

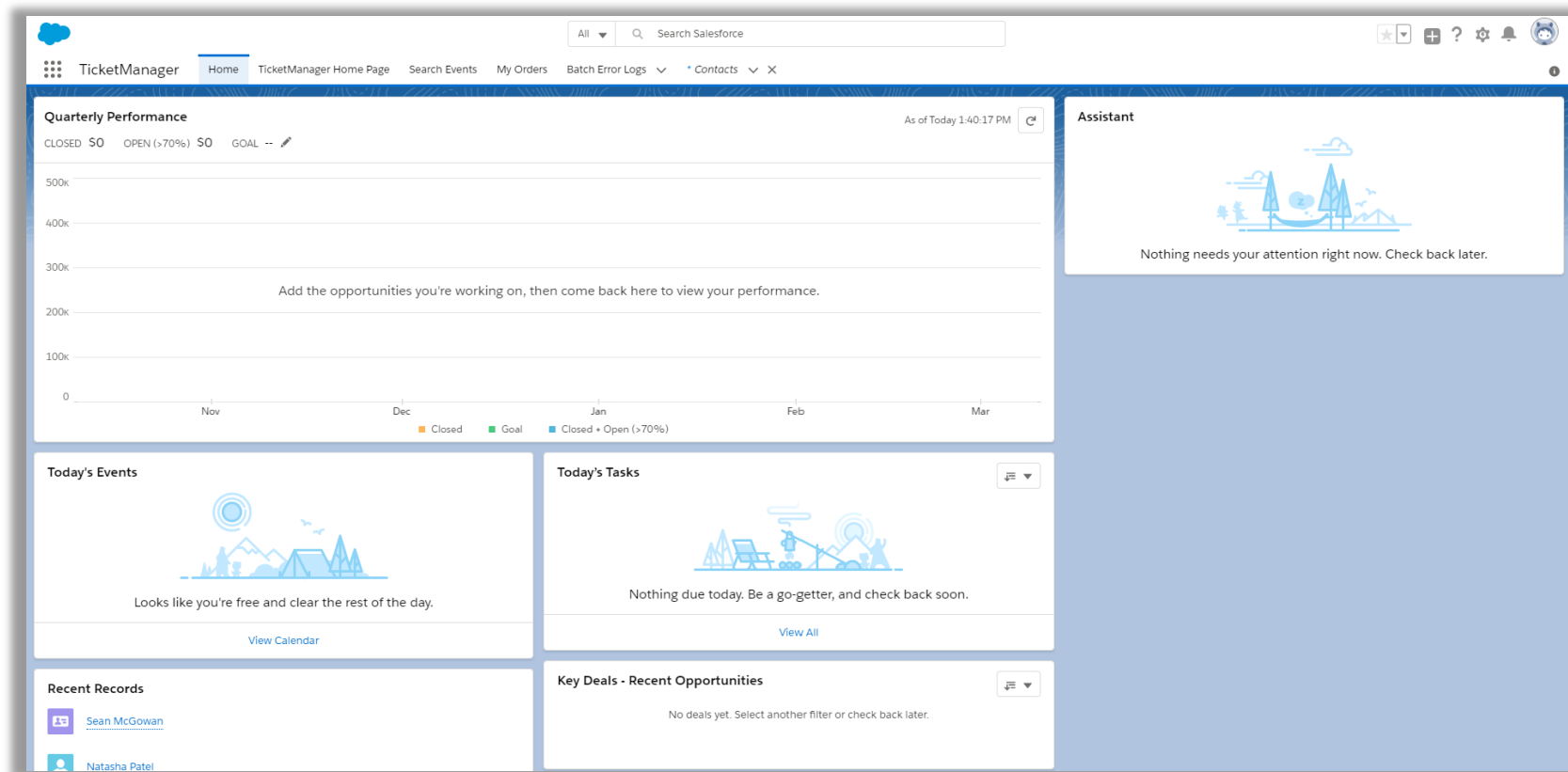
Salesforce Requester Overview



Placing an order through the TicketManager App

Home Page

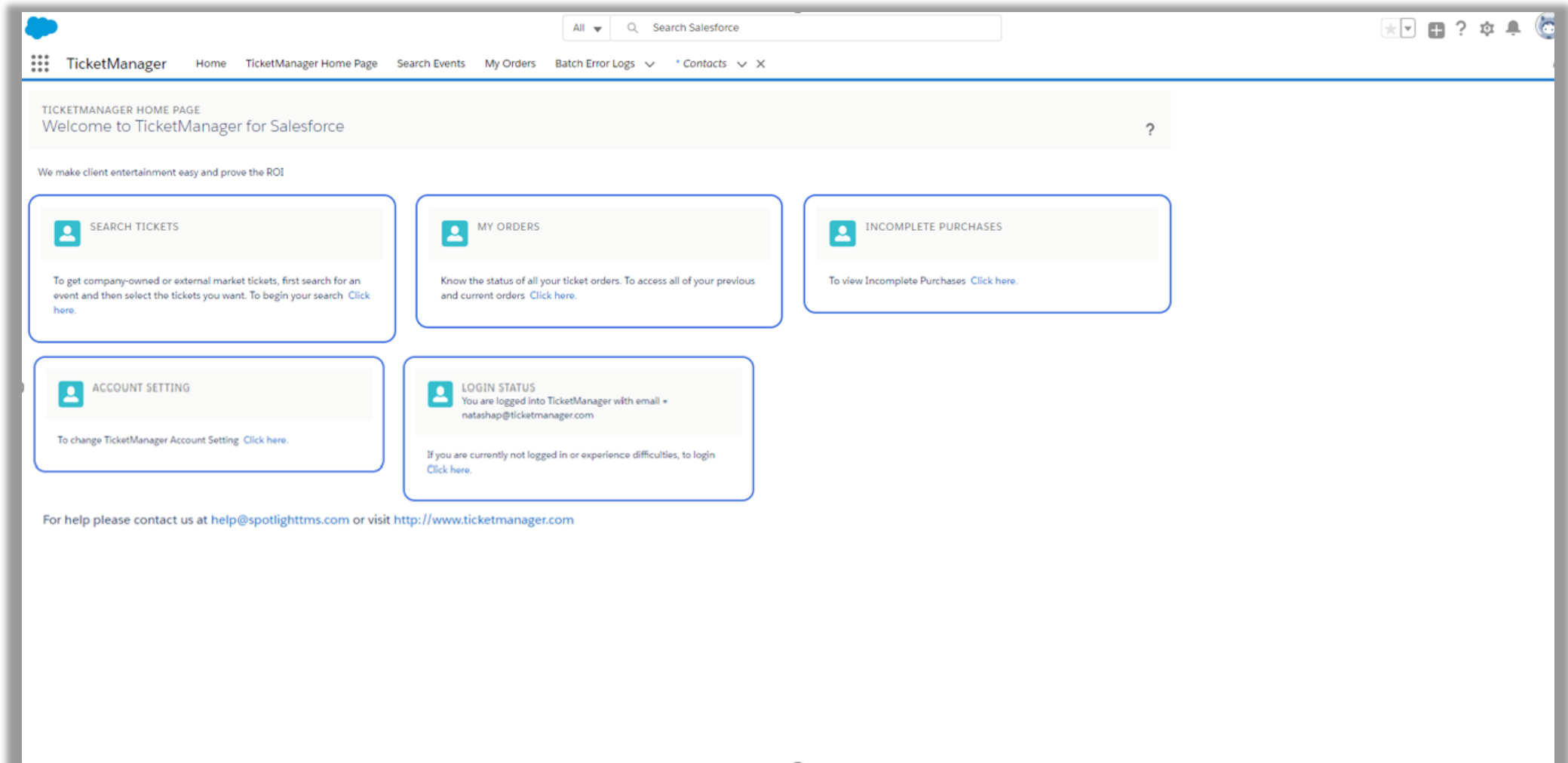
Once logged into your Salesforce account, you will want to navigate to the TicketManager app.



You will now see the TicketManager Home Page tab, please click here to access the main page

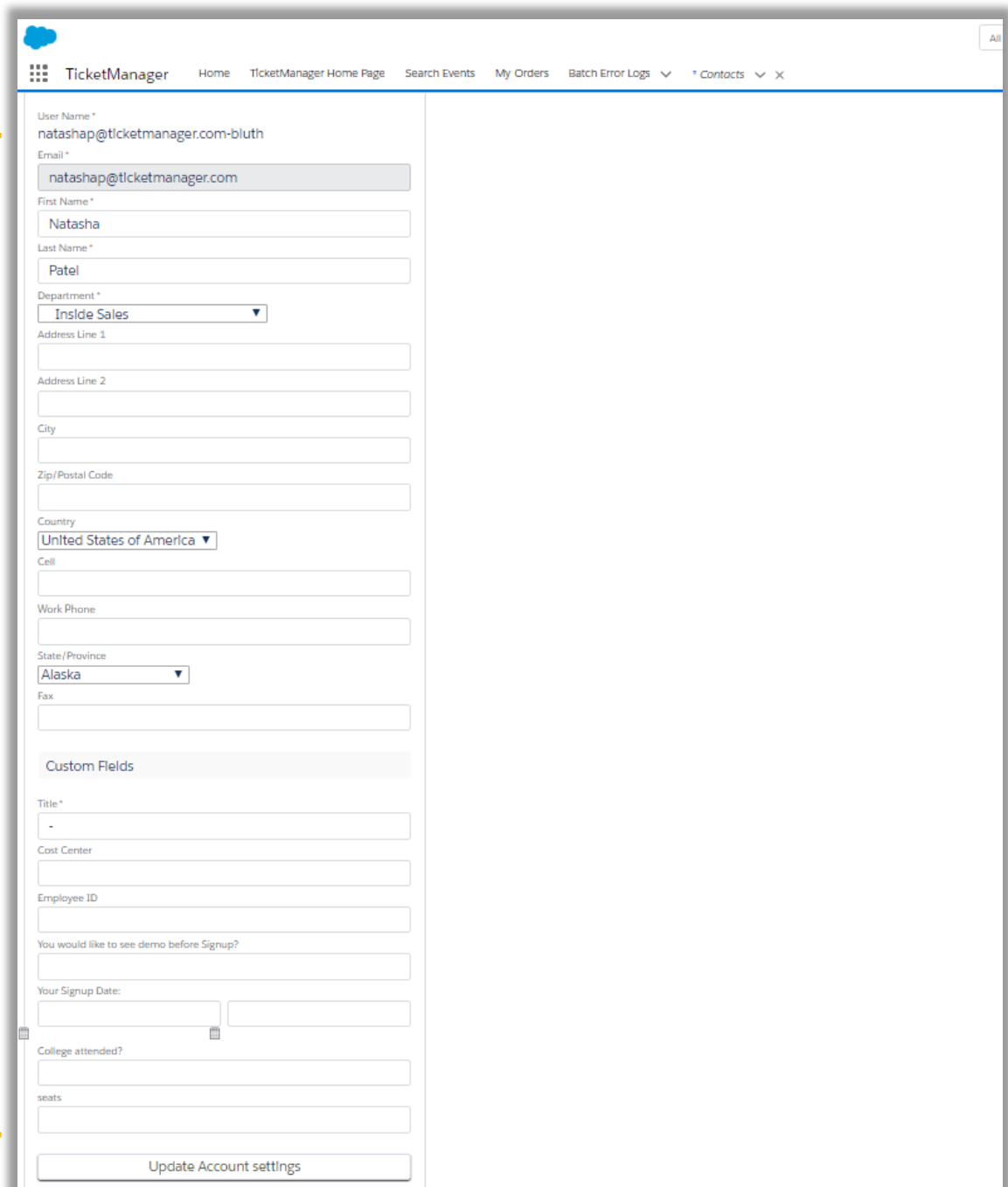
TicketManager Home Page

On this page, you are able to view your current orders, search for new tickets, and adjust your profile information.



Updating Account Information

If you need to update your account information, please be sure to update manually or from your Salesforce account. Once that is complete, you can click on 'Update TicketManager Account' and your profile will be updated in the system.



The screenshot displays the 'Update Account settings' form in the TicketManager application. The form is organized into several sections: a top navigation bar with links like 'Home', 'TicketManager Home Page', and 'Search Events'; a main form area with fields for 'User Name', 'Email', 'First Name', 'Last Name', 'Department', 'Address Line 1', 'Address Line 2', 'City', 'Zip/Postal Code', 'Country', 'Cell', 'Work Phone', 'State/Province', 'Fax', and 'Custom Fields'; a 'Title' field; a 'Cost Center' field; an 'Employee ID' field; a 'You would like to see demo before Signup?' checkbox; a 'Your Signup Date' date picker; a 'College attended?' text field; and a 'seats' text field. The form is styled with a clean, modern interface, featuring a blue header and a white background. The 'Update Account settings' button is located at the bottom right of the form.

TicketManager Home TicketManager Home Page Search Events My Orders Batch Error Logs Contacts X

User Name *
natashap@ticketmanager.com-bluth

Email *
natashap@ticketmanager.com

First Name *
Natasha

Last Name *
Patel

Department *
Inside Sales

Address Line 1

Address Line 2

City

Zip/Postal Code

Country
United States of America

Cell

Work Phone

State/Province
Alaska

Fax

Custom Fields

Title *
-

Cost Center

Employee ID

You would like to see demo before Signup?

Your Signup Date:

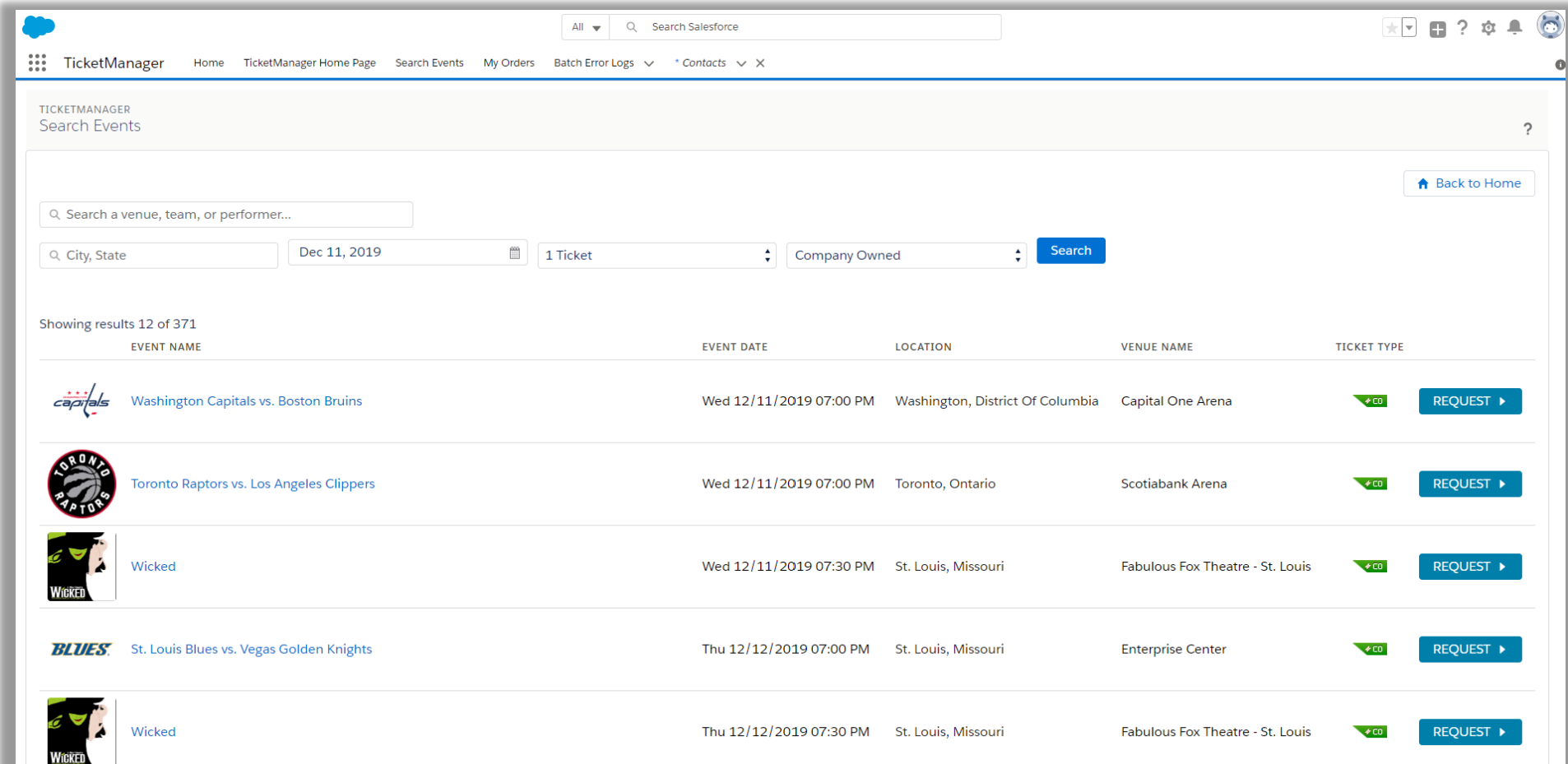
College attended?

seats

Update Account settings

Search Events

You can search for tickets by clicking on the 'Search Events' tab and viewing company owned assets. You can use the filters to search for a specific event as well! Once you have found your event, you will want to click on the blue 'Request' button.



The screenshot shows the TicketManager interface. At the top, there's a navigation bar with 'TicketManager' and several tabs: 'Home', 'TicketManager Home Page', 'Search Events' (selected), 'My Orders', 'Batch Error Logs', and 'Contacts'. A search bar for 'Search Salesforce' is also present. Below the navigation bar, the page title is 'TICKETMANAGER Search Events'. A 'Back to Home' button is in the top right corner of the main content area.

The main search area contains several filters: a text input for 'Search a venue, team, or performer...', a dropdown for 'City, State', a date selector set to 'Dec 11, 2019', a dropdown for '1 Ticket', and a dropdown for 'Company Owned'. A blue 'Search' button is to the right of these filters.

Below the filters, it says 'Showing results 12 of 371'. A table lists the search results with columns: 'EVENT NAME', 'EVENT DATE', 'LOCATION', 'VENUE NAME', and 'TICKET TYPE'. Each row includes a logo, the event name, date, location, venue name, a green 'CO' icon, and a blue 'REQUEST' button.

EVENT NAME	EVENT DATE	LOCATION	VENUE NAME	TICKET TYPE
 Washington Capitals vs. Boston Bruins	Wed 12/11/2019 07:00 PM	Washington, District Of Columbia	Capital One Arena	 REQUEST
 Toronto Raptors vs. Los Angeles Clippers	Wed 12/11/2019 07:00 PM	Toronto, Ontario	Scotiabank Arena	 REQUEST
 Wicked	Wed 12/11/2019 07:30 PM	St. Louis, Missouri	Fabulous Fox Theatre - St. Louis	 REQUEST
 St. Louis Blues vs. Vegas Golden Knights	Thu 12/12/2019 07:00 PM	St. Louis, Missouri	Enterprise Center	 REQUEST
 Wicked	Thu 12/12/2019 07:30 PM	St. Louis, Missouri	Fabulous Fox Theatre - St. Louis	 REQUEST

Event Details (Company Owned)

On the Event Details page, you will see the available seat locations and quantities. Once you have your seat location picked, click on ‘Request’ to continue the process.



All

Search Salesforce

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TicketManager

Home

TicketManager Home Page

Search Events

My Orders

Batch Error Logs

Contacts

EVENT DETAILS

Toronto Raptors vs. Los Angeles Clippers

Cart (0)

Event Details

Event Name

Toronto Raptors vs. Los Angeles Clippers

Event ID

4116744

Company Owned Tickets Available

2

Date

Wed 12/11/2019 7:00PM

Time

7:00PM

Venue

Scotiabank Arena

City/State

Toronto, ON

← Back to Search Results

Company Owned Tickets

Page 1 of 1 in 1 Results

SECTION	ROW	DEPARTMENT	TICKETS AVAILABLE	PUBLISHED PRICE	
 118	17	RedSox	2	\$ 100.00	REQUEST ADD TO CART

Order Details (Company Owned)

You will now need to complete the Order Details tab.

TicketManager

HomeTicketManager Home PageSearch EventsMy OrdersBatch Error LogsContacts

AllSearch Salesforce

Order Details

Toronto Raptors vs. Los Angeles Clippers

CancelSubmit Order

Date	Venue	Location	Price Per Ticket
Wed 12/11/2019 7:00PM	Scotiabank Arena	ON	\$100
Section	Row	Region	Department
118	17	Region not set	RedSox

Order Details

Invitees

* # of Tickets

0

of guests you are entertaining

of Parking Passes

0

Parking Passes may not be available

Opportunity

Search Opportunities...

* Order Purpose

Select option

Order Notes

Order Notes Help

Invitee Details (Company Owned)

Once you have completed the Order Details tab, you will need to add your invitees in.

TicketManager

Home

TicketManager Home Page

Search Events

My Orders

Batch Error Logs

▼

* Contacts

▼

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All

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Search Salesforce

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Order Details

Toronto Raptors vs. Los Angeles Clippers

Cancel

Submit Order

Date	Venue	Location	Price Per Ticket
Wed 12/11/2019 7:00PM	Scotiabank Arena	ON	\$100
Section	Row	Region	Department
118	17	Region not set	RedSox

Order Details

Invitees

Current Invitees

Allocated Tickets/Ticket in Order: 0/2

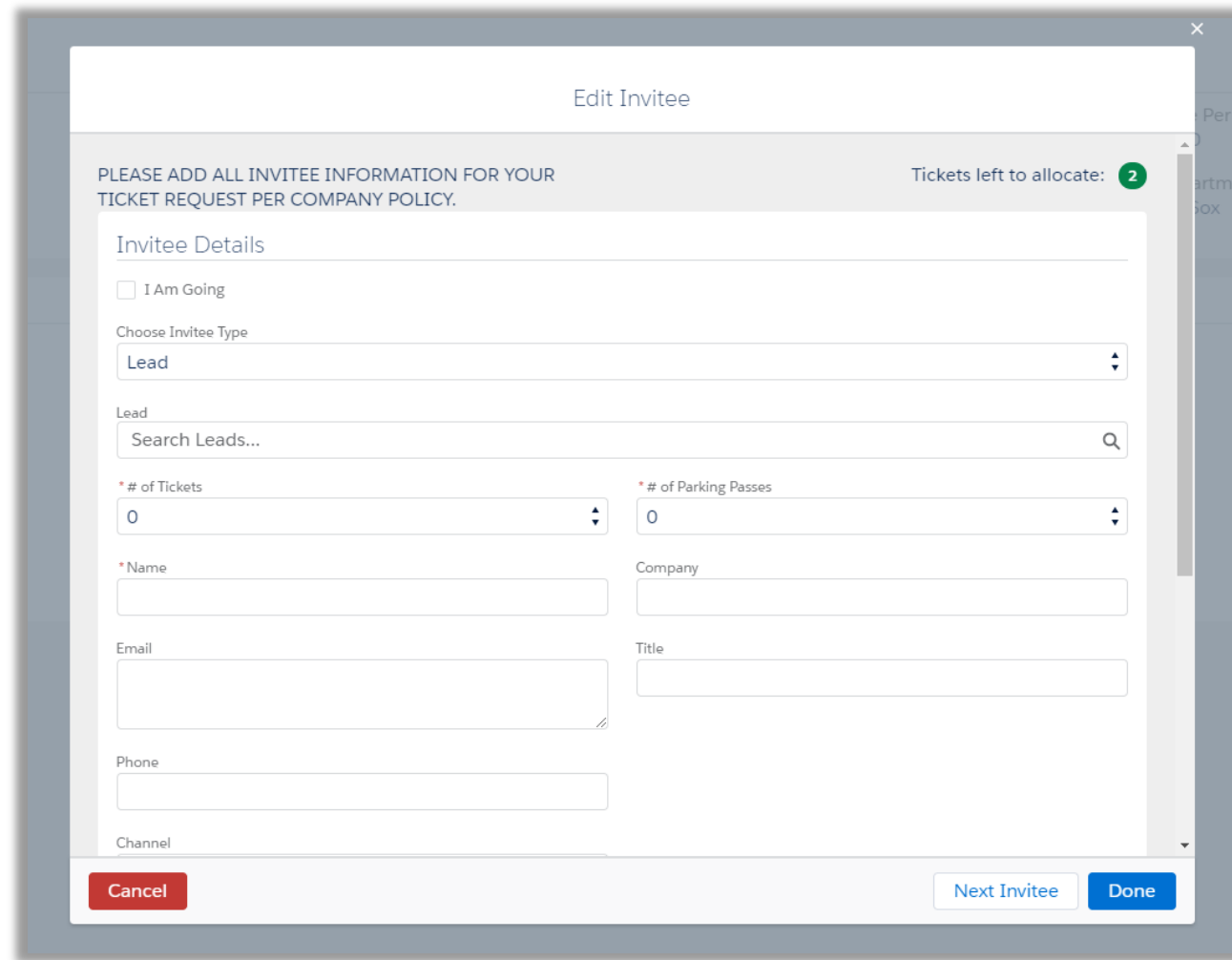
Add Invitees

Add by campaign

No records to display.

Invitee Details – Cont. (Company Owned)

Once you click on Add Invitees, you will need to add the contact, lead or user details.



The screenshot shows a web application window titled "Edit Invitee". At the top, there is a header bar with the text "PLEASE ADD ALL INVITEE INFORMATION FOR YOUR TICKET REQUEST PER COMPANY POLICY." on the left and "Tickets left to allocate: 2" on the right. Below the header, the form is titled "Invitee Details". It contains several input fields: a checkbox for "I Am Going", a dropdown menu for "Choose Invitee Type" with "Lead" selected, a search bar for "Lead" with the placeholder "Search Leads...", two numeric input fields for "# of Tickets" and "# of Parking Passes" both set to "0", and text input fields for "Name", "Company", "Email", "Title", "Phone", and "Channel". At the bottom of the form, there are three buttons: "Cancel" (red), "Next Invitee" (blue), and "Done" (blue).

Confirmation Page (Company Owned)

Once all of the information has been filled out, you can submit your order. The confirmation page will provide you with your approval status and order details.

All

Search Salesforce

TicketManager

Home

TicketManager Home Page

Search Events

My Orders

Batch Error Logs

Contacts

Order Details

Toronto Raptors vs. Los Angeles Clippers

Cancel

Edit

More Tickets

My Orders

Printable View

Date	Venue	Location	Price Per Ticket
Wed 12/11/2019 7:00PM	Scotiabank Arena	Toronto , ON	\$100
Section	Row	Region	Department
118	17	Region not set	RedSox

Order Details

Invitees

Approval Status

Order Id

2787073

Order Type

Business Use

Number of Tickets

2

Number of Parking Pass

0

Order Notes

Opportunity

Ticket Available

2

Decision By

N/A

Tickets Purpose

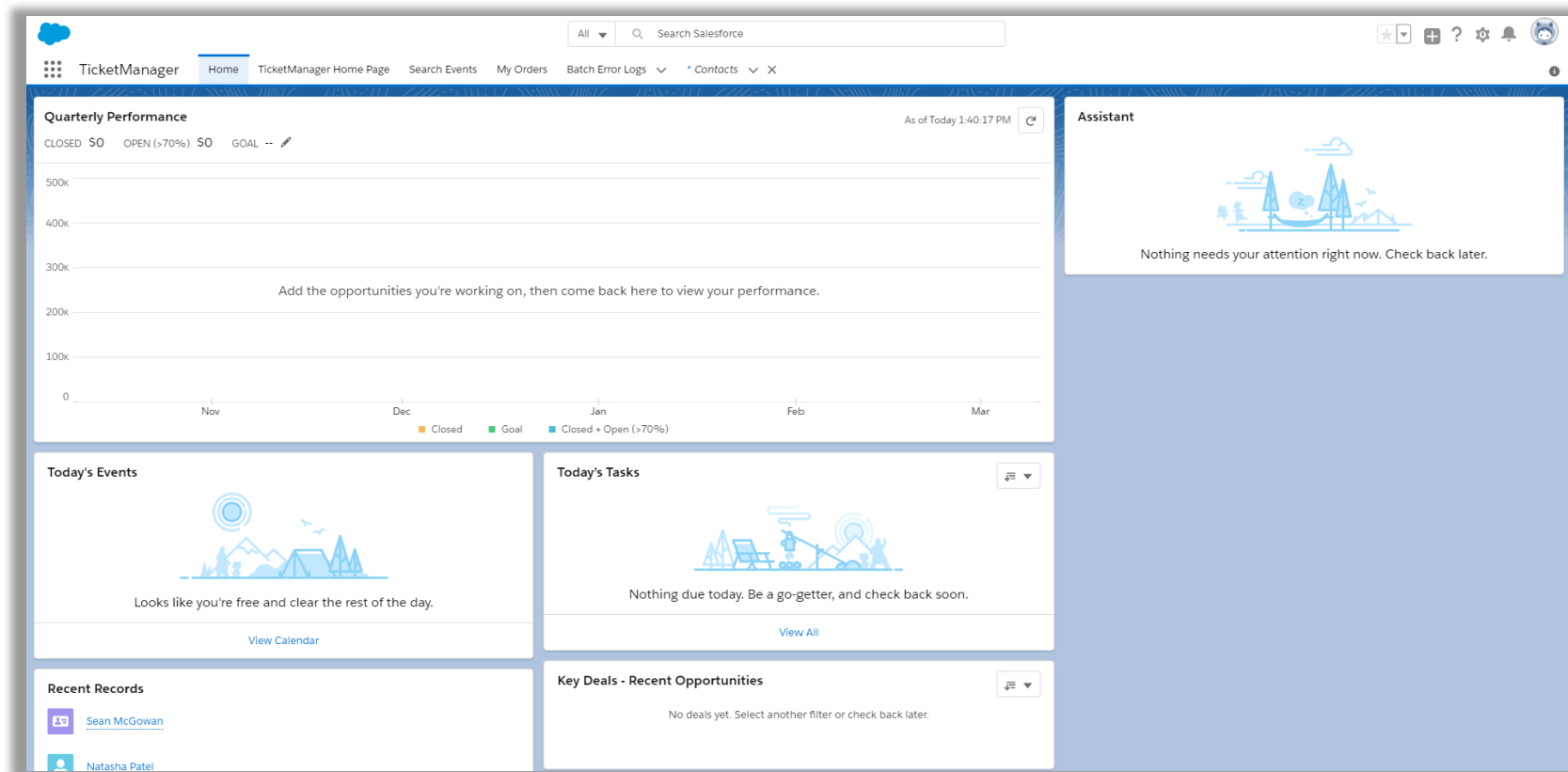
Special Event Test

Potential Business Value

Placing an order from a record

Home Page

Once logged into your Salesforce account, you will want to navigate to the record.



Record

Once on the record, you will see the TicketManager Widget. You will see the history on the record for events invited to. You will also be able to directly invite from this page.

The screenshot displays the TicketManager web application interface. At the top, there's a navigation bar with a search bar and various icons. Below this, a breadcrumb trail shows the path: Home > TicketManager Home Page > Search Events > My Orders > Batch Error Logs > Contacts. The main content area is titled 'Contact Sean McGowan' and includes buttons for '+ Follow', 'Edit', 'Delete', and 'View Contact Hierarchy'. Below the contact name, there's a section for 'Contact Details' with fields for Title (Customer Success Manager), Account Name (TicketManager), Phone (2), Email, and Contact Owner (Oscar Duarte). The 'Related' tab is active, showing a 'Contact Invitee Extension' section with a 'TicketManager' widget. This widget displays 'Sean's Event and Ticket Invitation History' with a table of events and a button to 'Invite Sean To Event'. The table has columns for ORDER ID, EVENT NAME, VENUE, CITY, STATE, EVENT DATE, TICKETS, STATUS, REQUESTER, and ATTENDED?. Below the table, there's a message: 'We found no potential duplicates of this contact.' and a section for 'Opportunities (0)'. On the right side, the 'Activity' tab is active, showing an 'Email' section with a 'Compose' button and a 'Chatter' section with a 'Write an email...' field. The 'Activity' section also includes filters for 'All time', 'All activities', and 'All types', and a 'Refresh' button. The 'Upcoming & Overdue' section shows 'No next steps' and 'No past activity'.

Contact
Sean McGowan

+ Follow Edit Delete View Contact Hierarchy

Title: Customer Success Manager
Account Name: TicketManager
Phone (2):
Email:
Contact Owner: Oscar Duarte

Related Details

Contact Invitee Extension

TicketManager

Sean's Event and Ticket Invitation History

Invite Sean To Event

ORDER ID	EVENT NAME	VENUE	CITY, STATE	EVENT DATE	TICKETS	STATUS	REQUESTER	ATTENDED?
1859770	Bluth Happy Hour	Fairmont Miramar Hotel & Bungalows	Santa Monica, CA	Tue 03/20/2018 04:30PM	3	Pending Review	Natasha Patel	NA
1859855	Miami Heat vs. New York Knicks	AmericanAirlines Arena	Miami, FL	Wed 03/21/2018 7:30PM	1	Pending Review	Natasha Patel	NA

We found no potential duplicates of this contact.

No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.

Opportunities (0) New

Activity Chatter

Email

Write an email... Compose

Filters: All time • All activities • All types

Refresh • Expand All • View All

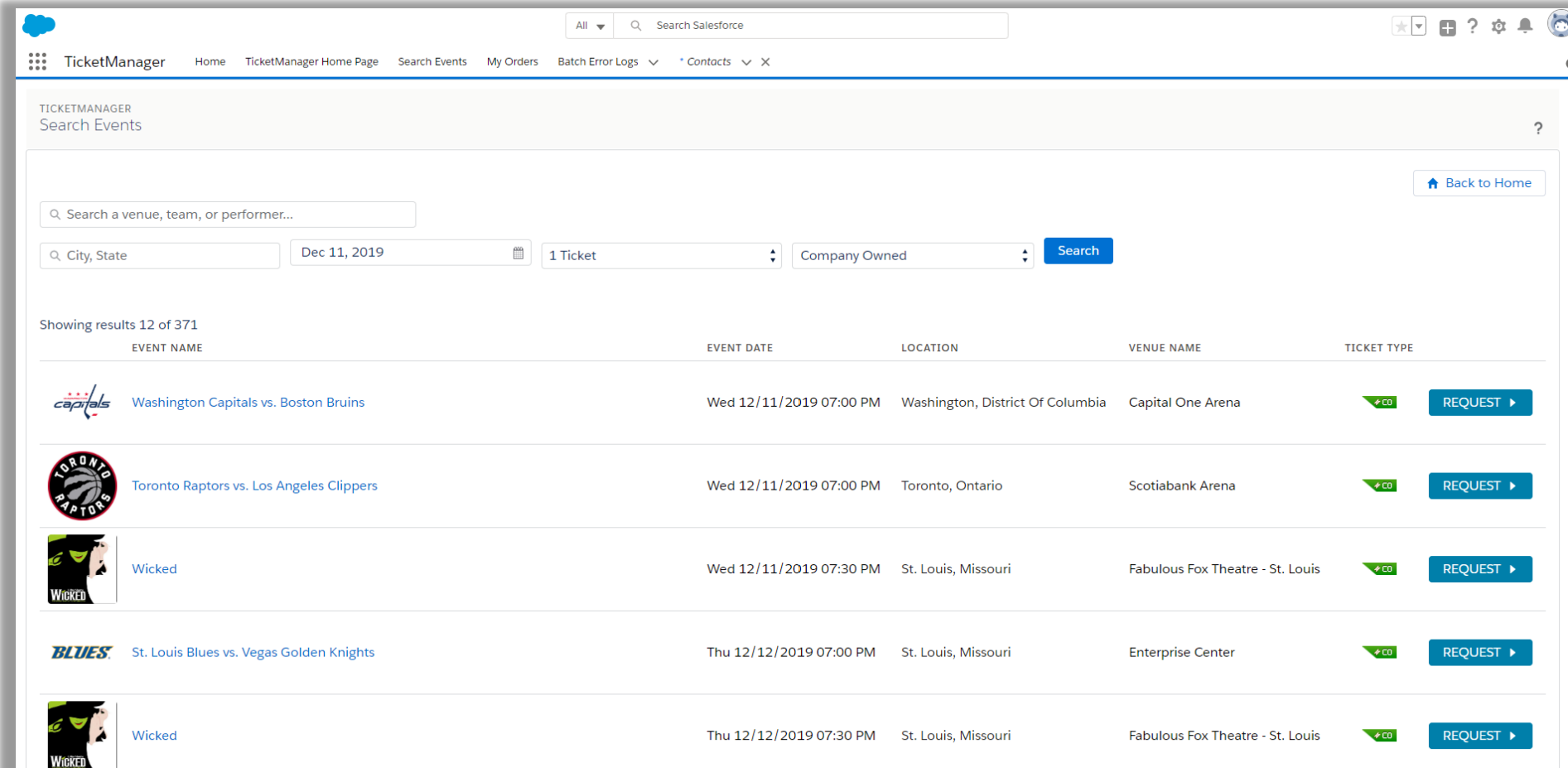
Upcoming & Overdue

No next steps.
To get things moving, add a task or set up a meeting.

No past activity.
Past meetings and tasks marked as done show up here.

Search Events

You can search for tickets by clicking on the 'Search Events' tab and viewing company owned assets. You can use the filters to search for a specific event as well! Once you have found your event, you will want to click on the blue 'Request' button.



The screenshot shows the TicketManager 'Search Events' interface. At the top, there's a navigation bar with 'TicketManager' and various tabs like 'Home', 'TicketManager Home Page', 'Search Events', 'My Orders', 'Batch Error Logs', and 'Contacts'. A search bar at the top right says 'Search Salesforce'. Below the navigation bar, the page title is 'TICKETMANAGER Search Events'. A 'Back to Home' button is in the top right corner of the main content area.

The search filters section includes a text input for 'Search a venue, team, or performer...', a 'City, State' dropdown, a date selector set to 'Dec 11, 2019', a '1 Ticket' dropdown, a 'Company Owned' dropdown, and a blue 'Search' button.

Below the filters, it says 'Showing results 12 of 371'. A table lists the search results with columns: EVENT NAME, EVENT DATE, LOCATION, VENUE NAME, and TICKET TYPE. Each row includes an event logo, the event name, date, location, venue name, a green 'CO' icon, and a blue 'REQUEST' button.

EVENT NAME	EVENT DATE	LOCATION	VENUE NAME	TICKET TYPE
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 Wicked	Wed 12/11/2019 07:30 PM	St. Louis, Missouri	Fabulous Fox Theatre - St. Louis	 REQUEST
 St. Louis Blues vs. Vegas Golden Knights	Thu 12/12/2019 07:00 PM	St. Louis, Missouri	Enterprise Center	 REQUEST
 Wicked	Thu 12/12/2019 07:30 PM	St. Louis, Missouri	Fabulous Fox Theatre - St. Louis	 REQUEST

Event Details (Company Owned)

On the Event Details page, you will see the available seat locations and quantities. Once you have your seat location picked, click on 'Request' to continue the process.



All

Search Salesforce

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TicketManager

Home

TicketManager Home Page

Search Events

My Orders

Batch Error Logs

Contacts

EVENT DETAILS

Toronto Raptors vs. Los Angeles Clippers

Cart (0)

Event Details

Event Name

Toronto Raptors vs. Los Angeles Clippers

Event ID

4116744

Company Owned Tickets Available

2

Date

Wed 12/11/2019 7:00PM

Time

7:00PM

Venue

Scotiabank Arena

City/State

Toronto, ON

← Back to Search Results

Company Owned Tickets

Page 1 of 1 in 1 Results

SECTION	ROW	DEPARTMENT	TICKETS AVAILABLE	PUBLISHED PRICE	
 118	17	RedSox	2	\$ 100.00	REQUEST ADD TO CART

Order Details (Company Owned)

You will now need to complete the Order Details tab.

TicketManager

HomeTicketManager Home PageSearch EventsMy OrdersBatch Error LogsContacts

All

Search Salesforce

Star

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Settings

Notifications

Avatar

Order Details

Toronto Raptors vs. Los Angeles Clippers

CancelSubmit Order

Date	Venue	Location	Price Per Ticket
Wed 12/11/2019 7:00PM	Scotiabank Arena	ON	\$100
Section	Row	Region	Department
118	17	Region not set	RedSox

Order Details

Invitees

* # of Tickets

0

of guests you are entertaining

of Parking Passes

0

Parking Passes may not be available

Opportunity

Search Opportunities...

* Order Purpose

Select option

Order Notes

Order Notes Help

Invitee Details (Company Owned)

Once you have completed the Order Details tab, you will need to add your invitees in.

TicketManager

Home

TicketManager Home Page

Search Events

My Orders

Batch Error Logs

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* Contacts

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All

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Search Salesforce

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Order Details

Toronto Raptors vs. Los Angeles Clippers

Cancel

Submit Order

Date	Venue	Location	Price Per Ticket
Wed 12/11/2019 7:00PM	Scotiabank Arena	ON	\$100
Section	Row	Region	Department
118	17	Region not set	RedSox

Order Details

Invitees

Current Invitees

Allocated Tickets/Ticket in Order: 0/2

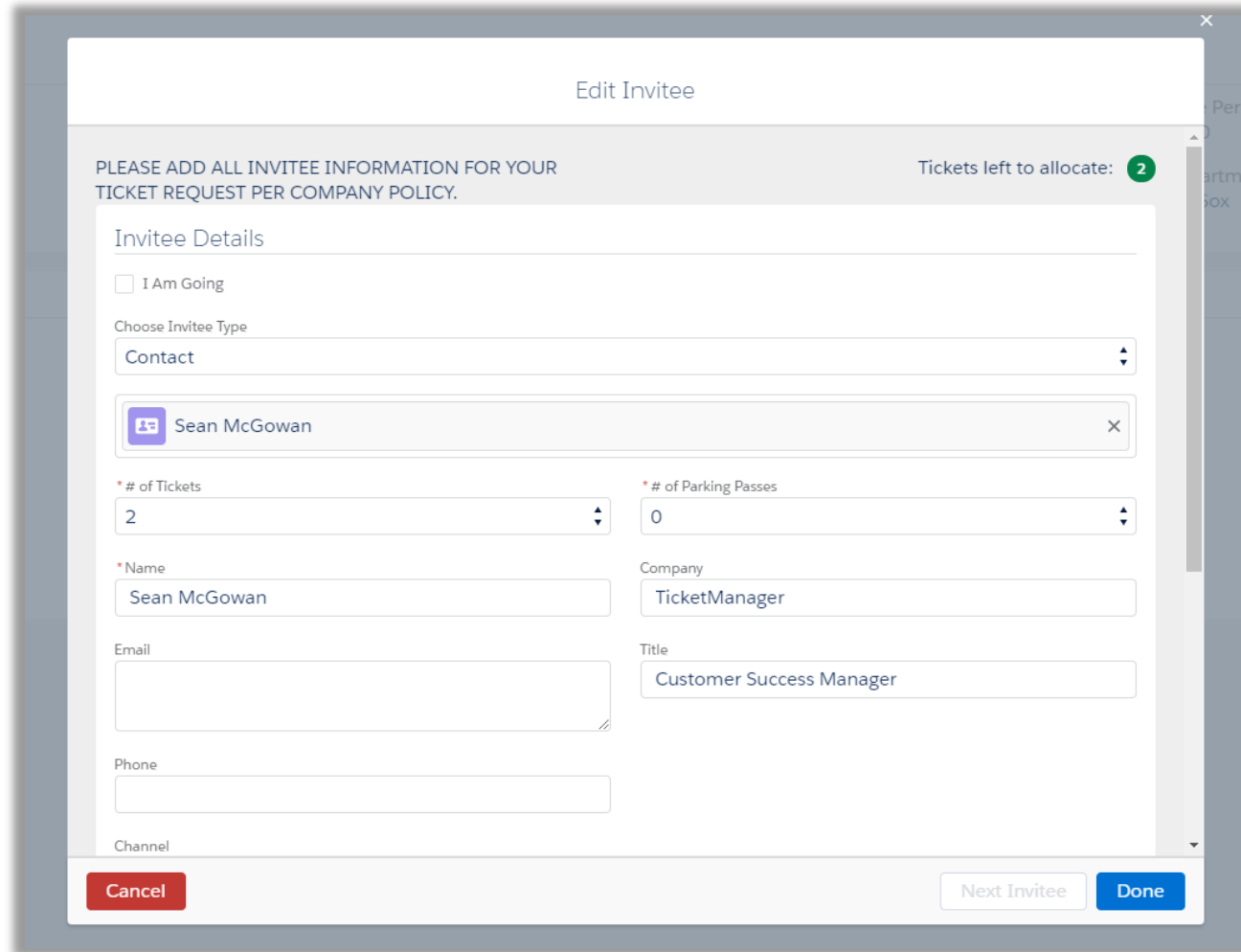
Add Invitees

Add by campaign

No records to display.

Invitee Details – Cont. (Company Owned)

Once you click on Add Invitees, the record details will auto populate. You will need to assign a quantity of tickets and continue with adding Invitees if needed.



The screenshot shows a web application window titled "Edit Invitee". At the top, there is a header bar with the text "PLEASE ADD ALL INVITEE INFORMATION FOR YOUR TICKET REQUEST PER COMPANY POLICY." on the left and "Tickets left to allocate: 2" on the right. Below the header, the form is titled "Invitee Details". It contains several fields: a checkbox for "I Am Going", a dropdown menu for "Choose Invitee Type" with "Contact" selected, a name field with "Sean McGowan" and a small icon to the left, a field for "* # of Tickets" with the value "2", a field for "* # of Parking Passes" with the value "0", a field for "* Name" with "Sean McGowan", a field for "Company" with "TicketManager", a field for "Email", a field for "Title" with "Customer Success Manager", a field for "Phone", and a field for "Channel". At the bottom of the form, there are three buttons: "Cancel" (red), "Next Invitee" (grey), and "Done" (blue).

Edit Invitee

PLEASE ADD ALL INVITEE INFORMATION FOR YOUR TICKET REQUEST PER COMPANY POLICY. Tickets left to allocate: 2

Invitee Details

☐ I Am Going

Choose Invitee Type

Contact

Sean McGowan

* # of Tickets: 2

* # of Parking Passes: 0

* Name: Sean McGowan

Company: TicketManager

Email:

Title: Customer Success Manager

Phone:

Channel:

Cancel Next Invitee Done

Confirmation Page (Company Owned)

Once all of the information has been filled out, you can submit your order. The confirmation page will provide you with your approval status and order details.



All

Search Salesforce









[TicketManager](#)
[Home](#)
[TicketManager Home Page](#)
[Search Events](#)
[My Orders](#)
[Batch Error Logs](#)
[* Contacts](#)



Order Details

Toronto Raptors vs. Los Angeles Clippers

[Cancel](#)
[Edit](#)
[More Tickets](#)
[My Orders](#)
[Printable View](#)

Date	Venue	Location	Price Per Ticket
Wed 12/11/2019 7:00PM	Scotiabank Arena	Toronto , ON	\$100
Section	Row	Region	Department
118	17	Region not set	RedSox

Order Details

Invitees

Approval Status

Order Id

2787137

Order Type

Business Use

Number of Tickets

2

Number of Parking Pass

0

Order Notes

Opportunity

Ticket Available

2

Decision By

N/A

Tickets Purpose

Special Event Test

Potential Business Value