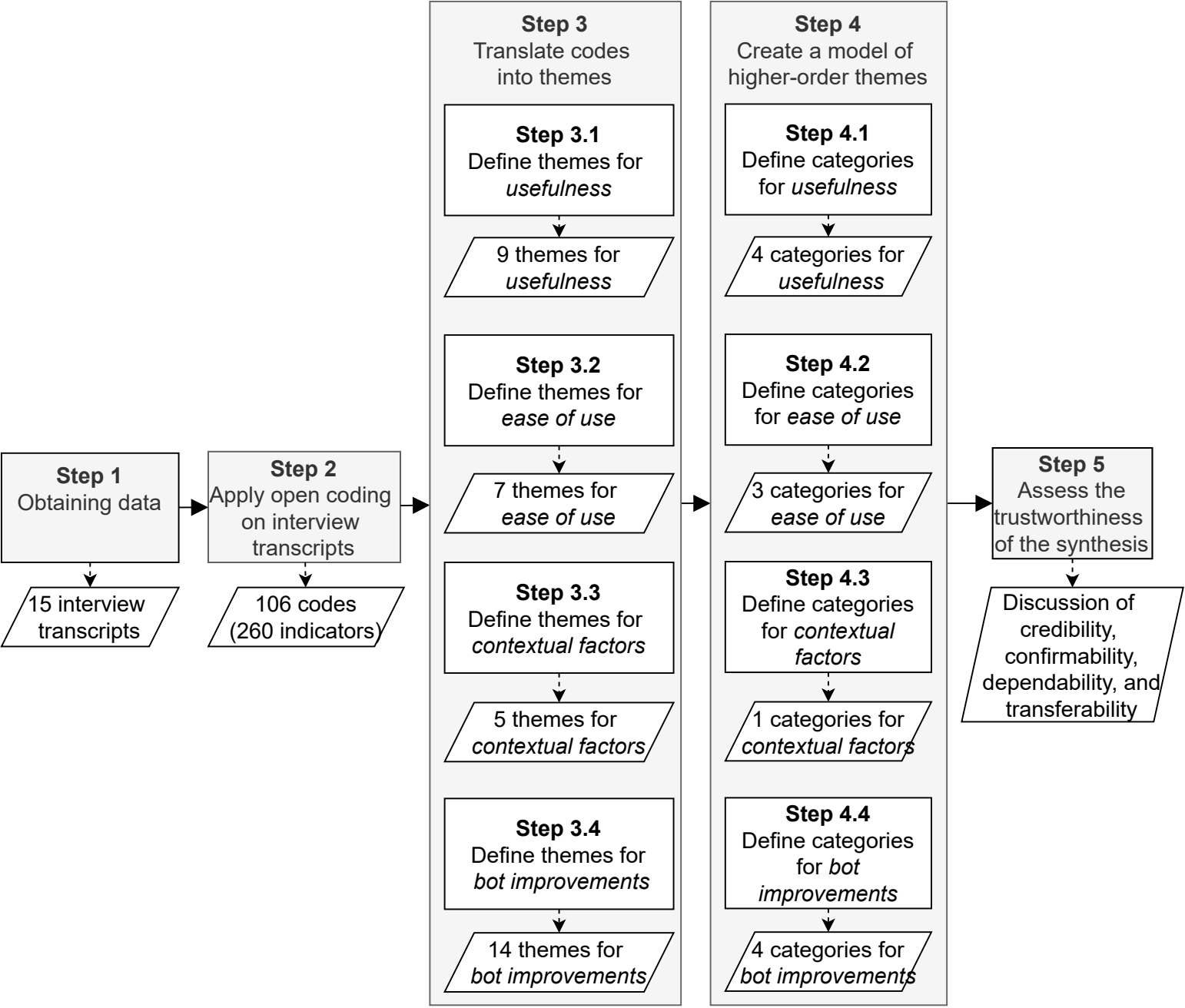
Step 1
Obtaining data
15 interview transcripts
Step 2
Apply open coding on interview transcripts
106 codes (260 indicators)
Step 3
Translate codes into themes
Step 3.1
Define themes for usefulness
9 themes for usefulness
Step 3.2
Define themes for ease of use
7 themes for ease of use
Step 3.3
Define themes for contextual factors
5 themes for contextual factors
Step 3.4
Define themes for bot improvements
14 themes for bot improvements
Step 4
Create a model of higher-order themes
Step 4.1
Define categories for usefulness
4 categories for usefulness
Step 4.2
Define categories for ease of use
3 categories for ease of use
Step 4.3
Define categories for contextual factors
1 categories for contextual factors
Step 4.4
Define categories for bot improvements
4 categories for bot improvements
Step 5
Assess the trustworthiness of the synthesis
Discussion of credibility, confirmability, dependability, and transferability