

Customer Enhanced Subscriptions

Customer records may subscribe to Enhanced Scripts. For more information on the [creation and editing of Enhanced Scripts](#), check out this guide.

Adding an Enhanced Script to a Customer

The screenshot displays the 'Enhanced Subscriptions' interface. At the top, there is a filter section with 'Show Subscribed Only' and a search bar. Below this is a table with columns: Subscribed, Edit Bulk, Edit Custom, ID, Owner, Name, Type, E-Mail, Ev Code, Ev Cat, Dispatch, Script, Res Code, and Acct Change. A single row is visible with values: CMTEST, Caryn's Test Customer, Caryn's Test Customer, Residential, carynmorgan@orioncatconsulting.com, and checkboxes for Ev Code, Ev Cat, Dispatch, Script, Res Code, and Acct Change.

Below the table is a configuration panel with two main sections: 'Bulk Entry Selections' and 'Custom Data Entry'. 'Bulk Entry Selections' includes a dropdown for 'E-Mail' and checkboxes for Event Code, Event Cat, Dispatch, Script, Resolution Code, and Account Change. 'Custom Data Entry' includes a 'Subscription' section with a 'Contact' dropdown (set to 'Caryn's Test Customer') and a 'Contact Point' dropdown (set to 'carynmorgan@orioncatconsulting.com'). To the right of these dropdowns are 'Triggers' with checkboxes for Event Code, Event Cat, Dispatch, Script, Resolution Code, and Account Change. The 'Resolution Code' checkbox is checked. A close button (X) is also present.

At the bottom right of the panel are 'CANCEL' and 'DONE' buttons.

1. Load the Customer's **Enhanced Subscriptions**.
2. Click the **Pencil icon** (✎) to update/add subscriptions.
3. To add a subscriber, Select **Show All**.
4. **Select the user** to subscribe.
5. Select **Edit Bulk**.
6. **Select the items** to include.
7. Click **Done**.
8. **Save** (⏎) the Record.