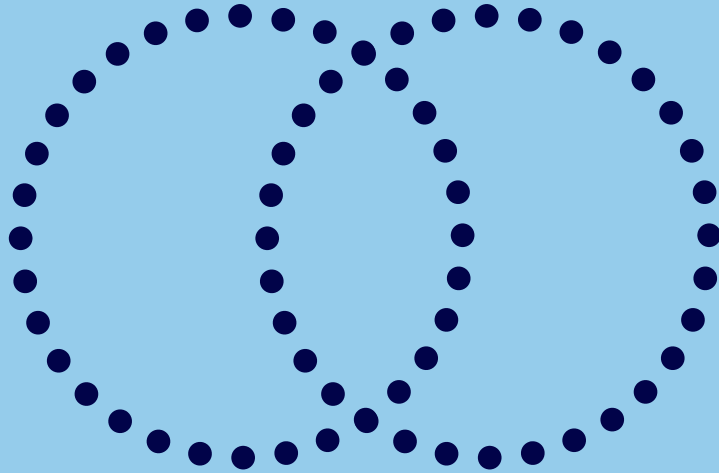




THIS CERTIFICATE IS PROUDLY AWARDED TO

Joao loupatty

FOR SUCCESSFULLY HAVING PASSED THE EXAM FOR

# Introduction to Conversation Design

This course introduces the fundamentals of conversation design, teaching how to create AI assistants that are natural, engaging, and user-friendly. Learn key principles, workflows, and best practices to craft effective chatbot and voice interactions.

CERTIFICATE ID

68b6eb818c3bb803a50c4fec

DATE OF ISSUE

09/02/2025

ISSUED BY

A handwritten signature in black ink, consisting of a stylized 'H' and 'D' with a flourish at the end.

**Hans van Dam**

Conversational Design Institute  
[www.conversationdesigninstitute.com](http://www.conversationdesigninstitute.com)

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