

Datasync

Datasync is a premium feature that can be added to most carbonhouse sites. Datasync allows clients to create events two ways: through a data feed from a ticketing company, as well as manually.

While datasync is slightly different for each client, the overall principles are the same.

API Feeds

The datasync module is located within the Website tab, and will display the API feed or feeds being pulled into your site. From this view, you can search the feed for specific information, such as an event name. You can also view various feed details, including the date and time of the last sync, the status of the sync, and the source of the sync. Feeds can also be turned on and off here, or you can start a manual sync.

Please note that manual sync is only available for clients whose ticketing company allows for immediate updates of the feed, such as AXS and Paciolan. Other ticketing companies have a limit on the number of times the datasync can be run per hour. In that case, the manual sync will not produce new results.

Managing API Feed Events

Events that come in from the feed will automatically be added to your events database. For some sites, the events are pulled into Showtime and published directly to the site. For others, they are pulled into the “Drafts” tab under Events in Showtime and need to be published manually. This is determined on a site by site basis, depending on your needs.

When opening an event synced from the feed, you’ll notice that any fields that have been pulled in will be grayed out and can't be edited without selecting the override feature. Once the override feature is used, that field is no longer tied to the feed and will not update with future datasync runs. However, the updated information from the feed will still be stored, meaning that the field can be reverted back to the latest feed information at any time.

A common use case here would be if you have to update an event in a hurry when the new information hasn't come through yet on the datasync. You have the ability to override the information temporarily and then revert it back once the ticketing company has made the change on their end.

Merge Events

Another feature of datasync is the ability to merge events. Merging events allows you to combine two or more events into one. The main use cases for this feature are combining manually created events with events from the feed, and combining multiple event showings.

In some instances, you may want an event to show on your site before the event information is available from the feed. In this case, you can create the event manually and then merge it with the event from the feed when it becomes available.

Certain ticketing companies send each showing as a separate event. In this case, you would use the merge events feature to combine all of those events into one master event with multiple showings.

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