

Training & advanced support



Ticketing training €€€€ – €€€€

Would you like to deepen your knowledge of certain SecuTix ticketing features? Get in touch and we'll work with you to define a tailor-made training course.*

**In France, our training courses are certified by AFDAS, the national training organisation for the culture, communication, media and leisure industries.*

Deliverable:

- Customised on-site training or distance learning (max. 8 participants).

ORDER NOW



Advanced target creation €€€€

So, you've mastered the basics of targeting in our GRC SecuTix Audience Management tool and you want to know more. We offer targeting-specific training so that you can use more sophisticated segmentation with your contacts database. In this tailor-made course, our specialists help you create complex targets.

**In France, our training courses are certified by AFDAS.*

Deliverable:

- Customised half-day on-site training or distance learning (max. 8 participants)

ORDER NOW



On-site support €€€€

You can request an on-site visit from one of our experts at any time. Whether for the opening of your season or a special event, ask a SecuTix expert to support you on 'D-day'.

Deliverable:

- A SecuTix expert will come out to your site and provide support for the day.



Marketing training €€€€ – €€€€

Discover all the marketing nuances that SecuTix 360° has to offer in terms of boosting sales and campaigns. Cross-selling, conditional tariffs, segmentation and advantages are just some of the subjects covered in this course.*

**In France, our training courses are certified by AFDAS.*

Deliverable:

- Customised on-site training or distance learning (max. 8 participants)

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Access control training €€€€

This training has two parts. The first session, 'Parametrisation & Monitoring', is aimed at reception staff so that they can configure access rules, monitor entry and manage disputes. The second session, 'Reception & Control', is geared towards staff in charge of ticket checks and teaches them how to use control devices (PDAs or turnstiles).*

**In France, our training courses are certified by AFDAS.*

Deliverable:

- One-day on-site training (2 half-day sessions)

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Express service €€€€

Do you have an urgent requirement? Ask for our Express service for a 2-hour response time during working hours.

The service is billed quarterly based on staff hours at the contractual hourly rate. If it's going to take more than an hour we'll let you know how long we need, and you'll be able to confirm in advance whether you'd like to go ahead.

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Callback service €€€€

This service lets you request help by telephone when you need advanced support and the issue is too complicated to resolve with a basic description via our support platform.

The service is available during working hours. A telephone adviser will get in touch as quickly as possible to provide the help you need.

Any customer with access to 1st level service can use the callback service. If your contract doesn't include this, we'll be happy to send you an extension proposal on request (monthly subscription, minimum 3 months).

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