



# Feature Summary: CG to COM Event Mirroring

## Module: Cross Platform

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**IMPORTANT NOTE:** THIS DOCUMENT INTENDS TO PROVIDE A COMPLETE AND ACCURATE REPRESENTATION OF WHAT CONVIO FULLY EXPECTS TO DELIVER IN FALL 2010 (AS OF SEVERAL WEEKS PRIOR TO LAUNCH) BASED ON COMPLETED SOFTWARE DEVELOPMENT. THIS DOCUMENT AIMS TO SERVE AS THE BASIS FOR PLANNING AND PREPARATION WELL IN ADVANCE OF ACCESS TO THE NEW FEATURES. GIVEN THIS DOCUMENT WAS DRAFTED PRIOR TO COMPLETED QUALITY ASSURANCE, ALL FEATURES, CAPABILITIES, SCREENSHOTS, ANSWERS, CLIENT IMPACTS, SITE DATA, PARAMETERS, AND LIMITATIONS LISTED HEREIN, WHILE REASONABLY CERTAIN FOR INCLUSION IN THE RELEASE, ARE SUBJECT TO CHANGE AT ANY POINT UP UNTIL ROLLOUT ON YOUR CONVIO SITE.

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### New Concepts or Terms

**Mirroring** - The automatic replication of Interests and Membership Types, created and defined in Convio Online Marketing (COM), in Common Ground (CG).

### Overview

For clients who use both Convio Online Marketing (COM) and Convio Common Ground (CG) to manage their organization's events, maintaining event detail synchronization between the two systems can be a tedious process. With the Convio Fall 2010 release,, clients can mirror events created in CG within their COM instance. This feature enhancement virtually eliminates the need for client administrators to confirm that event attributes are consistent between the two systems, decreasing event management administrative workload.

Once events are created within CG, system administrators can use the COM event mirroring function to import current event attributes to COM, and automatically establish all needed cross-references to ensure that such imported event attributes remain in sync with CG in the future. If any edits or updates are made to the CG event, changes are propagated to the mirrored COM event. This ensures that both the CG and COM versions of that event always contain the same attributes.

### Key Features & Benefits

#### Features

- CG-created events can be mirrored in COM, and cross-references necessary for event attributes to remain in sync between the systems are created automatically.

#### Benefits

- Client administrators no longer need to create two versions of the same event manually and no longer must confirm that event updates or edits are in sync between the systems. With the Convio Fall 2010 release, these processes are automated to increase ease of use and reduce administrator burden.

### Feature Configuration

Event Mirroring creates a synchronized link between an event in Convio COM and an event in Common Ground. The functionality, which is disabled by default in the Convio Fall 2010 release, depends on a site option, `EVENT_COMMON_GROUND_MIRRORING_ENABLED`, which must be set to `TRUE`. Contact Convio Support to request them to enable this feature if you want to use it.

Once an event to be mirrored has been created on Common Ground, the mirroring from COM is a direct process that involves pushing a button, “Mirror a Common Ground Event.” Mirroring largely replaces the Event Synchronization process.

Note: You can still use Event Synchronization, but that older process is convoluted and slow compared to the streamlined mirroring.

#### Considerations:

- You can only mirror Gala events.
- You can only mirror one event at a time.
- You must set a Primary Campaign in Common Ground.
- Changes and edits in the Common Ground Event will mirror for COM administrators in real time.
- Changes and edits in the Common Ground Event will mirror for COM users after one hour.
- A Convio Administrator can configure a given Event cross-reference type to be required.
- After you click to mirror an Event or Membership Level, you will encounter several grayed-out fields when you edit it. Those fields must be edited in Common Ground. Most fields will not be grayed out; that is because they do not exist in Common Ground, only in COM.

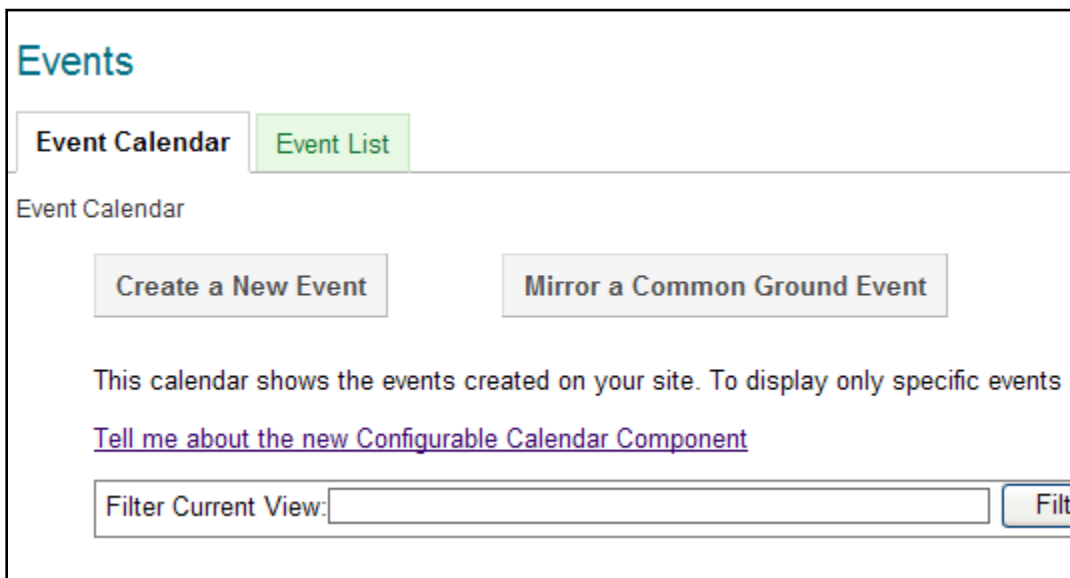
#### Steps to Mirror an Event

In Common Ground, create a new Gala Event as you would normally. Be aware of two caveats:

- While you can create Sponsor levels, you cannot mirror Sponsor levels
- Only a Gala Event can be mirrored.

In COM:

1. After you have created your Common Ground Event, click the “Mirror a Common Ground Event” button which displays on the Event Calendar page to the right of the “Create a New Event” button:



The screenshot shows the 'Events' section of a web interface. At the top, there are two tabs: 'Event Calendar' (selected) and 'Event List'. Below the tabs, the 'Event Calendar' section contains two buttons: 'Create a New Event' and 'Mirror a Common Ground Event'. Below these buttons, there is a text description: 'This calendar shows the events created on your site. To display only specific events...' followed by a link: 'Tell me about the new Configurable Calendar Component'. At the bottom, there is a 'Filter Current View:' label, a text input field, and a 'Filter' button.

The page for you to select the Common Ground Gala Event to mirror will display, as shown:

**Events**

**Event Calendar** **Event List**

[Event Calendar](#) > Mirror a Common Ground Event

**1. Identify Event**

Select the Gala Event from Common Ground that you would like to mirror.

Filter:

**Common Ground Event**

a0NA0000002jYDmMAM - Richard's Gala Planning Event

**Finish** or [Cancel](#)

- After you select the event to mirror, click the Finish button. The Event List tab will be highlighted and the Event edit process flow will display. Note: The fields for Event attributes defined on Common Ground will be grayed out. You will only be able to edit the attributes that are definable exclusively in Convio COM. In the screen capture below, the Event Name, which was defined in Common Ground, is grayed out.

**Events**

**Event Calendar** **Event List**

[Richard's Gala Planning Event 09/30/2010](#) > Identify Event

**1. Identify Event**

**2. Set Event Date**

**3. Configure Additional Information**

**4. Edit Ticket Information**

**5. Customize Confirmation Message**

**6. Configure Ticket Types**

**7. Include Questions**

**8. Customize Autoresponders**

**9. Configure Cross-References**

**10. Publish**

**✓ The event has been created. You can now update additional event information.**

**\* 1. Event Name:**  
Identifies this event on the calendars and lists

**2. Security Category:**  
Controls who can view this event

**\* 3. Page Wrapper:**  
Controls the elements that will display in the margins on the event page (Tip: To work with Page Wrappers, click Setup and Page Wrapper Editor.)  
☒ **Use the default Page Wrapper**  
☐ **Override the default Page Wrapper**

**Next** or [Cancel](#)

After you publish the mirrored event on COM, if you edit the Common Ground content, those changes will update in COM immediately for administrators.

**Important:** Changes made to a CG Event are not updated and available to users for one hour.

For existing events in Common Ground, you must go through the mirror and cross-referencing process in COM.