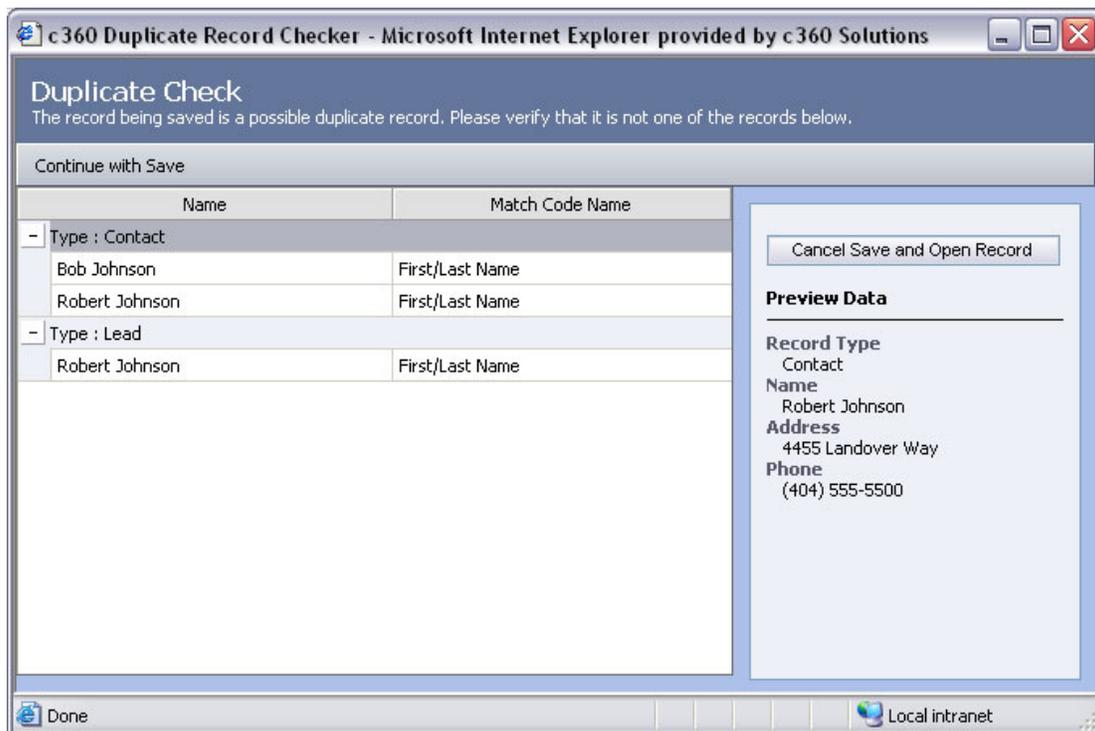# c360 Solutions Duplicate Detection for Microsoft CRM 3.0

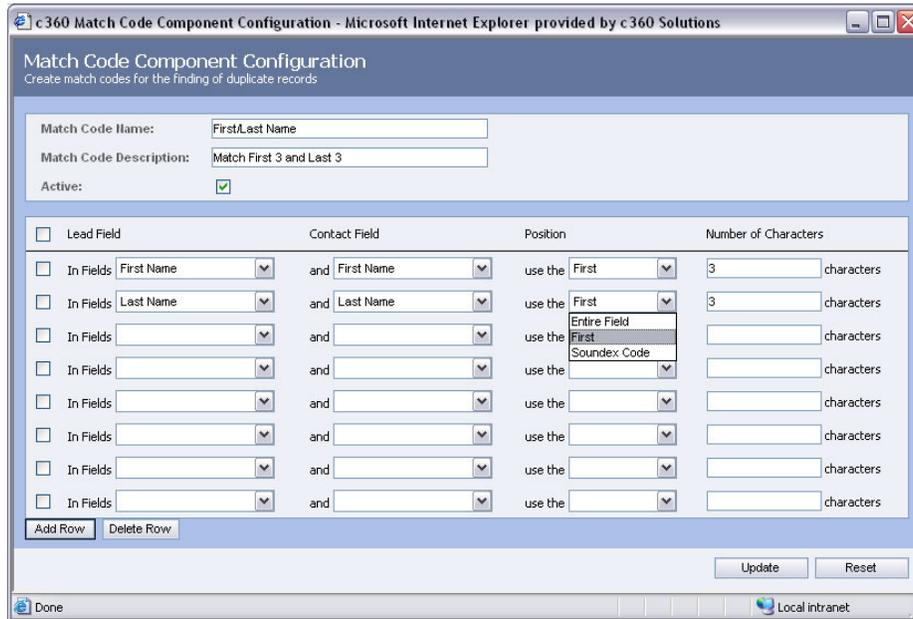**Overview**

c360 Solutions Duplicate Detection is a Microsoft CRM enhancement that notifies Microsoft CRM users when they are creating a Lead, Contact or Account record that appears to be a duplicate of an existing record. The features of Duplicate Detection are:

- Compares against Lead, Contact and Account records, using concept of 'individual' (i.e. Lead or Contact) and 'organizational' (i.e. Lead or Account) records to intelligently determine where duplicates exist
- Implements match code technology for rapid detection and display of potential duplicates as users are inserting and updating CRM records
- Allows administrators to define up to 5 match codes per record type (individual/organizational)
- Allows use of partial string, entire field and sound matching (Soundex) comparison options when configuring match codes
- Includes scheduled process for nightly detection of duplicates
- Includes a Potential Duplicates Queue where users can review potential duplicates that have been identified by the scheduled duplicate detection process

When Lead or Contact records are inserted or updated Duplicate Detection checks for potential duplicates from within Lead and Contact records.

Up to five match codes can be created for individual (Lead and Contact) and organizational (Lead and Account) comparison. Match codes can compare entire fields, partial strings and sound matching
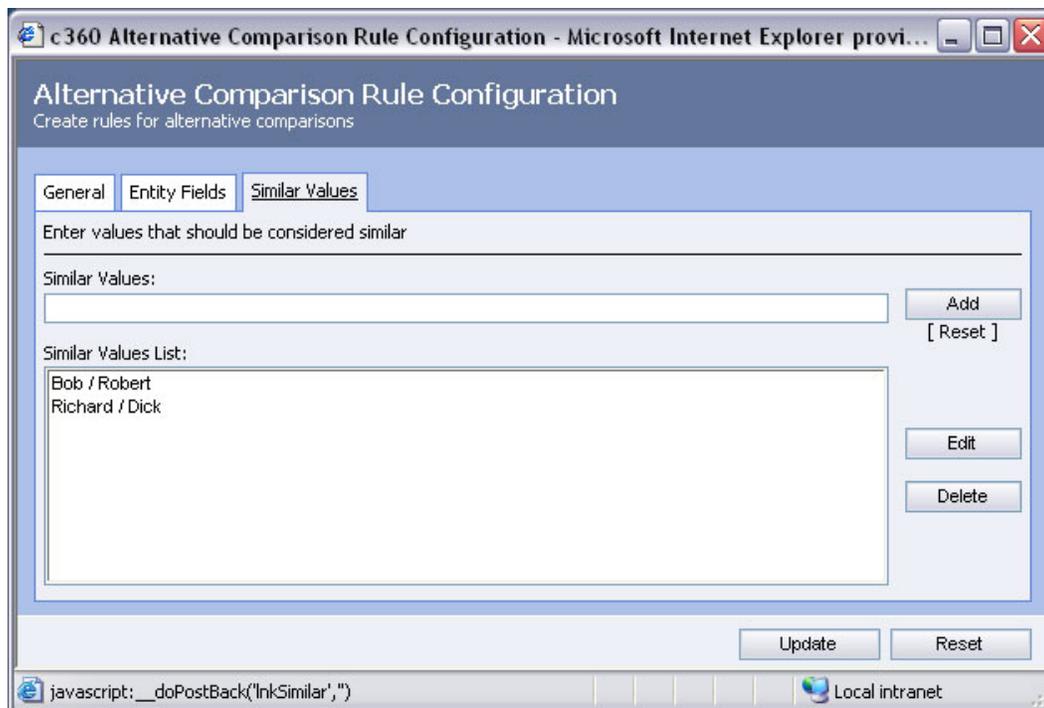
Administrators can create alternative comparison rules so names like Bob and Robert or letters like e and é can be compared. These rules are configurable for language and cultural subtleties
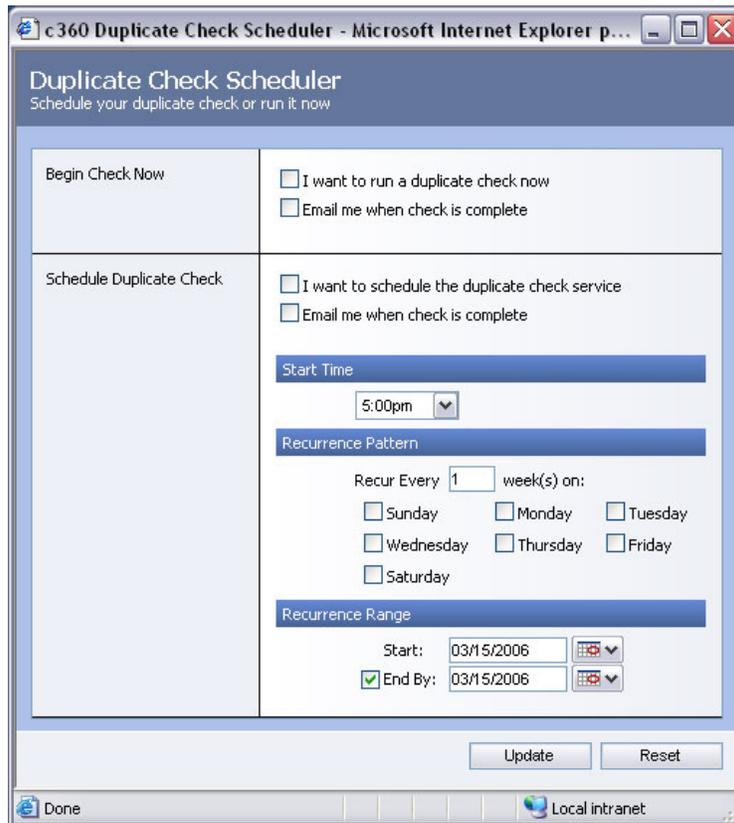
Duplicate Detection includes a scheduler to allow administrators to schedule recurring proactive checks for duplicate records
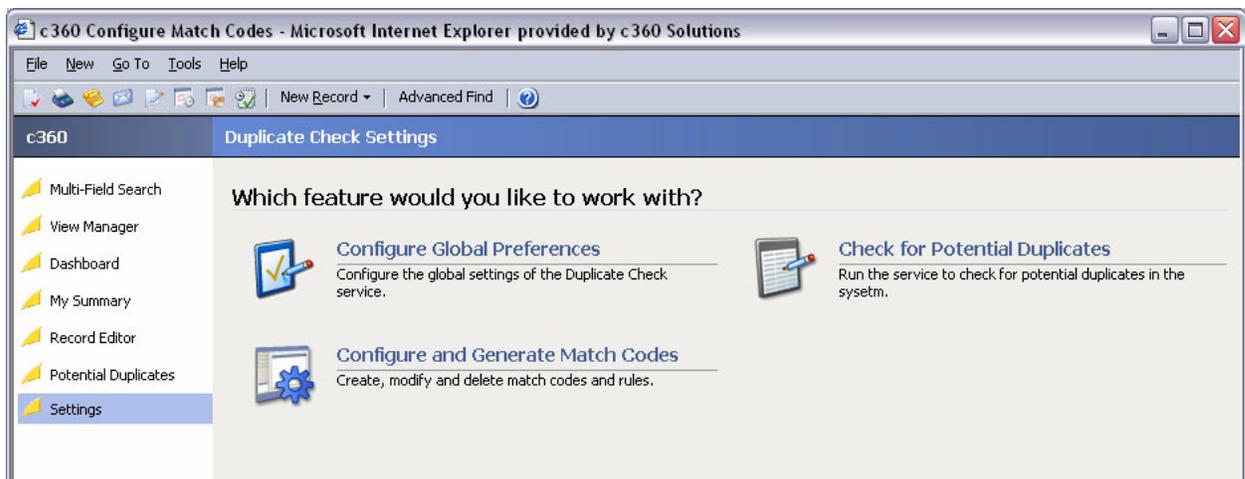
Like all c360 products, Duplicate Detection is fully configurable through user-friendly CRM administration screens

Languages
All c360 products are available in multiple languages and can be easily translated into additional languages by simply making changes to the label and caption values found in a separate .XML document. Each product's Installation and Configuration guide provides detail on making language modifications. All product downloads include language files for multiple languages.

Licensing
The number of Core Productivity Pack licenses must equal or exceed the number of assigned user licenses or Core Productivity Pack will not function for any user. For example, a company that has purchased 25 Microsoft CRM licenses, but has only 11 of them assigned to users needs 11 Core Productivity Pack licenses.

Support, Upgrades and Enhancements
The list price of Core Productivity Pack includes first year support, upgrades and enhancement per the c360 Solutions Software license agreement. After the first year, a support and enhancement plan can be purchased for 20% of the total cost of all Core Productivity Pack licenses.

Information
For more information on c360 Summary and the Core Productivity Pack, contact your c360 reseller:

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