**Interview questions for interviewees**

**Questionnaire for Normal User**

1. How often do you work with digital documents?
2. Have you ever used a chatbot or a similar tool for Q&A about documents? Do you think it is necessary to have document related functionalities in a chatbot?
3. How important is visual feedback in your interaction with the chatbot (e.g., highlighting text, bullet point for header, …)?
4. How important is the customization of the chatbot’s appearance (e.g., themes, color schemes)?
5. What do you like and dislike about the interaction with your familiar AI chatbot?

**Questionnaire for Expert User**

1. How often do you upload documents to the chatbot to search for information or ask questions?
2. When using the chatbot, what advanced tasks do you expect it to assist with when processing documents?
3. Do you find it difficult to use the chatbot to search for information from uploaded documents?
4. Is the chatbot interface easy to use when processing and answering questions from documents? If not, what are the challenges?
5. Do you need the chatbot to support the feature of comparing data between multiple uploaded documents?
6. Do you feel inconvenient when you have to upload the same file in every conversation each time you need to work with it?
7. Do you have any additional suggestions to improve the chatbot’s document management or the interaction between documents and conversations?

**Questionnaire for Inexperienced User**

1. Do you think chatbot systems are important nowadays? Why?
2. What specific guidance do you think is necessary to use the chatbot?
3. What would you expect from the chatbot to support you on finding information about some specific documents?
4. Do you think the chatbot meets the needs for searching and answering questions from documents?
5. Do you have any ideas to make the chatbot more user-friendly for new or less experienced users?