**INTERVIEW PLAN**

**Study Goals**

This study aims to uncover how users currently work with documents, the obstacles they face in managing or extracting information, and their expectations from a document-handling chatbot. The results will guide the design and functionality of a user-friendly, AI-powered document chatbot.

**Participant Categories:**

* **General Users (3 participants)**: Individuals have used AI based chatbots such as ChatGPT, Gemini, ... for its basic functionalities (ask something generally and wait for the answer)
* **Advanced Users (1 participant)**: Those who has been experienced with uploading file into chatbots (ChatGPT, Gemini, Chat PDF ...) and retrieving information from it

**Why is their perspective important?**

They can provide in-depth feedback on optimizing the chatbot’s functionality, develop the functions related to extracting information from documents in a more convenient way.

* **Inexperienced Users (1 participant)**: Individuals who are entirely unfamiliar with chatbot or rarely use Chat GPT or chatbot to analyze documents.

**Why is their perspective important?**

They can provide critical feedback on the way to approach our application for new users.

**Should their identity/behavior/situation affect the way the interview is conducted?**

Yes, because they may need simple, easy-to-understand questions with fewer technical terms. They can give insights into the first-time user experiences or the difficulties new users might encounter.

**Interview Format**

Interviews will be **moderately structured**, combining pre-planned questions with the freedom to delve into interesting or unexpected insights. This approach ensures both consistency and adaptability in gathering information.

**Venue and Duration**

* **For Advanced Users**: Sessions will last around 5-10 minutes.
* **For General and Unexperienced Users**: Similar, but these interviews may run shorter depending on user familiarity and engagement, typically lasting 3-5 minutes.

**Key Discussion Topics**

The interviews will focus on:

* **Document Usage Patterns**: What tools or methods do you use to find information within documents?
* **Challenges**: What issues do you frequently encounter when managing or retrieving information from documents (e.g., search efficiency, content extraction)?
* **Experience with AI Tools**: Have you used AI or chatbots for document-related tasks (retrieve information, explain theory, ...)? If yes, what was your experience?
* **Wishlist**: What features would you find helpful in a chatbot for document (e.g., quick search, document summarization, cross-document insights)?

**Data Collection and Documentation**

* **Recording**: Audio recordings will capture interview conversations for analysis. Optional video recordings may be used with participant consent
* **Transcription**: Each session will be transcribed into text, ensuring all details are captured for deeper analysis of participant feedback.

**Consent and Confidentiality**

Participants will be fully informed about the interview’s goals, and their consent will be obtained before proceeding. Privacy and ethical concerns are handled as outlined in the Consent Form provided before the interview.

**Post-Interview Steps**

* **Review**: Participants will receive a copy of their interview transcript for review and can request corrections or clarifications.
* **Data Analysis**: After the review process, the interviews will be analyzed to uncover common themes, challenges, and desired features. The findings will guide the development and features of the chatbot.