Handshake.Logic

'Ticket Tracking'

With the user-friendliness and flexibility of this web application you can see all ticket information at a glance; you recognize ticket fraud immediately and can offer your customers improved service.

Excellent Customer Service

- The Ticket Tracking application provides all the ticket data and information clearly. So that, when needed, you can help your customers quickly and can competently provide them with information at any time; a guest at the wrong gate, the ticket is blocked or someone has already been admitted with the ticket.

Flexible Operation

- The web application offers flexible input options to quickly find information from a particular ticket. With a wide variety of search criteria such as name, block-row-seat, and ticket or permission ID, you will have easy access to the desired ticket details.

Increased Security

- Reveal fraud by checking the ticket history, including photos, to identify if personalized season cards are being used by several people.
- Intervene at any time, in case of Hooligans or ticket-theft, for example, and block tickets and authorizations.

Mobile Use

- Work independent of location and time. With a Windows tablet you can use your ticket tracking application at any desired location. You can also perform ticket checks directly at the access reader.

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Features

- Handshake.Logic 'Ticket Tracking' is a browser-based web application that makes it possible to access ticket or permission details, and to block certain tickets or permissions.

Functions

- Search according to different criteria:
    - Ticket system
    - Encoding
    - Card number
    - Permission number prefix
    - Permission number
    - Ticket properties
- Search mask can be configured individually, if necessary
- Display of different ticket details such as:
    - Encoding
    - Ticket properties (area ID, event, validity, ...)
    - Card number
    - etc.
- Display the existing blocked tickets and permissions
- Display transaction details (which entrance, access time, etc.) with photos, if available
- Display the permission details
- Block/Unblock specific tickets
- Block/Unblock specific permissions

Applicability

- In stadiums (for example, soccer world championships), arenas, amusement parks, museums, etc. in order to avoid ticket fraud, increase security and improve customer service.

Note on data privacy

- The operator is solely responsible for ensuring conformity with applicable legal requirements for the operation of the products. As an operator, please ensure compliance with any legal requirements (specifically with respect to data protection). When in doubt, seek professional legal advice and obtain confirmation of your customers consent where required.

Standard Version

- Handshake.Logic 'Ticket Tracking' Browser-based web application including one user license
- Handshake.Logic 'Ticket Tracking User' Additional user license for Handshake. Logic 'Ticket Tracking'

Software Upgrade Contract

- A software upgrade contract perHandshake.Logic 'Ticket Tracking' license is mandatory

Technical Specifications	
System requirements	Handshake.Logic 'Server' V9.00 or higher Internet Explorer V10 or higher Firefox V31 or higher Google Chrome V35 or higher Windows Domain User required
Monitor	Screen resolution min. 1024 x 768
Network connectivity	Interruption-free IT infrastructure For mobile devices (e.g. tablets) Interruption-free WLAN infrastructure Full networking of all system components, 10/100 Mbit Fast Ethernet AutoNegotiation