API Connection for Box Office Integration

Description:
In this module you will learn all about your API connection within Illuminate. This guide is relevant for those with box office providers who are integrated with Illuminate.

An Application Programming Interface (API) connection describes the automatic connection and interaction between your box office and Illuminate.

This module will cover:
1. Which providers are integrated with Illuminate
2. How to connect your box office with Illuminate
3. How to manage your API connection
4. Spektrix users - How to find the 'Event ID'

1. Which providers are integrated with Illuminate

For selected box office providers, there will be automated upload functionality. This will allow your box office data to be automatically passed over to Illuminate, saving you the manual effort of uploading it yourself.

At launch (1st June 2023), the following box offices are compatible with Illuminate:

a. Spektrix
b. Ticketsolve

Once a connection with the above box offices is established, data will be automatically extracted safely and securely, from the box offices into Illuminate.

Post launch, we will continue to explore the possibility of integrating more Box Office providers. To integrate with Illuminate, a box office provider must have the correct technical capabilities in place that allows data to be extracted safely and securely by a third party. The following factors are also considered:

- Is the Box Office provider used by a significant number of organisations?
- Is the Box Office provider willing to integrate with Illuminate?
- Does the Box Office provider have the technology/resources in place to allow them to share data with Illuminate?

2. How to connect your box office with Illuminate

For Ticketsolve users

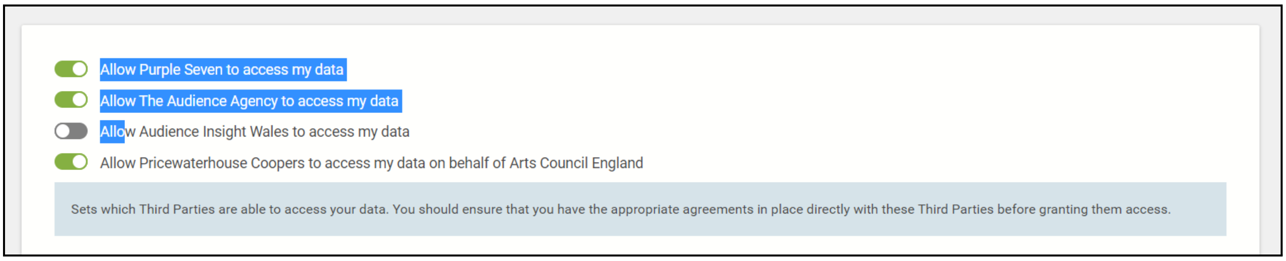
If your organisation uses Ticketsolve as its box office provider, please send an email to uk_illuminate_support@pwc.com to request an API connection between Illuminate and Ticketsolve.

For Spektrix users

To grant us permission to access data from your Spektrix system on behalf of Arts Council England, you'll need to complete the following instructions. Please note, this can only be done by users with permission to access the Settings Interface.

- Log in to your Spektrix account as an Admin
- Open the Control Panel
- Click Settings* (*N.B. This option is only available in the new Settings Interface. If you are using the old Interface for any reason, you will need to go to Control Panel > Go to New Interface before proceeding.)
- Click Configuration
- Click System Setup
- Select Third Party Integrations from the menu on the left of the screen
- Click on the toggle next to 'Allow PricewaterhouseCoopers to access my data on behalf of Arts Council England':

Once the toggle has changed from grey to green, everything is set up:



You can remove permissions at any time by switching the toggle back to grey.

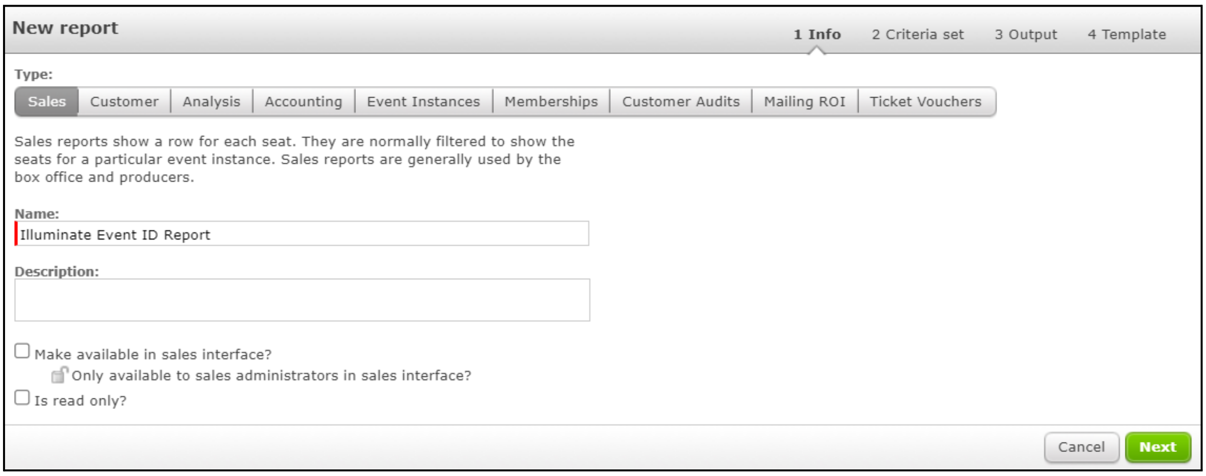
3. How to find out the status of your API connection

To understand the status of your API connection, you should contact your provider who will be able to provide you with more details.

4. Spektrix users - how to find the 'Event ID'

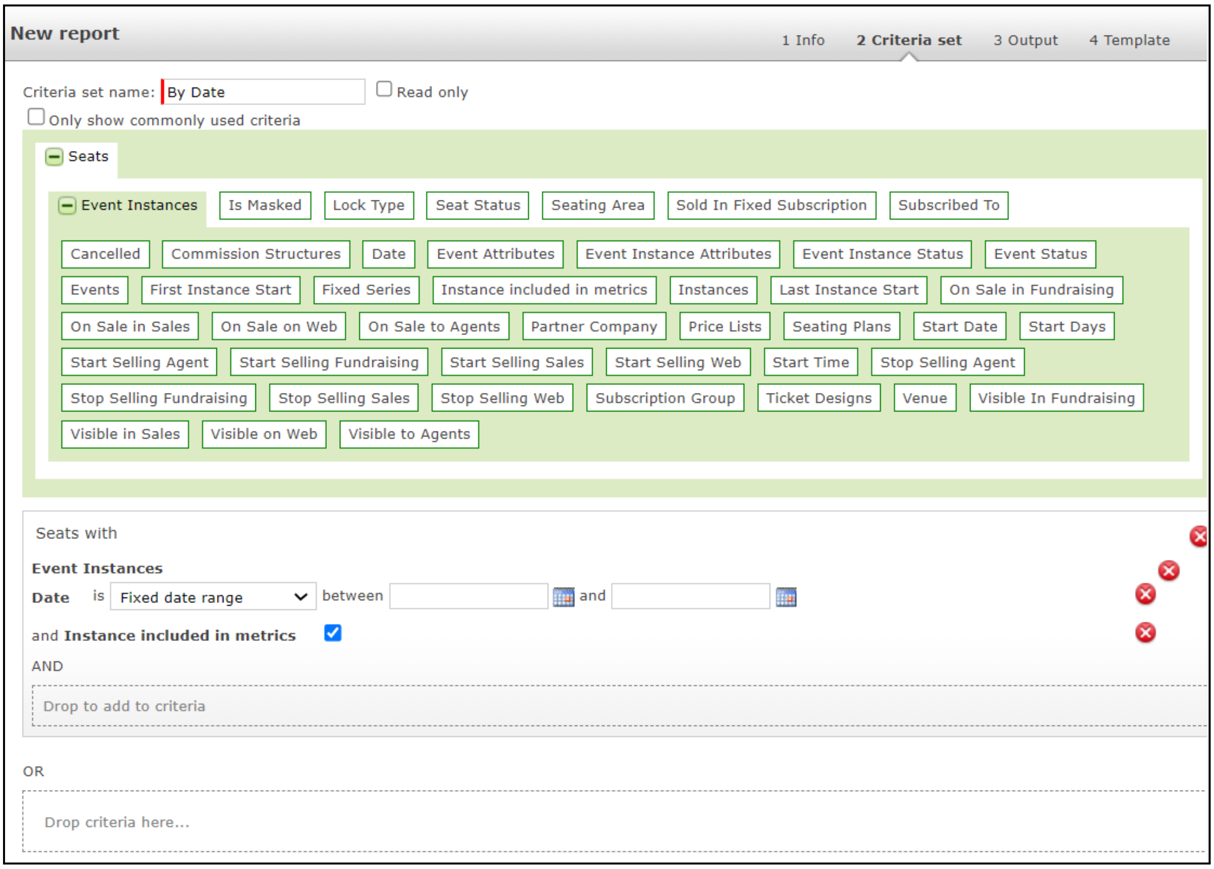
To create a Report on your system that outputs Event Name, Event ID, and First and Last Instance Date, you'll need to do the following. Please note, this can only be done by users with the 'Insights & Mailings Administrator' user role.

- Log into Spektrix
- Navigate to the *Insights & Mailings* Interface
- Click '*New Report'*
- Make sure 'Sales' is selected as the 'Type', and give the Report a name like "Illuminate Event ID Report". You can add a description if you'd like.

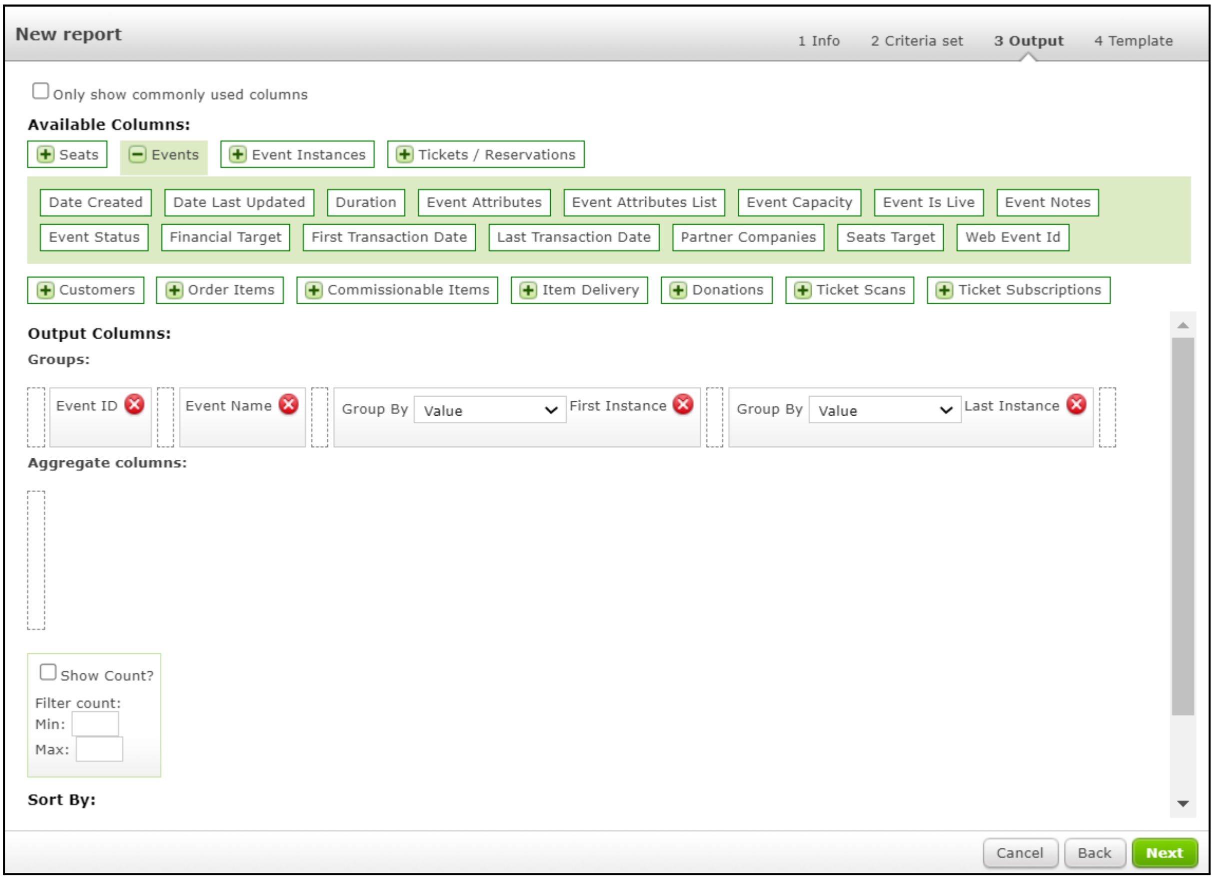


- Click *Next* to move onto creating a Criteria Set for the Report
- Change the *Criteria Set Name* to say "By Date"
- Untick the *Only show commonly used criteria* box

- Click the + (plus) button next to *Seats*
- Click the + (plus) button next to *Event Instances*
- Click and drag *Date* into the *Drop criteria here* box
    - You can drag in any additional metrics criteria you need here too - for more information, please see the guidance on [Criteria Sets](). If you do this, it's worth updating the name of the Criteria Set to reflect what metrics it uses.



- Click *Next*
- Untick the '*Only show commonly used columns*' box
- Click the + (plus) button next to *Events*
- Click and drag *Event ID, Event Name, First Instance*, and *Last Instance* into the *Output Columns* box
- Click *Switch to Grouped Mode*
- Change the *Group By* dropdown against the *First Instance* and *Last Instance* metrics to "Value"



- Click *Next*
- Click *Ok*

You can now find the Report in the Report Explorer and run the Report as needed. It will look something like this:

	A	B	C	D
1	**Event ID**	**Event Name**	**First Instance**	**Last Instance**
2	4607	Calendar Girls	2022-01-09 19:00	2022-01-29 19:00
3	6608	Macbeth	2022-03-10 14:30	2022-03-15 19:30
4	10207	Peter Pan	2022-05-11 19:00	2022-05-31 19:00
5	12607	Puss in Boots	2022-12-01 19:30	2022-12-31 12:00