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Data Cleansing

The Universal Connector supports data cleansing on the Account, Business Address, Contact, and List Mgmt Prospective Contact business components. For Siebel Industry Applications, the CUT Address business component is used instead of the Business Address business component.

> **Note:** Functionality for the CUT Address business component and Personal address business component varies. For example, only unique addresses can be associated with Contacts or Accounts when using the Personal Address. In contrast, the CUT Address does not populate the S_ADDR_PER.PER_ID table column, thereby allowing non-unique records to be created according to the S_ADDR_PER_U1 unique index and associated user key.

For each type of record, data cleansing is performed for the fields that are specified in the Third Party Administration view. The mapping between the Siebel application field names and the vendor field names is defined for each business component. For more information about preconfigured field mappings, see Examples of Parameter and Field Mapping Values for Universal Connector.

In real-time mode, data cleansing begins when a user saves a newly created or modified record. When the record is committed to the Siebel database:

1. A request for cleansing is automatically submitted to the Data Cleansing business service.

2. The Data Cleansing business service sends the request to the third-party data cleansing software, along with the applicable data.

3. The third-party software evaluates the data and modifies it in accordance with the vendor's internal instructions.

4. The third-party software sends the modified data to the Siebel application, which updates the database with the cleansed information and displays the cleansed information to the user.

In batch mode you use batch jobs to perform data cleansing on all the records in a business component or on a specified subset of those records. For data cleansing batch jobs, the process is similar to that for real-time mode, but the batch job corrects the records without immediately displaying the changes to users. The process starts when an administrator runs the server task, and the process continues until all the specified records are cleansed.

If both data cleansing and data matching are enabled, data cleansing is done first. For information about running data cleansing batch jobs, see Cleansing Data Using Batch Jobs.