

Systems of Record

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Systems of Record represent upstream authoritative sources of records to match. In a typical campus deployment, examples of Systems of Record would include the student system, the HR system, the alumni database, and the guest management system. Each System of Record is identified by a *label* used in API requests. This label should typically be a short string, such as `sis` or `hrms`.

Trust Mode

Each System of Record has a *trust mode*, which determines how match rules are applied within a System of Record when a new record is submitted.

- **Standard:** Rules are applied to the source System of Record as for any other System of Record. The same Reference Identifier could be assigned to two different records (SORIDs) within this System of Record, in accordance with the Match Rules.
- **Potential:** If a record submitted by the System of Record matches a different identity within the same System of Record, and the Match Rules would otherwise have resulted in a Canonical Match, the result will be downgraded to a Potential Match. This is true even if the inbound record *also* matches records in *other* Systems of Record. Other Potential Match Rules will also be run.
- **Trust:** Each record submitted by the System of Record is assumed to be a unique identity *within the System of Record*, regardless of what the Match Rules would otherwise determine. The same Reference Identifier will never be assigned to two different records (SORIDs) within this System of Record.

Resolution Mode

Each System of Record has a *resolution mode*, which determines how potential matches (those that do not result in a canonical answer) are handled:

- **External:** Resolution is handled external to the request. This is typically suitable for batch oriented requests, where the System of Record is unable to handle multiple potential responses. A unmatched record is created in the matchgrid, and a Reconciliation Manager must manually resolve the potential match.
- **Interactive:** The System of Record is provided the potential candidates as part of the API response, and the System of Record must resubmit the request with the desired candidate indicated. No unmatched record is created in the matchgrid.



When connecting to [COmanage Registry](#) via Pipelines, the resolution mode must be set to *External*. However, when integrating via Enrollment Flows, the resolution must be set to *Interactive*.

Notification Email

When [Match Rules](#) generate potential matches in need of review, a System of Record-specific notification email address can be configured. This address will override any [Matchgrid](#)-wide address. For more details, see [Reviewing Pending Matches](#).

Changes From Earlier Versions

As of Match v1.2.0

- *Trust Mode* was introduced.