recommended this service to many other organizations and will continue to do so. Great job, Tix!

Customer Service

★★★★★ 5/5

Source: Capterra  
January 6, 2015



Emmett D.

Director

Unspecified

Used the software for: Unspecified

Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 14, 2016

### "Thank you"

**Overall:** From the my first experience with tix, I have been beyond pleased. The customer service is excellent, and I am particularly impressed with how easy our rep, Iris, is to get a hold of, and how patient she is. I have never had an issue that couldn't be resolved. Our ticket sales have increased since we switched to this service, and we will continue to use it and recommend it to our colleagues. The website itself is easy to use.

#### Vendor Response

By Tix on January 19, 2016

Joslyn, we have enjoyed working with you and your team for so many years. Thank you for all of the recommendations you have given over the years...and thank you for choosing Tix! Silvia Mahoney | Tix



Joe S.

Board Member/Events/Ticketing

Unspecified

Used the software for: Unspecified

Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
August 18, 2015

### "TIX ticketing system "

**Overall:** As the administrator of the TIX ticketing system it has been my experience that with the ease of use and the level of customer service they provide we rate the product with 5 stars! As I bring on new ticket agents to use the system it is very user friendly and easy to learn in less than 5 minutes. Making changes to the system to modify events is easy and the reports that are provided give as much little information as needed. When we had any issue at all the customer service staff was able to resolve in a timely manner without any delays. I would recommend this ticket system over others for both the ease of use and the customer service.



Christine S.

Marketing & Education Coordinator

Unspecified

Used the software for: Unspecified

Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 19, 2015

### "Oconee Performing Arts Society"

**Overall:** love this product! Very easy to learn program and great assistance available when needed. We have a few program/report updates that we would like to see in the future that would make 'tracking ticket sales' more accurate for us but still very satisfied with Tix!

#### Vendor Response

By Tix on December 12, 2016

Christine, we're happy to hear that using Tix has been an easy and pleasant experience for you. We're working on some exciting changes to our system that will allow us to build on our existing reports and programs. We welcome any suggestions on how to improve our system, so never hesitate to contact your Account Manager directly about any new features you'd like to see! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Angela J.

Director of Box Office Operations

Unspecified

Used the software for: Unspecified

Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
February 25, 2015

### "Customer Service, etc."

**Overall:** I love this product that Tix.com has. I've been using it since 2007 when I began this position here at Lynn University. I love to have control more and more of the program. It is user friendly for me and my whole staff. I have to train students and they are wonderful following my direction. The program is easy to learn and execute. The staff at Tix are always very helpful and patient with the explanation of problems that come up.

#### Vendor Response

By Tix on January 21, 2016

Angela, we are so glad that you and your staff find our system easy to learn and use. We appreciate your business and look forward to working with you for many more years to come. Thank you for choosing Tix! Silvia Mahoney | Tix



Bob H.

Executive Director

Leisure, Travel & Tourism, 1-10 employees

Used the software for: 2+ years

Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

★★★★★ 5/5

10/10

Source: Capterra  
June 14, 2016

### "TIX.COM is the best!"

**Overall:** Mostly thanks to Steve Moore the help and support for tix.com has been top notch...he's smart and doesn't seem to mind that I'm not !

**Pros:** ease of set up and maintenance

#### Vendor Response

By Tix on June 17, 2016

Bob, thank you for your feedback. We pride ourselves on providing our clients with the highest level of service, and we're glad that Steve has been able to do just that! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Gloria L.  
Production Chair

### "Friendly software, quick and easy"



Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Source: Capterra  
October 29, 2015

**Overall:** Generally the software is easy to use and provide detail information . However, sometimes the spreadsheets are too wide for viewing on smaller monitors without scrolling.

#### Vendor Response

By Tix on January 18, 2016

Gloria, we value your business and appreciate your feedback. The good majority of our reports can be customized to display only those columns of information that you wish to see. Reformatting the reports in this manner will help you keep the width to a minimum and eliminate the need for scrolling. If you have any questions about how to do this, please reach out to our Support team at (800) 504-4849 Option 3. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Kevin L.  
owner  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Source: Capterra  
May 27, 2015

#### "On Line ticket sales"

**Overall:** Just completed our third year with this group and it is unquestionable the best thing we could have done to assist with our ticket day horror show! We are just a very small dance studio with a pretty good following, so much that people were spending a week in our parking lot waiting for a tickets to go on sale which created a lot of stress and complaints. It was literally a day from hell that we hated! Now, we simply sit back and watch. Our usually four (4) hour process is over in 40 minutes and we never leave the home! Plus, we have seen a surge in ticket sales. So simple for everyone. I really can not stress enough how easy this process is!!



Fred J.  
Part-Owner/General Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Source: Capterra  
May 21, 2015

#### "We started using TIX in 2005 - and have used it for our large concert events every year since."

**Overall:** We use TIX to sell e-tickets that our customers can print on their own printers following their on-line purchases. Our customers like being able to purchase/print their own tickets 24 hours a day. The Reports sections provides us complete details of all purchases. We have never experienced an error in the sales of our tickets; the bar-code scanning provides us additional information/control. When we have questions, the staff at TIX has always responded promptly and courteously! The fees charged by TIX are reasonable and fully-explained. We have always recommended TIX without reservation to anyone that asks us.



Amy M.  
Non-Profit Organization Management, 1-10 employees  
Used the software for: 2+ years

#### Overall Rating

Ease of Use

4/5

Customer Service

5/5

Features

4/5

Value for Money

3/5

Likelihood to Recommend

9/10

Source: Capterra  
July 5, 2016

#### "Excellent individualized customer service"

**Overall:** Steve Moore has always been very helpful in setting up for our ballet production! The customer support is excellent.

#### Vendor Response

By Tix on December 12, 2016

Amy, thank you for your feedback! We strive to meet the needs of each organization as best as we possibly can. We're happy to hear that Steve has provided such top-notch customer service to your organization. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Rachel P.  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Source: Capterra  
April 1, 2016

#### "Mind Blown."

**Overall:** Tix is too good to be true, yet it is all TRUE. Not only did it save us money, but it has made our day to day tasks much easier. The management platform is very user friendly and has everything you need to track sales, communicate with customers, and report on your events. Customer service and technical support are top notch! Our Tix representative has been great to work with throughout the set up process and since the basic setup the Tix team has been gracious with their time to help us personalize membership discounts. We're not giving them five stars, they've earned them!



Alan S.  
Executive Director  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

Customer Service

5/5

Source: Capterra  
March 28, 2016

#### "We find TIX to be super to work with!"

**Overall:** We have worked with Tix software for many years and find them to be very responsive to requests for service. They have helped us with special situations and been generous with their time and expertise in support of the service they provide. We would recommend Tix to others as its been an easy system for us to use and we are happy with them.

#### Vendor Response

By Tix on April 22, 2016

Alan, thank you for taking the time to share your feedback. We pride ourselves on providing our clients with a high service level, and look forward to working with you for many more years to come. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Brian F.  
Production Business Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use

5/5

#### "Excellent product - Great Service"

**Overall:** I have been very impressed with the ease of use of the product and my sales executive Steve Moore and the service people including Luke have been amazing to work with. They are very responsive and I like the program and service so much I have recommended it to other schools and arts programs.

Customer Service

★★★★★ 5/5

Source: Capterra  
January 18, 2016

↳ **Vendor Response**

*By Tix on January 19, 2016*

Brian, it is good to hear that your experience with our system and our service has been so positive. Your comments validate our commitment to providing organizations like yours with an easy-to-use system, and a high service level. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Greg A.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
December 12, 2015

**"Easy to start someone selling. Easy to make changes."**

**Overall:** Customer service has been excellent for general questions and helping with our venue set up and ticketing needs, some complex and time critical. Training new ticket sellers for standard sales is quick. Daily management has been easy. Tix has been positive about receiving requests for additional features.

↳ **Vendor Response**

*By Tix on January 15, 2016*

Greg, we are so glad to have been able to work with your organization for so long. Keep the feedback coming - many of the enhancements we make come from great ideas like the ones we get from organizations like yours. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Tricia H.  
Director & Producer  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
November 10, 2015

**"Wonderful box office software!"**

**Overall:** Tix is a very user friendly and effective box office software. I have been using it for almost 8 years and am still finding out all of the things it can do. But no matter how good the software is, the customer service is better. The staff at Tix are easily reached, very fast at providing support and always go above and beyond to help in any way.

↳ **Vendor Response**

*By Tix on January 15, 2016*

Tricia, we take great pride in maintaining a high customer service level, and happy to know it doesn't go unnoticed. We appreciate having worked with you for these 8+ years, and look forward to many more! Silvia Mahoney | Tix, Inc.



**Meagan G.**  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 4/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
October 10, 2015

#### "Box Office Manager"

**Overall:** In the 13 month I have used tix.com, I have seen some great improvements, and I cannot say enough about the staff at customer service, they are always helpful and willing to go the extra mile to make sure I understand things. One thing I would LOVE to see is more tutorial videos to use in training new staff. You have videos for the stuff I need like event management, creating productions and etc, but it would be nice to have a "general" video on tix on things like how to take an order, changing customer information, adding to an order, and other basic ticket sales tasks needed on the program.



**Tracy F.**  
Co-Founder and Executive Director  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
October 9, 2015

#### "I love Tix.com"

**Overall:** Truly...when we opened the theatre, we had no idea what we might want to do for ticketing. Finding tix.com was one of the luckiest things that happened to us during that start up time. We are approached by so many other vendors trying to steal us away and I will not even remotely entertain the idea. From the very moment we signed on, our rep Steve has been so incredibly helpful. The program is easy, it is affordable and we never have a problem with any aspect of Tix.com. Not one staff member every complains. Not one customer ever complains. We love Tix.com!



**Tim W.**  
Event Coordinator  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 4/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
September 8, 2015

#### "Pretty good and fairly easy to use. Customer service is amazing!"

**Overall:** The system is pretty easy to use and navigate. I struggle to find certain things that I only need to change or update occasionally, like updating ticket quantities. Whenever I get stuck, my contact Adam Hettinger ALWAYS helped me figure things out. My event needed the ability to allow ticket purchasers to put tickets in other people's name, so that functionality was added by creating a custom survey for us. I used this survey to get the list of my ticket buyers, but found it didn't contain every piece of information on them. I had to download a separate report with their contact info, address, etc.



**Lari Y.**  
Director  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
December 13, 2014

#### "AWESOME SERVICE!!"

**Overall:** The Tix service is very user friendly for our box office team and our patrons. Their customer service is STELLAR and they are always available to help us even when it delves deep into our own operations beyond their control - they hang in there with us until it is all working for us. And they check in afterward to make sure we are all o.k. I'm very impressed with Tix and recommend it to all my colleagues in the arts.

##### Vendor Response

By Tix on January 15, 2016

Lari, our goal is to provide a service level that meets or exceeds your expectations. We are always happy to help in any way we can. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Terry R.**  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Features

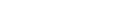
★★★★★ 4/5

Value for Money

★★★★★ 4/5

Likelihood to Recommend

★★★★★ 4/5

 8/10

Source: Capterra  
October 26, 2016

#### "West Point Alumni Glee Club Ticketing Site Review"

**Overall:** I needed assistance with setting up the site as it was not as intuitive for me as others I've used. However, Iris was fantastic to work with. She helped us immensely.

##### Vendor Response

By Tix on December 12, 2016

Terry, thank you for your review. We strive to make our system as user-friendly as possible but understand that some features may not be as intuitive as others. We're happy to hear that Iris was able to clear up any confusion about using our system and help get your events up and running! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Mandi S.**  
Visitor Services Manager  
1-10 employees  
Used the software for: 2+ years

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

★★★★★ 5/5

 10/10

Source: Capterra  
September 1, 2016

#### "Tix review"

**Overall:** The customer service is great. Any time that we have needed help our customer service person has been right on top of things. Software is very easy to use.

##### Vendor Response

By Tix on December 12, 2016

Thank you for your feedback, Mandi. We do our best to stay on top of our clients' needs, so we're happy to hear you feel taken care of! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Cheryl C.**  
Asst. Office Manager  
Unspecified

**"The employees of this company cannot do enough to help and make things easy."**

**Overall Rating** 5/5

## Ease of Use

 5/5

## Customer Service

 5/5Source: Capterra  
April 14, 2016

**Overall:** I have used this company for several years now and have had nothing but a very positive experience each and every year. My company is very pleased with the product they offer. We have been solicited by other ticket companies, but would not switch because of the awesome customer service with Tix!

 **Vendor Response**

By Tix on June 17, 2016

We're glad we could provide a positive experience for you, Cheryl! Our team does everything they can to exceed our clients' expectations. We appreciate your ongoing business. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Emily W.**  
Production & Marketing Coordinator  
Unspecified  
Used the software for: Unspecified

**Overall Rating** 5/5

## Ease of Use

 4/5

## Customer Service

 5/5Source: Capterra  
February 23, 2016**"User friendly!"**

**Overall:** Great product and great customer service. Fills all the need for productions. I would like to be able to customize the ticket color and layout for each production.

 **Vendor Response**

By Tix on February 26, 2016

Emily, we are happy to know that you appreciate the ease of use of our system. You are able to customize your print-at-home ticket. There is some on-screen help and a Knowledge Base article that can guide you through the update. Or, if you'd rather, you can call our Support team and they can walk you through it. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**ANGEL A.**  
Executive director  
Unspecified  
Used the software for: Unspecified

**Overall Rating** 5/5

## Ease of Use

 5/5

## Customer Service

 5/5Source: Capterra  
November 16, 2015**"It has been a great experience overall!!!!"**

**Overall:** I have used many other ticket selling software and all have been very different. Tix has a simple and easy to use layout that makes it quick for potential clients to navigate and your staff to understand. Staff has been very a patient and friendly. Including the technicians, which is rare. They could make the visual affects look more "modern", but I am glad they make it simple and fast to load on phones.

 **Vendor Response**

By Tix on January 15, 2016

Angel, we're glad to know that your experience with our system and our staff has been so positive. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Nancy O.**  
Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating** 5/5

## Ease of Use

 5/5

## Customer Service

 5/5Source: Capterra  
March 26, 2015**"Overall"**

**Overall:** Over the years, the exceptional services offered and prompt responses to queries by TIX employees have continued to be impressive. Enhancement features are always being considered & put into place to improve the ease & quality of patron purchasing pleasure. Can't say enough great things about this organization!

 **Vendor Response**

By Tix on December 12, 2016

Thank you for your glowing review, Nancy! We do our best to make ourselves available to our clients at a moments notice and are glad to hear our service and support has met your expectations. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**A. W.**  
Producer  
Unspecified  
Used the software for: Unspecified

**Overall Rating** 4/5

## Ease of Use

 5/5

## Customer Service

 5/5Source: Capterra  
December 31, 2014**"Solid Ticketing Software"**

**Overall:** Great ease of use and ability to display and access the relevant customer information needed. We've been using it for over 10 years and have no regrets. Also, has very good customer service and mostly quick response times.

 **Vendor Response**

By Tix on January 6, 2015

Andre, we are happy to have worked with you for so many years and appreciate your business. We make great efforts to maintain a high service level and handle each service request we receive in an expeditious manner. If we are not meeting or exceeding your expectations, please don't hesitate to let me know. Silvia Mahoney | Tix, Inc. | 800.504.4849 Ext. 233



**Janice W.**  
The Hudson Uptown Building (HUB) Manager  
Government Administration, 11-50 employees  
Used the software for: 6-12 months

**Overall Rating** 5/5

## Ease of Use

 5/5

## Customer Service

 5/5

## Features

 5/5

## Value for Money

 5/5

## Likelihood to Recommend

 5/5

10/10

**"HUB Review"**

**Overall:** I saved a lot of valuable time using Tix.com. Also by using tix.com it saved a lot of paper work for the sales of tickets.

**Pros:** Easy access for the administrator and customers.

**Cons:** I haven't found anything I didn't like thus far.

Reviewer Source: 

Source: Capterra

May 2, 2019



Lylamae C.  
Administration Assistant  
Music, 1-10 employees  
Used the software for: 2+ years

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

**"Concert series tickets"**

**Overall:** We have been very satisfied with the over all performance at Tix.com. If I have a problem, I can get it solved with either an email or phone call.

**Pros:** Ease of use.

**Cons:** Too many options, but Tix has been getting the various folders easier to navigate through.

Source: Capterra  
April 21, 2017



Peter T.  
Assistant Director of Marketing and Ticket Sales  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

9/10

**"Steve Moore"**

**Overall:** Steve has helped me transition over to me new position here at American University. He has been there every single time I have called and he has walked me through all of the questions and problems I have had.

**Vendor Response**

*By Tix on December 12, 2016*

Peter, we're glad Steve has helped make your transition as seamless as possible! We do our best to make ourselves available to our clients at a moments notice and strive to answer any questions as quickly as possible. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.

Source: Capterra  
September 6, 2016



Eurydice S.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 21, 2016

**"We use out ticketing system for our theater sales."**

**Overall:** Customer service is quick to reply but it takes time to have projects fished. that said we Love TIX and ho it has facilitated our organizatin!

**Vendor Response**

*By Tix on April 20, 2016*

Eurydice, we appreciate your feedback and are glad our system has facilitated your processes. We try to complete our clients' requests as quickly as we can. If there are instances where the turnaround is time-sensitive please be sure to let us know so that we can ensure that you are meeting your deadlines. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.

Source: Capterra  
October 11, 2015



Helen K.  
Marketing Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 4/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

**"Easy to make updates quickly"**

**Overall:** The ticket discounting feature is easy to use and you can make updates quickly. Whenever we have had questions, customer support is available and has been able to assist us. We have requested custom programming for some discounts and it has been a great partnership working on these projects. I have only been using the system for about 6 months, so still learning some of the advance features and reporting. We also like the email feature that is linked directly to the specific event the customer is attending.

Source: Capterra  
March 19, 2015



Joan M.  
Registrar  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

**"We do not have the usual events, but Tix has worked with us, and they have done well."**

**Overall:** Tix was not intended for season passes, but they worked with us to accommodate our needs. While all customers are unique in some way, I am sure we have presented more specific issues than most. Throughout all, they have understood our needs and have helped resolve the problems at hand.

**Vendor Response**

*By Tix on December 12, 2016*

Thank you for your review, Joan. We strive to make our system fit every organization's needs to the best of our ability, so we're glad we were able to accommodate your events! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.

Source: Capterra  
January 6, 2015



Leslie B.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

**"Rate service"**

**Overall:** Very impressed with the product, especially the customer service. A huge shout out to Silvia for her quick responses and unending patience and help. Also a big shout to Sergio for all his help!! The product is very user friendly and easy to learn. It provides thorough reports for our needs and meets our expectations!

**Vendor Response**

*By Tix on December 12, 2016*

Thanks for your feedback Leslie. We strive to provide top-notch service and support, so I'm glad to hear Sergio and I were able to meet your needs and expectations! Thank you for choosing Tix. Silvia Mahoney | Tix, Inc.



**Patricia L.**  
Owner  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
May 13, 2016

**"Excellet cusotmer service ... I love working with this company!"**

**Overall:** I am constantly approached by other ticket sales companies ... who are trying to get me to switch services ... but Tix is the best. I am always able to reach someone by phone if I have any questions or need help. Very accommodating and easy to work with.

**Vendor Response**

*By Tix on June 17, 2016*

Patricia, we're glad to hear you love working with Tix! We always strive to make ourselves available to our clients for anything they may need. Thank you for your continued commitment to Tix! Silvia Mahoney | Tix, Inc.



**Kim O.**  
Director of Student Management  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
April 25, 2016

**"Business Friendly"**

**Overall:** We have been using TIX for a few years now. It is really easy to set up, easy to use and not difficult for our customers. When we have changes the support team at TIX can make it happen quick!

**Vendor Response**

*By Tix on June 17, 2016*

We appreciate your feedback, Kim! Here at Tix, flexibility is the name of the game. We're glad our team was able to cater to your changes in a timely manner to help your events be as successful as possible. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Lisa G.**  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
April 7, 2016

**"user friendly ( TIX system and TIX employees )"**

**Overall:** This is our first time taking credit cards electronically and it felt very scary, but Steve Moore and his fellow TIXians have made it almost easy to get thru our learning curve. TIX really "is" the ticket!

**Vendor Response**

*By Tix on June 17, 2016*

Lisa, we understand that credit card processing can be one of the trickiest components of selling tickets online. We're glad Steve was able to help you navigate this process with ease and continue to help you along the way. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



**Terri C.**  
Facilities and Operations Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
August 14, 2015

**"Exceptional Product and Service!!"**

**Overall:** They are always there when we need them, they provide excellent customer service for our Patrons and the ease of use is comfortable for our customers! On the user end, we are able to implement changes to events without having to contact customer support, which is a plus. In the future, we would like to be able to update the message that appears on the homepage when nothing is on sale. In conclusion, we are totally satisfied with the product and with those that help us behind the scenes.



**Rita S.**  
UMW Philharmonic Operations Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
April 7, 2015

**"The UMW Philharmonic Orchestra uses Tix.com for selling concert tickets"**

**Overall:** I have found the software very easy to use and their customer support exemplary. We have always received prompt and courteous service. Whenever we have needed help, they have been very responsive and helpful. In the beginning they carefully guided us and gave useful instructions on the use of the software. They have provided "after hours" phone numbers we could use if we needed help during the flurry of activity for the pre-concert ticket sales. I regard their support very highly.



**Mike F.**  
Arts and Events Supervisor  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 4/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
February 23, 2015

**"Tix.com serves us Well"**

**Overall:** We've been using Tix.com as our ticket fulfillment system for over 10 years and just this year have gone to a full e-ticket system. It saves us time, money and staff hours. More importantly, Customer Service has been with us every step of the way during the transition and made it a pleasing experience.

**Vendor Response**

*By Tix on January 21, 2016*

Mike, we are glad that switching to E-Tickets has proven to be such a success. We appreciate having worked with you for so many years and look forward to many more! Silvia Mahoney | Tix



**Miriam N.**  
Box Office  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

**"Tix.com Report & Tickets Settings"**

**Overall:** The Customer Service I've received since day one (2011) to now 2015 has been exceptional!!! Our account manager Steve Moore goes above & beyond on all of our company requests. Not only does Steve and his team get the problem solved, he indicates helpful tips on how I can change settings.

Customer Service

★★★★★ 5/5

Source: Capterra  
February 4, 2015



Candie E.  
Box Office Manager  
Arts and Crafts, 11-50 employees  
Used the software for: 1-2 years

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

10/10

Source: Capterra  
June 8, 2017

➔ **Vendor Response**

By Tix on January 19, 2016

Miriam, thank you for that. Meeting or exceeding our clients' expectations is our goal every single time...it's who we are. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.

**"Tix has been easy to use and the support has always been great."**

**Overall:** We are able to sell online, generate various reports, email patrons and keep lists/tallies/emails for future use.

**Pros:** I like the ease of use and the available reports. Also the timely response of my rep has been very helpful.

**Cons:** The user login button is at the very bottom of the site page. I shouldn't have to scroll to the bottom for the login button.



Linda G.  
Program Assistant I  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
April 26, 2016

**"Major concert ticket sale"**

**Overall:** We needed to have a quick turn around due to lack of planning on our end and the staff I worked with at Tix made that happen. I learned a lot from this experience and I appreciate the patience and assistance that was given from each person that assisted me. In the end the concert ended up getting cancelled because the artist was ill and the staff was excellent and assisting with refunds and we received our invoice very quickly.



Katie S.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
February 10, 2016

**"Intuitive Ticketing Software"**

**Overall:** Easy to use and easy to learn the back end. Customer Support is amazing - they quickly helped us with a glitch that occurred on our end with our payment processor and saved the day when we had just launched sales for a big event. Very responsive support team.

➔ **Vendor Response**

By Tix on February 11, 2016

Katie, it is so good to hear that we were able to help! We are here to ensure the success of your events. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Joseph N.  
Marketing Director  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
January 15, 2016

**"Tix is the perfect solution for our box office needs!"**

**Overall:** Tix.com has been the perfect solution for our box office. It is an easy and quick way for our customers to purchase tickets online and provides a back-end system for our office staff that is both robust and super simple to train staff on.

➔ **Vendor Response**

By Tix on January 15, 2016

Joseph, thank you for that. We are happy to be able to provide an easy-to-use solution for your patrons and your staff. We appreciate your business! Silvia Mahoney | Tix, Inc. | 800.504.4849 Ext. 233



Johnny D.  
President  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
July 23, 2015

**"I love Tix! :)"**

**Overall:** I have been a customer with Tix for many years and as a promoter of the sport of Kickboxing that has done events on the East and West Coast etc., I have found that Tix programs are simple to learn and the customer service has always been awesome! I've had several request over the years and they have met each of them with success! These guys are serious about what they do and have proven over the years that they care about their clients! Thanks Tix!



Cathey S.  
Director of Development and Patron Services  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
April 8, 2015

**"Setting up New Season Subscription Package"**

**Overall:** After talking to Sylvia, she walked me through the whole process and within 5 minutes I had our new season subscription package done! I love that I am able to do this myself now. The user friendly way that TIX has designed their program makes anyone able to add an event, set up a production, group events for package deals and sell tickets. And if you have any questions, a friendly, helpful representative is only a phone call or email away.



Michele W.  
Unspecified

**"Positive"**

 <p>Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Source: Capterra March 29, 2016</p>		5/5		5/5		5/5	<p><b>Overall:</b> Everyone at Tix.com is super helpful. They quickly answer questions and update your events. I have used this service for 4 years now for my dance studio and I highly recommend it.</p> <p> <b>Vendor Response</b> By Tix on April 22, 2016</p> <p>Michele, thank you for your feedback. Our goal is to help bring success to your events and being available to you when you need us allows us to do just that! Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.</p>
	5/5						
	5/5						
	5/5						
 <p>Lori L. Owner Unspecified Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Source: Capterra April 26, 2016</p>		5/5		5/5		5/5	<p><b>"I have used this software over the last 6yrs and find it to be very reliable &amp; easy to use"</b></p> <p><b>Overall:</b> Software easy to learn, has multiple record keeping abilities and the customer service is excellent. I will continue to use this Company as my online ticketing venue.</p> <p> <b>Vendor Response</b> By Tix on June 17, 2016</p> <p>Lori, thank you for your feedback. We appreciate your continued business and hope you continue to use Tix for many years to come. Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.</p>
	5/5						
	5/5						
	5/5						
 <p>Mari W. Exec. Director Unspecified Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>3/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>2/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>4/5</td> </tr> </table> <p>Source: Capterra April 11, 2016</p>		3/5		2/5		4/5	<p><b>"Personal interaction with staff is excellent, navigation of site not easy."</b></p> <p><b>Overall:</b> Cannot easily find solutions to problems on our own, generally must call and speak with rep to get answer - it works if its during office hours but not on weekends or evenings. At times feel as though I'm going in a circle.</p> <p> <b>Vendor Response</b> By Tix on April 11, 2016</p> <p>Mari, thank you for your feedback. We offer a number of different tools that are available to help you maximize your use of our system, including a Knowledge Base, video tutorials, and onboarding emails. Additionally, our system features online, contextual help from within our various programs and reports. With respect to our availability, we offer 24/7 support at no cost - we can be reached outside of our office hours by calling our Support number. Thanks again for your feedback - we welcome the opportunity to help you get the most out of Tix. Silvia Mahoney   Tix, Inc.</p>
	3/5						
	2/5						
	4/5						
 <p>Kathy A. Executive Director Unspecified Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Source: Capterra February 12, 2016</p>		5/5		5/5		5/5	<p><b>"We have used tix.com for three years and have had very good success with ticket sales and donations"</b></p> <p><b>Overall:</b> Customer service is excellent. Software is easy to use and is customer friendly. I love the option to have donations accepted through the ticket sales.</p> <p> <b>Vendor Response</b> By Tix on February 26, 2016</p> <p>Kathy, we're glad to hear that using our system has contributed to your success. We appreciate your business and look forward to working with you for many more years to come! Silvia Mahoney   Tix, Inc.</p>
	5/5						
	5/5						
	5/5						
 <p>sarah u. event director Unspecified Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>4/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>3/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Source: Capterra May 4, 2016</p>		4/5		3/5		5/5	<p><b>"I was happy with my use of the software but it seems a little out of date"</b></p> <p><b>Overall:</b> I had a great customer service rep that guided me to use the software. Once she gave me an initial tutorial on the software it was easy to use. I did not find the software very intuitive before being shown how to use it... and it is mostly because of how the navigation menus are set up-not extremely user friendly.</p>
	4/5						
	3/5						
	5/5						
 <p>Warren S. Artistic Director Unspecified Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>4/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Source: Capterra March 28, 2016</p>		5/5		4/5		5/5	<p><b>"We've used Tix for 7 seasons and have always been pleased with the service."</b></p> <p><b>Overall:</b> The service allows ticket buyers to add a donation of any amount to their purchase. Tix staff has always been prompt and helpful, both on technical issues and in processing ticket sales.</p> <p> <b>Vendor Response</b> By Tix on April 20, 2016</p> <p>Warren, we are happy to have worked with you for so many years and look forward to many more! Thank you for choosing Tix! Silvia Mahoney   Tix, Inc.</p>
	5/5						
	4/5						
	5/5						
 <p>Alan F. Director Unspecified Used the software for: Unspecified</p> <p><b>Overall Rating</b></p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Ease of Use</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table> <p>Customer Service</p> <table border="0"> <tr> <td></td> <td>5/5</td> </tr> </table>		5/5		5/5		5/5	<p><b>"First time using any software for ticketing and this is very simple."</b></p> <p><b>Overall:</b> The only negative thing I would say is customer service needs to be open on the weekends.</p> <p> <b>Vendor Response</b> By Tix on March 30, 2016</p>
	5/5						
	5/5						
	5/5						

Source: Capterra  
March 15, 2016

Alan, we're glad that you find our software simple to use. We are available for support 24/7, 365 days a year, so if you should need our help please give us a call. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Liz H.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
February 18, 2016

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Event Set Up and Management"**

**Overall:** Customer service has always been great! We appreciate the quick turn around time when setting up events.

**Vendor Response**

*By Tix on February 26, 2016*

Liz, we appreciate your business. We understand that you depend on us to provide you with a high service level and do what we can to try to meet or exceed your expectations. Silvia Mahoney | Tix, Inc.



Lindsay S.  
Education Coordinator  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
February 11, 2016

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"It's easy to understand and self navigate"**

**Overall:** I really enjoy working with Iris. She is extremely thorough and always makes sure to go above and beyond to help answer any questions I may have.

**Vendor Response**

*By Tix on February 17, 2016*

Lindsay, thank you for that. Our goal is to always meet or exceed your expectations - glad to know Iris has been able to do just that! Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Dee C.  
Box office manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
November 2, 2015

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"I use it daily and it is very user friendly...if i have any questions the tech support team is great"**

**Overall:** I use it daily and it is very user friendly...if i have any questions the tech support team is always there and is very informative and helpful.

**Vendor Response**

*By Tix on January 18, 2016*

Dee, we believe that software should be intuitive and easy to use, and are glad to know that you have had that experience with our system. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Michael H.  
President  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
May 19, 2015

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Great product with excellent service."**

**Overall:** I have been using Tix.com for a few years now and it's been a great and helpful product. There have been several times when I needed to get a hold of someone who would help me with refunds, adding dates and general questions. My account rep, Adam, has always been on top of everything. I honestly would be lost without this service.



Brittany F.  
Assistant Director  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
April 20, 2015

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"We use this company to sell our reserved tickets online to our annual dance recital."**

**Overall:** We have been using this company for a few years now and it just keeps getting better! The first two years we had a few bumps, but those were quickly averted and we have had no problems since then! We love using tix.com and always plan on using them for our ticket sales. We would recommend them to anyone! Silvia Mahoney is so great to work with!



Jackie A.  
Finance Dir  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
April 15, 2015

★★★★★ 5/5

★★★★★ 4/5

★★★★★ 5/5

**"Review of Tix.com"**

**Overall:** I have been very happy working with Tix.com. Their service is easy to use and was fairly easy to set-up. There are more reports than we could ever use and the ones I need are readily available. Tech support and Customer support are quick to respond and you are not kept waiting or required to auto-respond. We are very satisfied with Tix.com.



Barbi H.  
Committee Member  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Source: Capterra  
April 15, 2015

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Customer Service"**

**Overall:** In 3 years of working with TIX, the customer service is what kept me there. Always willing to take time to explain and walk me through any software issues that I had

**Vendor Response**

*By Tix on December 12, 2016*

Barbi, thank you for your feedback. We're glad we can continue to provide you with top-notch customer service. Thank you for choosing



Betty S.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

★★★★★ 4/5

★★★★★ 4/5

★★★★★ 5/5

**"Reliable, easy to use. Inability to customize reports. Customer service GREAT!"**

**Overall:** Easy to learn, easy to learn updates. Wish we could design our own reports, as sometimes we'd like something a little different from standard reports. Recently a couple of glitches with customer search screen, but corrected when I left Tix and came back in. When I had computer problems, Tix support was just outstanding!

Source: Capterra  
May 1, 2015



Casey G.  
Owner  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Top of the line service from a long time user"**

**Overall:** Self explanatory Easy to use Quick set up of events Detailed reporting and customer database Top of the line customer service

**Vendor Response**

By Tix on January 21, 2016

Casey, we are glad to have worked with you over these past years. Thank you for choosing Tix! Silvia Mahoney | Tix

Source: Capterra  
January 19, 2016



Kirby C.  
Project Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Finally a ticketing site that does it all!"**

**Overall:** I am so glad I chose tix.com for our music festival. I am really happy with all the reporting capabilities. The seating chart set up at no cost was also a huge help! Customer service is great and they are always making the product better. Thank you tix! Kirby

Source: Capterra  
August 21, 2015



Lesley G.  
Music Teacher/Musical Director  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"The software is pretty easy to use--easy for non-tech people, like me!"**

**Overall:** Steve Moore is THE BEST!! I had him on the phone almost an hour today and he walked me through the steps, answered about at least a dozen questions and told me to call back with anything I need help with! That's MY KIND OF CUSTOMER SERVICE! He's great!

Source: Capterra  
April 20, 2015



Linda L.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"new event set up"**

**Overall:** I love how fast my questions and special requests where addressed and solved. Thank you to Steve More and Sergio Rodriguez!!

**Vendor Response**

By Tix on January 15, 2016

Linda, we appreciate your business and share your appreciation of our great team! Silvia Mahoney | Tix, Inc. | 800.504.4849 Ext. 233

Source: Capterra  
December 12, 2014



Ellen S.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

Ease of Use

Customer Service

Features

Value for Money

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 3/5

★★★★★ 5/5

★★★★★ 5/5

**"Tix certique "**

**Overall:** We really like the software , which is easy to use. The customer service is the best. Although we're on different time zones, the programmers are very easy to get in touch with. I think Tix is super.

Source: Capterra  
April 21, 2017



Robin M.

Unspecified  
Used the software for: 2+ years

**Overall Rating**

★★★★★ 3/5

Source: GetApp  
December 5, 2016



Terri P.  
Co-owner  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 11, 2016

**"Our business has been using Tix for years. There customer service is the absolute best!"**

**Overall:** Very easy to use even for a computer challenged person like myself!!!

**Vendor Response**

By Tix on March 30, 2016

Terri, we enjoy working with you and Michael, and are glad that you've used us for so many years. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Aaron H.  
Marketing  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
February 19, 2016

**"Always been great!"**

**Overall:** never had any issues that could not be solve quickly, rep and tech support has been great!

**Vendor Response**

By Tix on February 26, 2016

Aaron, we're glad to hear that you've had such a good experience. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Bill H.  
General manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
November 26, 2015

**"Quick, simple, and very valuable to our business"**

**Overall:** Incredible report features Excellent customer services Fair pricing Professional appearance

**Vendor Response**

By Tix on January 15, 2016

Bill, thanks for that. We appreciate your business and look forward to continuing to work with you! Silvia Mahoney | Tix, Inc.



Gayle M.  
Managing Director  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
July 23, 2015

**"very user freindly in the box office"**

**Overall:** Some of our costumers seem to have a problem with their passwords. They get frustrated when they reserve a seat then have to request a password- then the seat is reserved in the system but they cannot access it.



Dusty S.  
Director of Meetings & Conventions  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
June 24, 2015

**"Tix is a great service!"**

**Overall:** Tix is a professional, full-service ticket company. Flexible, accurate, and extremely helpful! Our organization has some unique programming needed to make our ticketing successful, and Tix handles everything perfectly!



Patricia S.  
Special Events Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
May 21, 2015

**"Tix.com is awesome!"**

**Overall:** I cannot say enough about your customer service. Adam Hettinger is truly amazing. He takes care of all our many questions and needs and if he is busy, he gets back to us in a matter of minutes. Tix.com truly has made our lives easier!



Drew E.  
VP of Operations & Marketing  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 30, 2015

**"Great Service With Great Staff"**

**Overall:** We have been with Tix for over a decade and we love their services, ease of use and customer service. We highly recommend Tix to any business looking to gain complete control over their back end ticketing operations.



Bill H.

**"Tix provides Top notch service."**



Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service  
Features  
Value for Money  
Likelihood to Recommend

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

10/10

#### TOP REVIEWS FOR TICKET SERVICE

**Overall:** First class operation and employees. Excellent customer service. This is a quality product that has substantial helped our company.

**Pros:** Quality product



Caroline B.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"TIX is the ticketing service for our theatre."**

**Overall:** Excellent customer service.

#### Vendor Response

By Tix on January 15, 2016

Caroline, we take great pride in providing service that meets or exceeds your expectations. Thank you for choosing Tix! Silvia Mahoney | Tix, Inc.



Rich R.  
Producing Artistic Director  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Love Tix"**

**Overall:** I've had nothing but good experiences with tix.com - their software is easy to use (especially compared to other ticketing softwares I've seen), and their customer service is top-notch.



Melanie S.  
Treasurer  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Tix software is excellent - love using it!"**

**Overall:** No cons - all pros. Love working with this product and support staff is amazing. Every issue is dealt with quickly and very professionally. Highly recommend Tix to everyone.



Barb B.  
Accountant  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service

★★★★★ 5/5

★★★★★ 4/5

★★★★★ 5/5

**"We use Tix.com for 3 different ticketed events at The All American Quarter Horse Congress"**

**Overall:** Tix.com has been very customer service oriented. They have been very helpful in getting our events set up and ready for sales. I do find the software to be somewhat confusing from time to time.



Jo F.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Box Office Manager, processing orders, running reports"**

**Overall:** It's extremely easy for patrons to buy online, also easy to sell tickets at the office. Steve Moore provides terrific customer service to us. Whenever we have a question, he is there with the answer.



Greg I.  
Unspecified  
Used the software for: Unspecified

#### Overall Rating

Ease of Use  
Customer Service

★★★★★ 5/5

★★★★★ 5/5

★★★★★ 5/5

**"Very easy to use and when I don't understand something I just call and Tix takes care of everything!"**

**Overall:** I specifically like the speed of use when working with ticket buyers one on one at our registration desk. It's a great software but better than that is customer service I get when I have a question.

Source: Capterra  
July 30, 2017

Source: Capterra  
January 7, 2016

Source: Capterra  
August 13, 2015

Source: Capterra  
July 22, 2015

Source: Capterra  
July 22, 2015

Source: Capterra  
July 16, 2015

Source: Capterra  
July 10, 2015



Hailey F.  
Box Office Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★☆ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
May 19, 2015

**"Easy to use and intuitive!"**

**Overall:** Tix is incredible easy to use and their customer service is incredible. The response time is very quick and they are always going the extra mile to make sure that I have all the information I need.



Michael W.  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★☆ 4/5

Ease of Use

★★★★☆ 4/5

Customer Service

★★★★☆ 4/5

Source: Capterra  
April 10, 2016

**"TIX brought our 70 year theater organization into the 21st century."**

**Overall:** This solution can easily handle large venues to small. Metrics & Reports help us measure the success of our performances.



Donald C.  
Ticketing chair  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
July 23, 2015

**"Very intuitive to use. Easy to understand and comprehensive in design."**

**Overall:** I have used the Tix software for about eight years with two separate venues. One other venue has adopted the system upon my recommendation. I love it.



Diane D.  
Box Office Supervisor  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★☆ 4/5

Ease of Use

★★★★☆ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
April 2, 2015

**"Customer Service/ Tech Support WONDERFUL!"**

**Overall:** I have been incredibly pleased with the Customer service and technical help. Silvia Mahoney and Sergio Rodriguez are always incredibly helpful. Thank you.



Rosella R.  
Treasurer  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★☆ 4/5

Ease of Use

★★★★☆ 4/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 30, 2015

**"If I have to e-mail Adam for help or call, he is always ready to help with my problems."**

**Overall:** Wish I could make some of the changes that I have to have Adam fix for me. Sometimes it drives me crazy when I have to change an order.



Jackie M.  
Assistant Director of Marketing and Ticket Sales  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★☆ 4/5

Ease of Use

★★★★☆ 3/5

Customer Service

★★★★★ 5/5

Source: Capterra  
February 29, 2016

**"Not ever using tixs before our contact has been extremely helpful with getting me use to the system."**

**Overall:** It is not the easiest thing I have ever used but once you figure it out it is easy. Customer service is great.



Cathi D.  
Community Relations  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
October 13, 2015

**"I love this system! "**

**Overall:** My experience with the system is great. It is easy to use and your customer service is exceptional.



SCREW A  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
August 21, 2015

**"Season set up!"**

**Overall:** Always quick responses from the support folks when we need assistance getting our season set up. Good folks!



Jason S.  
President & CEO  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
August 17, 2015

**"Great company. Easy to work with!"**

**Overall:** They are very responsive and we've never experienced a service interruption. Easy to use in many ways.



Dan M.  
Promoter  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
June 25, 2015

**"Easy to use and gives me all the information as the sales are happening. Helps me to plan ahead."**

**Overall:** I really have no cons on the software. The pros are ease of use and customer support. I wouldn't use any other company.



Sayat A.  
owner  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
May 4, 2015

**"best in the market"**

**Overall:** I have been using tix for the past 4 years, and will never change a client. Good Gob TIX. Encinitas Ballet



Kay W.  
President & CEO  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 16, 2016

**"Excellent value and service"**

**Overall:** Excellent product/value for smaller arts organizations.



Signe L.  
Executive Assistant/ Office Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
July 10, 2015

**"Great Service!"**

**Overall:** Tix is a user friendly and great service. Customer Service is outstanding.



Karen F.  
General Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
October 7, 2015

**"I found this very good to use."**

**Overall:** Very good for what we need. Easy to use.



Charles (Hutch) H.  
President  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
September 22, 2015

**"Software is great and easy to learn"**

**Overall:** for me there are to many choices. I only use a few



Ivan L.  
Event Manager  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
July 16, 2015

**"supportive and reasonably priced"**

**Overall:** Pros: said above Cons: not Chinese characters friendly



Gail C.  
Co-Pres  
Unspecified  
Used the software for: Unspecified

**Overall Rating**

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

Customer Service

★★★★★ 5/5

Source: Capterra  
March 30, 2015

**"Easy to use and always improving."**

**Overall:** Good for managing ticket sale, reporting.



Candie E.  
Box Office Manager  
Non Profit Organization Management at CO Foundation

**"TIX review"**



IPO Software Organization Management, 11-20 employees  
Used the software for: Less than 6 months

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

**Overall:** My contact, rep, was wonderful. He got back to me right away when I had questions. He walked me through the process and emailed me steps I needed as well.

Customer Service

★★★★★ 5/5

**Pros:** Easy to use, cost.

Features

★★★★★ 5/5

Value for Money

★★★★★ 5/5

Likelihood to Recommend

★★★★★ 10/10

Source: Capterra  
June 22, 2016



Steve C.  
President  
Civic & Social Organization, 51-200 employees  
Used the software for: Less than 6 months

#### Overall Rating

★★★★★ 5/5

Ease of Use

★★★★★ 5/5

#### "Uplifting Brothers Review "

Customer Service

★★★★★ 5/5

**Overall:** Awesome support was provided. My rep set our account up for success and was very timely and knowledgeable.

Features

★★★★★ 5/5

**Pros:** Access

Value for Money

★★★★★ 5/5

**Cons:** Manual manipulation

Likelihood to Recommend

★★★★★ 10/10

Source: Capterra  
December 12, 2016

---

#### About Capterra

[Our Story](#)

---

#### For Buyers

[Categories](#)

---

#### For Vendors

[Program Overview](#)

[News](#)

[Resources](#)

[Advertise With Us](#)

[Careers](#)

[Blog](#)

[Testimonials](#)

[Privacy Policy](#)

[Review Software](#)

[Vendor Login](#)

[FAQs](#)

---

#### Contact Us

Capterra Inc.  
1201 Wilson Blvd  
9th Floor  
Arlington, VA 22209  
[info@capterra.com](mailto:info@capterra.com)

Select your country:

[Back to Top](#)