

Duplicated Leads

Overview

The **Duplicated Leads** screen shows leads that someone attempted to add more than once. Instead of creating a duplicate record, the system flags it here for review.

Duplication is detected based on **mobile number**.

The screenshot displays the 'Duplicated Leads' interface. At the top, there is a search bar with the text 'Search...' and a magnifying glass icon. To the right of the search bar are buttons for 'Bulk State Move', 'EXPORT', and 'MERGE'. Below the search bar, there is a 'Number Of Leads : 18' indicator. Further down, there are buttons for 'SORTING METHOD', 'ASSIGNMENT', and '10'. At the bottom of this section is an 'IGNORE' button.

Lead	Last Action	Next Action
<input type="checkbox"/> Code : 536 Mobile : 201111111101 Email : UTZdrDuLIX@dotshub.info Lead ID : KO Broker : N/A Broker Agent : N/A Creator : Admin Lead Date : 18 Sep 24 2:09 PM N/A	withdraw Created At : 2024-09-18 15:15:06 Notes : Lead withdrawn from Amr at Fresh	Contact 1 State Selr REPLY OPTI GENDER Segment Age PURPOSE SUBMIT Select Tag UPDATE TAG

The Duplication Warning

When a user tries to enter a mobile number that already exists in the system, they see this warning on the lead creation page:

The screenshot shows a warning message on a lead creation page. The message is displayed in a light gray box with a blue border on the left side. It starts with a double exclamation mark and a warning triangle icon, followed by the text 'Number is Duplicated!!'. Below this, there is a text input field containing the mobile number '01127182062'. Underneath the input field, the text 'Number is Duplicated !!' is displayed in red.

This prevents the duplicate from being accidentally saved as a new lead.

How It Works

When a duplicate lead is submitted (via upload, manual entry, or integration), the system:

1. Does **not** add it as a new lead — it sends it to the Duplicated Leads screen instead.
2. Shows it here as a **notification only** alongside the existing lead record.
3. Displays the new information so you can review and decide what to do.

You can then decide what to do with it.

Available Filter Options

Filter	Description
Lead Code	A unique identifier for each lead, used for quick reference.
Salesman	Filters by the salesman currently assigned to the lead.
Assigned From	Filters by who the lead was assigned from.
Teams	Filters leads associated with specific teams.
Creator	The user who originally created the lead.
Country	Filters leads based on phone number country code.
Lead Origin	Where the lead came from (e.g., Add New, Upload, Facebook).
Stage	Filters leads by their current reservation/sales stage.
Campaigns	Filters leads linked to specific marketing campaigns.
Sources	Filters by lead source (e.g., WhatsApp, Facebook).
Leads ID	Filters based on specific marketing info / Lead ID.
Lead Types	Filters by lead type (e.g., Lead, Broker Lead, Broker Request, CIL).
Branches	Filters leads associated with specific company branches.
Broker	Filters leads linked to specific brokers.
Broker Agents	Filters by agents working under a broker.
Projects	Filters leads associated with specific projects.
Broker Projects	Filters leads linked to broker-specific projects.
Tag	Filters by tags or labels applied to the lead.
Age	Filters by age or age group, if collected.

Filter	Description
Purpose	Filters by the lead's stated purpose.
Segment	Filters by market segment or demographic group.
Gender	Filters by gender, if collected.
Contact Tools	Filters by contact method used (e.g., phone, email, WhatsApp).
Reply Option	Filters by the lead's preferred reply method.
Assignment Type	Filters by how the lead was assigned.
Budget	Filters by the lead's budget range.
Date Request was created	Filter by the date the lead was originally created (From / To).
Date action was created	Filter by the date an action was logged on the lead (From / To).
Date action is taking place	Filter by the scheduled date of an action (From / To).
Assignment Date	Filter by when the lead was assigned (From / To).
Duplication Date	Filter by when the duplication was detected (From / To).

Actions You Can Take

Merge

Combine the new information with the existing lead record. For example, if a lead previously listed Cairo as their location but the new entry shows New Cairo, you can merge to update the record with the latest info.

Assign / Reassign

You can assign or reassign the existing lead to a different salesman directly from this screen — without needing to go to the lead's full profile.

Ignore

If the duplicate entry is irrelevant or incorrect, leave it without taking action.

Filters Available

You can filter duplicated leads by date, source, salesman, and other criteria.

How to Enable Duplication Detection

Go to **Settings** → **Sales Settings** → **Add Lead & Duplication** and enable the following options as needed:

Option	What It Does
Duplication	Sends duplicate leads to this screen instead of adding them again
Duplication Sign	Adds a visual badge on duplicate lead records
Change Lead Info	Updates the existing lead's info with the new data automatically
Show Duplication Warning on Lead Creation Page	Shows "Number is Duplicated!!!" warning when a duplicate mobile is entered manually
Change State	Updates the existing lead's state if the duplicate has a different state
Change Lead ID	Updates the Lead ID if the duplicate carries a different one
Change Creator	Updates the lead's creator when a duplicate comes from a different source

The screenshot shows a settings page with the following options and their states:

- Duplication: ON
- Duplication Sign: ON
- Change Lead Info: OFF
- Show Duplication Warning in Lead Create Page: ON
- Change state: OFF
- Change Lead Id: ON
- Change Creator: OFF

Key Things to Know

- Duplication is based on **mobile number only** — same number = duplicate.
- The duplicate record is shown for **information purposes** — it is not added to the system.
- Regularly reviewing this screen keeps your lead data clean and avoids double-assigning the same contact.

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