

TM1 Support Community

TM1 Support Community offers full support to clients using its ticketing technology and associated products. The Client Account Management team is there to offer set up and operational best practices whereas the Service Desk is available to support and advise on technical questions and issues.

Who to contact:

Client Account Manager:

Each UK-based client has a dedicated point of contact within the team.

A list of when the CAMs should be contacted:

- Operational questions
- Set-up queries
- Access control operational queries
- Onsales advice and best practice

Service Desk:

A team of 5 service desk specialists available to help and support you through your technical queries, user management & system issues. The team operates a shift pattern and are available during the hours below:

Weekdays

8am - 6pm (Office Hours)
6pm to 10.30pm (on call support for critical issues)

Saturday

9am - 5pm (Office Hours)
5pm to 10.30pm (on call support for critical issues)

Sunday

Closed
9am to 10.30pm (on call support for critical issues)

CAM Support:

A team of 10 experienced client account managers taking operational queries and day to day queries & how to's. This should be used when your assigned Client Account Manager is unavailable.

The CAM Support team can be contacted via email on: camsupport@ticketmaster.co.uk.

A list of when the Service Desk should be contacted:

- User management assistance
- System errors
- System configuration (printers, payments, workstation)
- PRO scripts (Charge, MOP, Permission rules)
- SQL extracts (Non-standard extract requests)
- SQL updates (if required)
- Bug reporting
- Any other technical difficulty

Cases can be logged with Service Desk on Communities via TM1, emailing servicedesk-sport@ticketmaster.co.uk or in urgent circumstances via telephone 0333 321 9993.

PLEASE DO NOT

Email CAM Support & Service Desk within the same email as duplicate requests are created, this includes CC'ing both groups for information purposes