

# Interview Guide

## Section 1 - Introduction

Interviewer introduces the goal of the study (bots for software development), and asks the participant for consent. Particularly, ask for consent to record the interview.

## Section 2 - Background about participant

Ask the participant to briefly describe their background. For instance, what company do they work for, and for how long? What is their current role at the company? What is their professional experience?

## Section 3 - Questions about Bots in Software Development

*Set of Question 1: Description of what is a bot (RQ1)*

- Do you have any bots in your company? Can you describe them?
- If the participant answers by asking: “What do you mean by a bot?” Then: Steer the discussion to focus on automated developer productivity tools, keep it in the context of the development process. Some examples that could be provided are: tools/scripts that automatically flags builds that fail, automated quality checks, tools that help newcomers navigate the project/artefacts, etc.

*Set of Questions 2: Usage of bots (RQ2)*

- Could you describe the bots that you currently have in your team, project, or company?
- What are they used for? (to trigger discussion look at existing taxonomy and ask about the facets not mentioned by the participant, such as “what is the purpose, how does the bot interact with the developers etc)
- How important are these bots to the development process?
- What are the main benefits of the bots?
- How long have you used these bots?

*Set of Questions 3: Perception of what is not a bot. (RQ1)*

- What distinguishes these bots from other development tools (e.g., IDE, scripts)?
- What are the specific properties of bots in your team / project / company?
- What is not a bot?

*Set of Questions 4: Creation, Maintenance and Challenges related to Bots? (RQ2, RQ3)*

- Are these bots built in-house, or are you using existing bots?
- What challenges or problems did you have?
- If they are built in-house, who builds and maintains them, and how much effort is bot maintenance?
- If not, which bots are you using? (ask around the different facets of the taxonomy to see if you can map them later)

- Do you see any desired or unwanted way in which users can give feedback to the bot itself, or the developer? For instance, can the user reject a recommendation from the bot, and then after 3 rejects, the bot will stop suggesting that.
- What types of tasks would you trust and not trust a bot to do?

*Set of Questions 5: The Future of Bots in Software Development (RQ3)*

- What do you think are future developments in software development *bots*?
- Are there any features you would like to see in future software development bots?
- What would you like bots to help with (quality, productivity) leading to some type of gain/profit?

**Section 4 - Wrap-up and questions to the interviewer**

Asks if the participant has any questions for the interviewer. Interviewer thanks the participant and finishes the interview.