That if you search a certain way. There is… certain situation, I just don't know exactly. There is an exact search on it, so **if you make a typo there, or write the name slightly differently, you will actually get what you expect in terms of results**. When you find the customer afterwards, you think, hmm, why hadn't he actually found it on that personal data how'd had tried it first. (Interview 2020-11-10)

But then you have to deal with a perhaps **unclear handwriting**. Sometimes there is also an authorised person who fills in that information for them. Then it can of course be a **human error, and just a typo in a date of birth or something like that**. (Interview 2021-01-29)

And in many cases you have the same client, but then it is only based on a phonetic slip. But in a lot of cases it's also that it's just not the same person. (Interview 2021-01-29)

So then someone calls and says, with such and such. Well, of course **everyone has a difficult foreign name. So they always spell it wrong**. (Interview 2020-08-05)

It is also **difficult to distinguish between first and last names with certain names**. So you have to make slightly different combinations yourself: what can be a first name, what can be a last name. (Interview 2020-11-10)

But yeah, it just depends on how you use it I guess. **Some people retype everything, and other people copy everything**. Yes, it is, every user uses 'em differently I must say. (Interview 2020-11-02)

In principle, **you can search on any field**. It is true, also really, all those other solutions couldn't do that either. For example, **you can use any field in any combination you can.** So you can use all fifteen or twenty fields that ELISE has as input for your search. And **there is no required field to do either. So it's not that you have to enter a first name per se. You can also only search by nationality, so to speak.** And then you get back the top 100 of all people with that nationality.

Typos in strings, numbers, dates

Difficulties in interpreting and transcribing

Ways to input the data

Data frictions for input of search query

What I always do is look up last name and date of birth and then **depending on the matches I get, I just go through them one by one** I must say. Then I just go and see, is this the person I need yes or no. (Interview 2020-11-02)

Processing results

While in INDIGO it is indeed that too; it always shows results. But, same effect; so **the more data you sometimes provide, the more risk of match spreading, which means that the client you are looking for is not always at the top.** (Interview 2020-11-10)

And honestly the fact that it has a max. of 50, yes that actually says enough. Because even if he could come back with 200, yes, it's no use to me. **Often they all have the matching percentage; there are very few differences between them. So you would in fact have to go through all 200 to see if that is in between…** yes, then when we actually already don't do that when it reaches 50. (Interview 2020-11-02)

Dealing with too many results

Data frictions for output of search query

Trying search again

Often when you enter data and you see that your client does not put ten at the top with a matching percentage that is very low, yes, that means that nothing really resembles the values you have now. And you can actually indicate that faster like, okay, **I don't have to search for personal data now, but I will search one more time on date of birth, nationality.** Then of course you have completely different values, and then you can go and see whether the customer, person comes up. Because, yes, with the data that you then provide with personal data, a completely different spelling appears to be given to the customer. That you could only have found it by date of birth, nationality. (Interview 2020-11-10)

Unsuccessful results