

# Enterprise customers in Genesis

## Topic 1: Orchestra and AI Editor Betas for Enterprise customers

### Background

To enable AI Editor and Orchestra for Enterprise customers, we must allow them to create Bridge Service (correlation) records. So far teams have been working under the assumption that Bridge service will not have Enterprise user records.

Bridge Service correlates a user across all ecosystems. Eg: If a Grammarly user comes and wants to access a Coda entity, Bridge service will help correlate that user across Grammarly & Coda. For Grammarly or Coda Enterprise users bridge service records are created for certain triggers

1. [SH.com](#) signup for new users
2. [Grammarly.com](#) sign up for new users
3. If a Grammarly Free/Pro user tries to launch the Assistant, it will create a correlation record. In some cases the correlated user in Coda might have an Enterprise licenses

### Key Question: What problems does it create for your team if Bridge Service allows Enterprise customers (admins & users) and creates correlation ids for the same

Team	Concerns & Resolution
Identity	<ol style="list-style-type: none"><li>1. Identity has a gate for Enterprise users.</li><li>2. &lt; 1 day of work to remove this Gate</li><li>3. No concerns from an Identity pov</li></ol>
Nomos (XPS)	Nomos will ignore Enterprise user records in Bridge service and not create Genesis orgs for them. With this implementation there are no concerns for Nomos to enable Bridge Service for Enterprise customers
Privacy	<ol style="list-style-type: none"><li>1. There are some data loss issues for bridged customers on Enterprise accounts.</li><li>2. Once a Bridge service record is created user lifecycle is tied to Grammarly</li><li>3. <a href="#">@Benjamin Poiesz</a> and <a href="#">@Giles Douglas</a> to define privacy policy that applies to all Genesis products. More details on the data deletion concern and the short term fix <a href="#">here</a></li><li>4. This should be addressed but not block Enterprise users in the Bridge Service</li></ol>
Coda admin	AI Editor documents will not be visible in the Coda Admin panel, as AI Editor workspaces are created outside of the normal Coda workspace lifecycle.



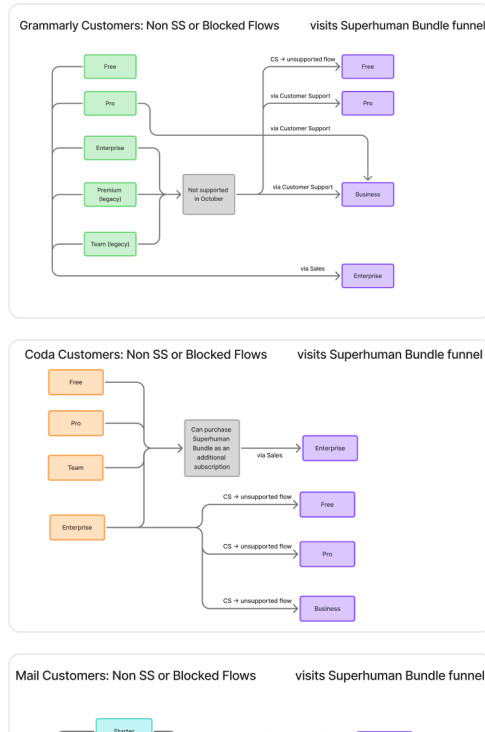
**Decision: Identity will allow Enterprise users to be correlated via Bridge Service to enable AI Editor Beta and Orchestra Beta.**

## Topic 2: Enterprise customers for Grammarly, Coda, Mail visiting [Superhuman.com](#)

We have aligned on the [following SKU Upgrades and Downgrade paths](#)

Customer Flow	Figma	What is expected to happen?
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- Grammarly Enterprise admin/user visits [Superhuman.com](#)
- Coda Enterprise admin/user visits [Superhuman.com](#)
- Mail Enterprise admin/user visits [Superhuman.com](#)



1. User/Admin visits [Superhuman.com](#)
2. Signs up or Logs in
3. Identity creates a Bridge service record
4. Nomos **does not create a Genesis org** since this is an Enterprise user/admin
5. Growth shows an error for such users to reach out to when they visit the Genesis plans page
  - a. Any user without Genesis org → when they visit try to purchase any of the plans → they will see



## Decisions

1. Enterprise users who visit [Superhuman.com](#) will be able to login using Unified Login where applicable
2. They will be able to access ATC
3. They will not be able to purchase any SS Bundle SKUs and receive an in-product error in the purchase funnel

## Dory: Topics for discussion

Done ▾

Done	Question	Author	Upvote	Notes
✓	From a customer perspective, I'm reading our proposal as "We want all existing enterprise / managed a la carte customers to go through Sales to purchase the bundle (or variations thereof)." Maybe redundant, but just to triple check: is everyone aligned with this?			
✓	Question on the green / red paths in the Coda diagram — does this imply existing free/pro/team users can migrate to Superhuman accounts at oct 29? Or just that they can create a new Superhuman account if they want (but expects new workspace / cancelled old workspace, no migration support)			