**DUPLICATE SEARCH**

1. **What is duplicate case?**
2. A duplicate case is an open instance of the case type that matches a set of conditions that you define.
3. **What is the use of duplicate search?**
4. Users need to identify duplicate cases so that users can process the correct case. It help users identify and resolve duplicate cases. This process is implemented in your case life cycle as a Search duplicate cases step.
5. **How do you add a duplicate case type in PEGA?**
6. On the configuration menu, click Add process > New process to add a new process. In the label field of the new process, enter Resolve duplicate cases. Click Step > More > Automations > Search duplicate cases, and then click Select to add the Search duplicate cases automation to the process.
7. **How can we identify the duplicate cases using duplicate search?**
8. The duplicate search process is implemented in the case life cycle as a **Search duplicate cases** step. When a case enters the step, the system uses **basic conditions** and **weighted conditions** to compare specific property values with cases already present in the system in order to identify the duplicate cases.
9. **What is basic condition?**
10. It is a pre-condition that the case has to check the properties and values on the basis of basic condition in order to be considered as a duplicate or not.
11. **What is weighted condition and how it can be useful?**
12. In this weighted conditions, the user should assign relative weight to each condition.

By assigning relative weight to each condition we can calculate total weight of a case, which our application uses to determine whether the case is duplicate or not.

If the condition is matched then the relative weight of the condition is calculated and if the total weight is equal to or greater than the threshold value then the case instance is considered as a duplicate case.

For cases that meet the basic conditions, the system continues to evaluate the weighted conditions for duplicate cases. When the total weighted value for a case meets or exceeds the threshold value, the case is flagged as a potential duplicate.

1. **What is the use of adding basic conditions and weighted conditions in duplicate search?**
2. To Improve the performance of our duplicate case search and limit the number of potential duplicates by defining weighted and basic conditions for a potential duplicate case.
3. **What is meant by threshold value?**
4. It is a value that sets a limit or boundary to the case to be considered as a duplicate.

**For example:**When you create three conditions with the weight of 20 each, the total weight is 60. If we set the threshold value as 40 in the **And weighted conditions sum at least field. If the two conditions meet the criteria and the total sum becomes 40. The total sum is equal to the threshold so the case is considered as a duplicate case.**

**If only one condition is meet the criteria, the total sum becomes 20 and it is less than the threshold and the case is not considered as a duplicate.**

1. **What is meant by potential duplicate?**
2. If the sum exceeds a specified threshold value, the system flags the current case as a potential duplicate. The search duplicate cases process then displays to the user the current case and the matching case in the system.
3. **Explain a scenario for duplicate search?**

Example: A health care services application handles requests to authorize insurance coverage for surgical procedures. A hospital administrator calls the insurance company to request an authorization code for a patient's knee surgery on March 18. The day before, the physician's assistant sent a fax requesting pre-authorization for the same patient, surgeon, and surgery date.When the second request comes in by fax to the insurance company, the insurance company operator recognizes it as a duplicate and resolves it with a status of Resolved-Duplicate. The insurance company operator updates the original request and provides the hospital administrator with the existing authorization code.

In the example of the health care services application, the patient date of birth is the basic condition. The surgeon name, surgical type, procedure, and procedure date are weighted conditions with a value of 25 each and a threshold of 50. The system displays the case entered on March 18 as a duplicate because the date of birth, surgeon name, surgical type, procedure date, and procedure match the values in the original case, and because the total weighted condition value is 100, exceeding the matching threshold of 50. The user decides that the second request is a duplicate and resolves the case as Resolved-Duplicate. The user then continues with the initial case and provides the hospital administrator with the original authorization code.

* **Functionality of duplicate search:**

