

Customer Search, Verification & Duplicate Prevention

Customer Search, Verification & Duplicate Prevention

Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Purpose

Search and verification reduces duplicate creation, prevents ownership errors, and ensures operational accuracy. This workflow must be executed before creating any new customer or account in production.

Minimum Verification Checks

- Search by primary phone and email
- Search by identity reference (customer code/ID, document reference if used)
- Search by address keywords (when phone/email are unknown)

Duplicate Prevention Rules

- Do not create a new customer if the same legal entity already exists.
- If multiple records exist, escalate for merge/dedup policy handling.
- Prefer updating verified contact fields rather than creating a second customer.

Operational Workflow

1. Search using strongest identifiers first (phone/email/customer ID).
 2. Open matching record and verify classification and active services.
 3. If match confirmed → proceed with account/service actions under the existing customer.
 4. If uncertain → escalate for verification before creation.
-

Screenshots

Screenshots not yet added.

Revision #1

Created 2026-02-03 15:12:16 UTC by Admin

Updated 2026-02-03 15:12:16 UTC by Admin