

# 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

### Enable 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
2. 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.

Ticket details

General

Distribution history

Ticket check history

Mobile ticket owner

Mobile ticket owner

Dear Sir or Madam Alicia Kaufmann

E-mail

alicia.kaufmann@secutixtest.com

Phone

-

ID no

-

Nationality

-

Date of birth

-

Mobile ticket status

Status

Pending Transfer

Transfers

0

Date

-

Activation type

-

Phone model

-

Activation Beacon

-

Duration

-

Last update

05/02/2024 09:50 AM

Mobile ticket assignee

Mobile ticket assignee

-

E-mail

-

Phone

-

ID no

-

Nationality

-

Date of birth

-

Mobile ticket history

Status

Current Owner

Additional Information

Date and time

Injected

alicia.kaufmann@secutixtest.com

-

05/02/2024 09:47 AM

Failure

alicia.kaufmann@secutixtest.com

Admin Tool transfer to: givstx@gmail.com , reason: TEST

05/02/2024 09:50 AM

Ticket distribution history

General

Distribution history

Ticket check history

DATE

05/02/2024 09:50 am

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 contact creation

**Contact individual > 11679 Mr CREATION Pending (Prospect)**

**Details**

- Information**
- Addresses
- Employment history
- Purchase history
- Cultural history
- Affiliation history
- Financial history
- Product or service
- Offices
- Indicators
- Connections
- Interactions
- Preferred seats
- Next contact

**Summary General Marketing Management Notes Administration**

Please select: [dropdown]

Number	Role	Public
11679	Public	[checkbox]

**Individual**

Last name	CREATION	First name	Pending
Surname	[dropdown]	Job title	[dropdown]
Age	[dropdown]	Middle phone	+49 (DE) [dropdown] [dropdown]
Email*	parker@normal.com	Telephone	+49 (DE) [dropdown] [dropdown]
Nationality	Please select [dropdown]	Telephone 2	+49 (DE) [dropdown] [dropdown]
Passport ID	[dropdown]	Telephone 3	+49 (DE) [dropdown] [dropdown]
		Fax	+49 (DE) [dropdown] [dropdown]

**Internet account**

Login	parker@normal.com	Account last connection/login date	[dropdown]
	[RESET PASSWORD]	Account last update operator	SYSTEM [dropdown]

**Main address**

Country	PLEASE SELECT [dropdown]	Address	[dropdown]
Postcode	[dropdown]		[dropdown]
Town	[dropdown]		[dropdown]

**Marketing alerts**

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

## Ticket details

General

Distribution history

Ticket check history

Ticket details

TICKET	State	Printed	Tax number	01010012663	Barcode	1469754698417
SALES	File number	10133	Contact	PEREZ, Irene [11678]	Ticket holder	-
MOBILE	Ticket owner's name	Irene perez	Ticket owner's email	ipvstx@gmail.com	Ticket owner's ID	00000000Y
SEAT	Area	HG45	Block	-	Row	-
ACCESS CONTROL	Gate	-	Sector	-	Device	-

Ticket information

Sales information

Ticket state

Printed

Ticket type

Single ticket

Type

SecuTx

Support type

Blockchain

Tax number

01010012663

Ticket barcode

146975469841711940110064

Duplicate

No

Reason for cancellation

Not cancelled

Order exchange/refund cause

-

Card

-

Printing operator

STX\_PERR

Printing sales channel

Box office

Printing date and time

05/02/2024 09:47 am

Printer acknowledgement

Paperless

Shipment mode

TXNGO

File number

10133

Order

14,401 on 05/02/2024 09:36 AM

Ticket creation

STX\_PERR on Box office

Contact

PEREZ, Irene [11678]

Ticket holder

-

Composed product

-

Product

Kiss in Germany

Item

13/05/2024 07:00 PM Berlin

Validity

13/05/2024

Seat category

Standing

Seat details

-

Entrance

HGI - HGI

External entrance

-

Tariff

Occasional contact > Adult

Amount

243.00 €

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