

MEDIA RELEASE

March 2020

Vivaticket creates new website page for clients due to the impacts of COVID-19.

Due to the recent developments of COVID-19 and its impact on the arts sector, Vivaticket has created a website page for our current clients, which will help facilitate the handling of refunds, donations and exchanges.

This solution has eliminated the overwhelming amount of customer communication and documentation as well providing much needed donations to our clients during these difficult times. The automation allows for customers to state their preferences for whether they wanted a refund on their ticket purchase, or to donate to the venue, or to wait for recommencement of trading.

The webpage was available to all Australian clients on the Managed Platform using the latest version of our software, plus BASS ticketing in Adelaide.

Vivaticket's Development and Solutions Specialist, Lewis Upton-Davis said, "This is Vivaticket's commitment to the Australian arts sector and to support the campaign asking patrons to donate their ticket refunds to the arts."

Vivaticket's local technical team had a 1.5-day turnaround in writing and deploying a webpage to all customers on our current platform.

"One Vivaticket customer first raised the request after hours on Wednesday, and we had it delivered by midday Friday," Mr. Upton-Davis said. A testament to our commitment to the wellbeing of our clients and their team and patrons, here at Vivaticket, customer satisfaction is a priority.

"A report has also been written to keep track of processing the responses, which rolled out to customers on the following Monday" said Mr. Upton-Davis.

Vivien Richards, Ticketing Coordinator at Ticketlink, thanked Vivaticket for its dedication and effort to assist its clients, and commented that the new web page and its functionalities "will save hours of work" for her company.

While development cannot be done on this project on an individual client basis at this point in time, we are currently working on developments that will assist all clients. It is hoped that the establishment of this web page will assist our valued clients during this period of uncertainty.

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