# 6. Cultural Contact Creation & Distribution

## Overview

This new feature aims to improve the tracability of Ticket Ownership Changes in S-360 with a broader and more visible more approach, by reusing the existing S-360 built-in feature of Cultural Contact & Distribution.

Once enabled, the Retrieve Ticket Status function (aka Feedback Interface) will make sure that all TIXNGO Ticket Ownership Changes are materialized in S-360 with new Cultural Contact and a proper Distribution History.

# **Prerequisites**

#### **Enabble TIXNGO Lifecycle Mode**

This feature only works if the Lifecycle mode is enabled. Please add TIXNGO\_LIFECYCLE\_MODE=lifecycle in the Custom Parameters of the TIXNGO Interface where the feedback interface is executed/scheduled.

### Systematically inject tickets to the cultural contact (rather than last known mobile owner)

To ensure that while being injected, the function skip the step to find the current mobile owner and inject systematically them to the cultural contact, you must use overlaySpectatirDetailsWithLastOwner=true.

#### **Activate Contact Creation & Distribution**

To activate this feature, a new custom parameter 'enableTicketDistributionToCulturalContact' has been introduced, and it will behave as follows:

- enableTicketDistributionToCulturalContact=true Contact creation and Distribution is ACTIVE
- enableTicketDistributionToCulturalContact=false Contact creation and Distribution is NOT ACTIVE
- enableTicketDistributionToCulturalContact does not appear on the custom parameter box in Interface General Screen Contact creation and Distribution is NOT ACTIVE

# How Contact Sync works?

On the feedback interface side, ground rules are :

- · Do not create duplicated contact, for distribution reuse an existing one with an internet account.
- Only update temporary contacts.

In other words, the feedback interface will:

- 1. check first if a contact with this email address exist in S-360
  - If it's a "normal" contact (ie with real first & last name), contact WON'T be updated.
  - If it's a "temporary" contact (ie named Pending CREATION), the temporary contact will be updated according to the mapping provided below
- if it does not exist create one If ticket status is "PENDING\_TRANSFER", the feedback interface only get the recipient e-mail address. Therefore a "temporary" contact named Pending CREATION will be created using recipient e-mail address.
- 3. create a new entry in the distribution history to mimic the transfer performed in TIXNGO.

### Mapping

Contact field	Lifecycle Palyoad field
Title (individualTitle)	spectatorDetails.title
First Name (individualFirstname)	spectatorDetails.firstName
Last Name (individualLastname)	spectatorDetails.lastName
Birthday (individualBirthdate)	spectatorDetails.dateOfBirth
Mail (email)	spectatorDetails.email
Nationality (individualCountryCode)	spectatorDetails.nationality
Passport/ID (individualIdNumber)	spectatorDetails.idCardNumber
Mobile Phone (cellPhoneNumber)	spectatorDetails.phoneNumber

Country (countryCode)	spectatorDetails.residenceCountry	
Language (individualPreferredLanguage)	spectatorDetails.language	
Accept communication from institution by email (CNIL_O / INSTITUTION)	spectatorDetails.organizerSpectatorPreference.allowPromoEmail	
Accept transmission of elec. coordinates from 3P (CNIL_T / THIRD_PARTY)	spectatorDetails.organizerSpectatorPreference.allowThirdPartyEmail	

## How Distribution history works?

Distribution history contains the list of ownership changes applied to a ticket, ie the change of the Cultural Contact.

Each history entry must answer the classical questions Who, What, When and provide context to the distribution (Action, Contacts involved [old and new contact], Status of the Distribution)

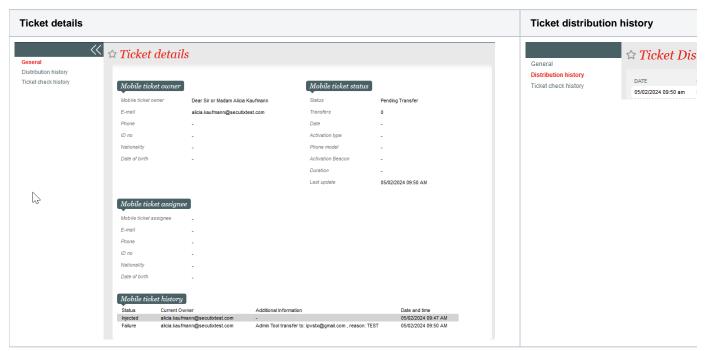
#### Mapping

TIXNGO Lifecycle Status	Ticket Cultural Contact	Distrib > Old Contact	Distrib > New Contact	Distrib > Action	Distrib > Status
PENDING_TRANSFER	(No changes on cultural contact) Cultural Contact of the Sender	Cultural Contact of the Sender	Cultural Contact of the Recipient	Distribute	PENDING
FAILURE FAILURE_TRANSFER	(No changes on cultural contact) Cultural Contact of the Sender	Cultural Contact of the Sender	Cultural Contact of the Recipient	Distribute	CANCELLED
TRANSFERRED	Cultural Contact of the Recipient	Cultural Contact of the Sender	Cultural Contact of the Recipient	Distribute	CONFIRMED

#### **Transitions**

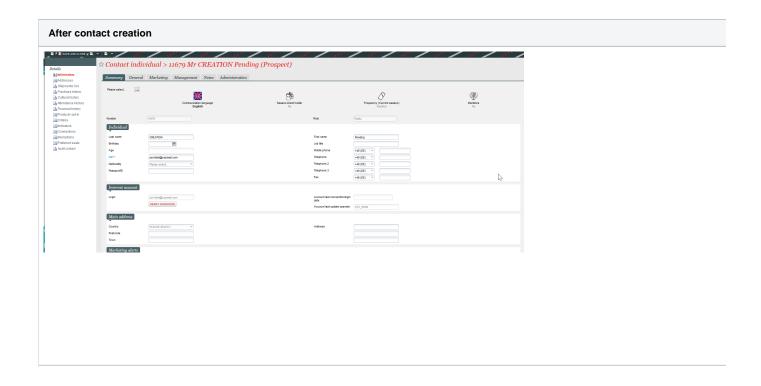
## After a transfer is initiated (Contact exists in S-360)

No cultural contact change at ticket level. New "Pending" line in the distribution history with found Contact.



## After a transfer is initiated (Contact does not exist in S-360)

No cultural contact change at ticket level. New "Pending" line in the distribution history with "Temporary Contact".



### After a successful transfer distribution

No cultural contact change at ticket level. New "Pending" line in the distribution history with "Temporary Contact".

