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