Interaction guidelines	Scaffolding guidelines
User control and freedom: users should be provided with mechanisms to control the conversation	**User control and freedom:** users should be provided with mechanisms to control the conversation
Users should be able to use different expressions and synonims to mean the same thing (Sugisaki)	Users should be able to start and stop the conversation (Wei and Landay)
Users should be able to determine where they are in the conversation. The dialogue should provide users information about where they are in the website (Pucci, WCAG 2.2)	Users should be able to navigate back and forth between steps of a conversation (Pucci)
Users should be able to overrule, change or delete preferences and inputs at any point of the conversation (Sugisaki)	Provide undo and redo (Langevin)
Users should be able to skip dialogue and steps if they choose so (Sugisaki)	
A conversation should support direct questions to ask whether the website is supplying a specific feature (Pucci)	
Error prevention and recovery: the agent should be equipped with strategies to prevent mistakes and recover from them	**Error prevention and recovery:** the agent should be equipped with strategies to prevent mistakes and recover from them
Fall back intents are present to handle unknown requests (Borsci)	The agent checks and confirms user inputs before committing an action (Sugisaki, Langevin)
Error messages are in plain language and suggest how to overcome the error (Wei and Landay)	Submissions are reversible and the agent supports mechanisms to review information (WCAG 2.2)
If a format of input is expected, provide an example of the type of answer the chatbot expects (Sugisaki, WCAG 2.2)	
Inclusive and efficient communication and personalization: system prompts should be brief and informative, users should be able to personalise the verbosity of the prompt and other characteristics	**Inclusive and efficient communication and personalization:** system prompts should be brief and informative, users should be able to personalise the verbosity of the prompt and other characteristics
Prefer short and informative questions and sentences (Suhm, Wei and Landay)	Speed, verbosity, and language complexity should be adjustable according to users' preferences (WCAG 2.2)
Provide accelerators, such as shortcuts, bookmarks, abbreviations, and landmarks (Pucci)	
Help and documentation: the system should be equipped with scaffolding intents and documentation to guide users through the interaction	**Help and documentation:** the system should be equipped with scaffolding intents and documentation to guide users through the interaction
the conversation should suggest the next possible steps (Borsci)	The system should have an help function to help users discover what is possible to do (Pucci, Wei and Landay)
	There should be a repeat function (Pucci)
	There should be mechanisms to recover the navigational context if the user is lost (Pucci)

Interaction guidelines	Scaffolding guidelines
Consistency: dialogue should follow consistent patterns for similar functions. Vocabulary should also be consistent across the system	**Consistency**: dialogue should follow consistent patterns for similar functions. Vocabulary should also be consistent across the system
Navigation commands should be available at all times and be worded consistently (WCAG 2.2)	
Components that have the same functions are identified consistently (WCAG 2.2)	
Mapping between system and language conventions: the dialogue should respect common conventions in terms of form and linguistic choices	**Mapping between system and language conventions:** the dialogue should respect common conventions in terms of form and linguistic choices
Name functions as the user expects them (Suhm)	
Follow dialogue conventions such as turn taking (Murad, Suhm)	
Recognition rather than recall: deliver information only when relevant not to overload the user	**Recognition rather than recall:** deliver information only when relevant not to overload the user
Only present information relevant to the task (Murad, Langevin, Park)	
Divide the information into manageable chunks (Pucci, Murad)	
Inform users of the possible actions in that context (Wei and Landay, Langevin)	
Provide summaries of long textual information to before delivering it in full (Pucci)	
Provide a view in the large of the page to give users an idea of how the content is organised (Pucci)	
Present content hierarchically (Pucci)	
System status and conversational context: Users should be informed when changes within the system or conversational context happen	**System status and conversational context:** Users should be informed when changes within the system or conversational context happen
Give feedback when there are pages updates (WCAG 2.2)	
Ask confirmation for user input (Wei and Landay)	
Inform users when they need to take action and provide instruction (Park)	
Focus on the new elements in the page first (WCAG 2.2)	
The interaction should keep track of the navigational context (Pucci, Sugisaki)	
Trustworthiness and privacy: The system should convey trustworthiness by ensuring privacy of user data and protect the users' privacy and security throughout conversational interaction.	**Trustworthiness and privacy:** The system should convey trustworthiness by ensuring privacy of user data and protect the users' privacy and security throughout conversational interaction.
	Security measures should be built throughout a conversational interaction (authorization, authentication, etc.). (Murad)
	Provide opportunities for user data management. Allow the user to view and manage their personal data (Yang)
	The system should not falsely claim to be human. (Langevin)