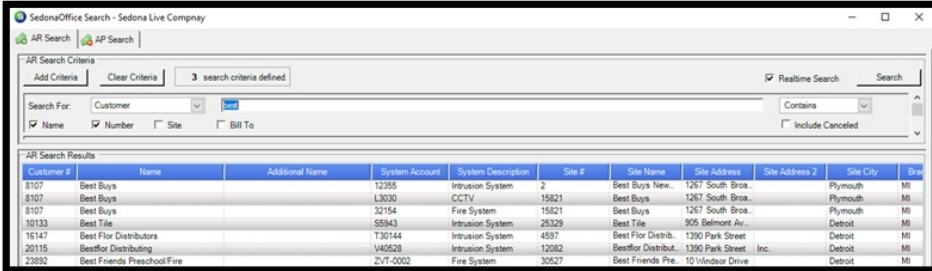


Customers Show Multiple Times in Service Search

Last Modified on 09/12/2024 5:13 pm EDT

Issue:

We are seeing some customers show up more than once in the search.



The screenshot shows the SedonaOffice Search interface. The search criteria are set to 'Customer' and 'best'. The search results table is as follows:

Customer #	Name	Additional Name	System Account	System Description	Site #	Site Name	Site Address	Site Address 2	Site City	State
8107	Best Buys		12355	Intrusion System	2	Best Buys New...	1267 South Broa...		Plymouth	MI
8107	Best Buys		L3030	CCTV	15821	Best Buys	1267 South Broa...		Plymouth	MI
8107	Best Buys		32154	Fire System	15821	Best Buys	1267 South Broa...		Plymouth	MI
10133	Best Tile		S5943	Intrusion System	25329	Best Tile	905 Belmont Av...		Detroit	MI
16147	Best Flor Distributors		T30144	Intrusion System	4597	Best Flor Distrib...	1390 Park Street		Detroit	MI
20115	BestFlor Distributing		V40528	Intrusion System	12082	BestFlor Distrib...	1390 Park Street	Inc.	Detroit	MI
23883	Best Friends Preschool/Fire		ZVT-002	Fire System	36527	Best Friends Pre...	10 Windsor Drive		Detroit	MI

Resolution:

This will occur when the customer has more than one active system on their account.

In this example the customer 8107 has three different systems on their account. Since the search is also displaying the system and site detail the search returns one line for each active system.



The table shows search results for customer 8107, highlighting that they have multiple active systems:

Customer #	Name	Additional Name	System Account	System Description	Site #
8107	Best Buys		12355	Intrusion System	2
8107	Best Buys		L3030	CCTV	15821
8107	Best Buys		32154	Fire System	15821
10133	Best Tile		S5943	Intrusion System	25329

Below is the query that is used in the search.

```
SELECT TOP 100 'ID' = cust.Customer_Id , 'Customer #' = cust.Customer_Number
, 'Name' = cust.Customer_Name, 'Additional Name' = cust.Customer_Name_2 , 'System
ID' = sySys.Customer_System_Id
, 'System Account' = sySys.Alarm_Account , 'System Description' = sys.Description , 'Site ID' = sSite.Customer_Site_Id
, 'Site #' = sSite.Site_Number , 'Site Name' = sSite.Business_Name , 'Site Address' = sSite.Address_1, 'Site Address
2' = sSite.Address_2
, 'Site City' = sSite.GE1_Description , 'Branch' = cbran.Branch_Code , 'Bill Address' = cbill.Address_1, 'Bill Address
2' = cbill.Address_2
, 'City' = cbill.GE1_Description , 'State' = cbill.GE2_Description, 'Telephone' = cbill.Phone_1 , 'Status' = cstat.Description
, 'Type' = ctype.Type_Code
FROM AR_Customer cust
INNER JOIN AR_Branch cbran ON cbran.Branch_Id = cust.Branch_Id
```

```
INNER JOIN AR_Customer_Bill cbill ON cbill.Customer_Id = cust.Customer_Id AND cbill.Inactive <> 'Y'  
  
INNER JOIN SS_Customer_Status cstat ON cstat.Customer_Status_Id = cust.Customer_Status_Id  
  
INNER JOIN AR_Type_Of_Customer ctype ON ctype.Type_Id = cust.Customer_Type_Id  
  
INNER JOIN AR_Customer_Site sSite ON sSite.Customer_Id = cust.Customer_Id  
  
INNER JOIN AR_Customer_System sySys ON sySys.Customer_Site_Id = sSite.Customer_Site_Id  
  
INNER JOIN SY_System sys ON sys.System_Id = sySys.System_Id  
  
WHERE (cust.Customer_Name <> 'N/A' AND cbill.Is_Primary = 'Y')  
  
AND (cust.Customer_Name LIKE '%8107%'  
  
OR cust.Customer_Name_2 LIKE '%8107%'  
  
OR cust.Customer_Number LIKE '%8107%'  
  
OR cust.Old_Customer_Number LIKE '%8107%')  
  
AND (sSite.Inactive <> 'Y')  
  
AND (sySys.Inactive <> 'Y')  
  
AND (cstat.Customer_Status_Id != 3)  
  
AND (cust.Customer_Id > 0)  
  
ORDER BY 'ID'
```