Interview guideline for human process analysts

Study Purpose

Thank you for participating in this study.

This study investigates how effectively experienced human process interviewers can elicit and represent business processes compared to a large language model (LLM)-based interview agent. Both groups conduct interviews with simulated process owners and create corresponding BPMN models. The aim is to assess the completeness and correctness of the resulting process models with respect to the actual underlying processes.

Your task is to conduct interviews with three simulated process owners via a text chat and, based on the information obtained, create corresponding BPMN process models using bpmn.io.

The study is designed to reflect your natural way of conducting process interviews. There are no predefined rules on how to structure your questions or how to approach the conversation, you may rely entirely on your own professional experience.

Instructions

- You will conduct **three separate interviews**, each representing a distinct business process.

- Each interview will take place via an **online text chat** (links provided below).

- Please **conduct all interviews in English**.

- You may **freely choose the order** of the interviews.

- You may **take breaks** between interviews as you see fit.

- You may decide whether to **model the process during or after** each interview.

- Each process should be modelled in **bpmn.io** using the corresponding link provided.

- There is **no fixed time limit** for the interviews or modeling tasks.

- Please conduct the interviews in a **professional and natural manner**, similar to how you would approach real process discovery interviews.

- You may **clarify, confirm, or summarise** information with the process owner as needed to ensure your understanding.

- You can end each interview when you believe all relevant information has been obtained.

Objective

Your goal is to extract all relevant information necessary to accurately represent the **control-flow perspective** of each process.
Your BPMN model should capture the logical sequence of activities and decision points as described by the process owner.

Please note:

- You do **not** need to include data objects or roles.

- Focus solely on **activities, gateways, and sequence flow**.

- You may end the interview once you are confident that you have obtained sufficient information to construct a correct and complete process model.

Interview and Modeling Links

1. Loan Application Process

Interview Chat:
https://workbench.leia.ovh/?email=_test_b25&code=RMCFIG25GZ3NKRNUH

Bpmn.io Modeling Link:
https://bpmn.io/

2. Order Fulfillment Process

Interview Chat:
https://workbench.leia.ovh/?email=_test_b25&code=RMCEHF59FZAUNSP5O

Bpmn.io Modeling Link:
https://bpmn.io/

3. Order to Cash Process

Interview Chat:
https://workbench.leia.ovh/?email=_test_b25&code=RMCFPP2K7QUKS58CC

Bpmn.io Modeling Link:
https://bpmn.io/

Ethics and Confidentiality

- All interviews are conducted with **simulated process owners**, not real individuals.

- Chat logs and BPMN models will be used solely for **academic evaluation** within this research project.

- Participation is **voluntary**, and you may withdraw from the study at any time without providing a reason.

- All data will be anonymised and stored securely in accordance with data protection standards.

Closing Note

I sincerely appreciate your time and expertise.
Your contribution helps advance our understanding of how human process discovery compares
to AI-based interviewing techniques, a topic with growing relevance for the future of business
process management.

Thank you for your participation and engagement.