

IRISH USER GROUP MINUTES

11th OCTOBER 2011

WESTPARK

Attendees:

Lorna Brady – ESB Sportsco

Fiona Fitzgerald - ESB Sportsco

Kevin Doyle - Westpark

Joanne Casey – Kildare Leisure

Michelle - Westpark

Diane Sutton – Naas Health and Fitness

ITEM	AGENDA POINT	DISCUSSION	CONCLUSION/ACTION
1	Review of minutes	<p>Sportsco requiring confirmation that SQL Express 2008 R2 is compatible with Windows 2003 Server</p> <p>The ability to add a new product to an existing reservation (Sportsco)?</p> <p>Sportsco possible to move a paid booking to a different resource product and/or time band (Sportsco)?</p> <p>Two barcoded tickets are being produced instead of one (Kildare)</p>	<p>Confirmed that SQL Express 2008 R2 is compatible with Windows 2003 Server</p> <p>An enhancement request would need to be raised (GD to send PDR form to Fiona Fitzgerald)</p> <p>FB1465 was raised and has now been closed after agreement from Support as we were not able to recreate.</p> <p>Joanne was asked to contact support and ask them to investigate.</p>
2	Learn2	<p>A short demonstration of the Learn2 course management product was provided. The product has been developed to manage any course including swimming. The advantages being global waiting lists, email/SMS of upcoming renewals to parents; poolside/in course assessment.</p>	<p>Query raised: Is the instructor for the whole course and is it possible to have either a different instructor each week or multiple instructors attached to a course? (Westpark)</p>
3	Contact Manager	<p>An introduction to Contact Manager was given. Contact Manager will provide enhanced</p>	<p>Query raised: Is it possible for the user to customise the mandatory fields? (Westpark)</p>

		prospecting and sales management with embedded email, SMS contact management services and schedule management.	
4	General queries	Online surveys	Are online surveys and the ability to perform results analysis being considered by Gladstone (i.e. Constant Contact surveys)? (Westpark)
	Kildare upgrade issue	Auto renew flag on members subscriptions reported as being removed following upgrade, causing all subscription to be removed automatically through SOD (Expired Subs retention period). Call has been resolved but there was an impact at site..	Gladstone to review support call notes to track the call and analysis performed to see whether this was a direct result of the upgrade process. Gladstone reported that this had not been evidenced in other upgrades.
	Bank Account Validation	Is there any possibility for Bank Account Validation software to be sought for Eire banks?	GD suggested an option of creating a one off/annual reviewed update of the SiteBankAccount table for the Eire market.
	Web cams	Kildare reported slowness of web cams	Gladstone recommended: <ul style="list-style-type: none"> - Check whether camera works standalone (outside of Plus2) - Check mugshot exe is running - Check file path of mugshot exe
	Calendar exceptions	Ability to apply a calendar exception on a fortnightly basis via the option of 'Add Exception Schedule' from the booking sheet. The current scope is on a weekly basis, but the site is looking for a rule to be applied on a fortnightly basis. (Westpark)	To be raised as PDR if development is to be requested