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⚫ = Emergency, ⚫ = High, ⚫ = Medium, ⚫ = Low

Posted By : Ganesh Sawant
B272
Date & Time : 08-11-2016 06:59:PM
Pamcal -dedup check issue | Emergency

We have received case id 1445968 on 01st Nov 2k16 for ENBD Auto loan.

Same case was again received case ADIB838 on 06th Nov 2k16 for ADIB Auto Loan.

When dedupe search was done for ADIB838 the earlier existing case did not show in the dedupe results, however same FE was visiting the 02nd time so FE highlighted that he has done visit for same case earlier.(All details including applicant name, address and contact numbers are same for both the cases).

Then we internally import test cases individually for each client, when we import for ENBD Auto loan now we are receiving below error, but not showing the earlier case in the PMS received on 01/11/2016

" Same Client Id, Applicants Name and Reference No already exists in the system for Row No : 1"(Error shown from RES post dedupe search)

We are experiencing same issue when we import a case individually for ADIB we are receiving the same error above.

📄 dedup.zip
⬇ Download
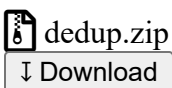
Posted By : Rakhi Gaud
B272
Date & Time : 09-11-2016 02:21:PM
Checked both cases.
Only applicant's name is same, client and ref no are different because of this dedupe search did not show any result while importing second case(ref no.ADIB838).
PFA of case details in list.

About test cases, please share the import sheet and values which you select while import.

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Posted By : Ganesh Sawant
B272
Date & Time : 10-11-2016 05:14:PM
lets have skype call tomorrow - 11th Nov 2016@ 11.30 am with Dubai team
Posted By : Rakhi Gaud
B272
Date & Time : 11-11-2016 04:37:PM
Yes.
Had skype call with Sandeep and Niranjan sir.
Discussed issue, but Niranjan sir don't know about the actual process(selected values and import sheet) followed while import.
So, he want to arrange a skype call again with his team on Monday(14-Nov-2016).

System is working fine as per changes done in dedup search module.
I have checked below points again :
1) and 2)
- checked both cases again and copied the applicant name only(other data is different).
Created a test import sheet to check dedup is working fine or not.
Tried to import that sheet.
But not found any issue, system showing proper dedupe result.
PFA:
ENBD import.xlsx - Import sheet.
screen1.png - Values selected while import.
screen2.png - Dedupe result.
screen3.pnp - Dedupe result in detail.

4) Then we internally import test cases individually for each client, when we import for ENBD Auto loan now we are receiving below error, but not showing the earlier case in the PMS received on 01/11/2016

" Same Client Id, Applicants Name and Reference No already exists in the system for Row No : 1"(Error shown from RES post dedupe search)

- This is not an issue, this is change mentioned in task list(Point no.49).
System simply alert with this error message if any case of same client, applicant name and ref no is already available in system.

Please verify it once again and let us know if any issue found.

🗄 B272.zip
[↧ Download]
Posted By : Rakhi Gaud
B272
Date & Time : 24-11-2016 10:19:AM
Discussed(on skype call - 23-Nov-2016) issue with Hari and Steven sir, checked it on my machine as well as on their machine at same time.
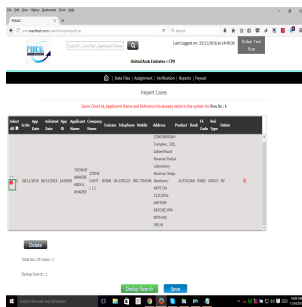System working properly, there was no issue found in dedupe.
I think they didn't know about the option('i' icon used to view duplicate cases in new page for particular record in import case sheet) visible in result page of dedupe search.
PFA.

Also added two fields in Dedupe field mapping
1. off_add2 - 'PO Box number'
2. off_city - 'Emirates'

[↧ Download]
Posted By : Rakhi Gaud
B272
Date & Time : 24-11-2016 02:40:PM
Hi,

Client email -
****
Dear Rakhi,
Please note the confirmation from your end that Dedupe is working fine is not correct.(The 02nd attempt import identification issue was not resolved and you were supposed to give confirmation on it)

However we have come across a new issue wherein when we import the file and go to Dedupe check it is showing numerous count of data against a case which is on a processing basis and keeps on uploading, even we are not able to take the count. This is happening with the import file of all clients

We are attaching the import file of client name as Mashreq bank and Product as CC, Dedupe shown and Dedupe Find file.

Please check at your end with same file for the results and let us know if a Skype call is required to discuss this issue.

Kindly provide an solution as Dedupe check is not possible in this scenario.
Regards,
Steven Pereira.
****

I have checked the given import file.
It showing lots of duplicate record after dedupe search because, as per client requirement today morning I have added 2 extra fields(1. off_add2 - 'PO Box number',2. off_city - 'Emirates') in dedupe field mapping master.
As we discussed already that search method will be partial search or complete search.

Now, I have removed that 2 fields(1. off_add2 - 'PO Box number',2. off_city - 'Emirates') from dedupe field mapping master and checked import file again, now system showing less duplicate records after dedupe search.

Kindly verify and confirm with Dubai team, that they need these fields in dedupe search?
Posted By : Navika Desai
B272
Date & Time : 10-02-2017 02:11:PM
What changes were made to dedupe? Please document as I need to check with operations
Posted By : Rakhi Gaud
B272
Date & Time : 15-02-2017 08:59:AM
There was no change in coding for dedupe.
Did changes in dedupe field mapping master to add fields given by client and it is dynamic.

Posted By : Navika Desai
B272
Date & Time : 15-02-2017 09:42:AM
Okay thanks.

@Ganesh Sir, please close this bug.
Posted By : Ganesh Sawant
B272
Date & Time : 22-02-2017 10:49:AM
Bug is closed.

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