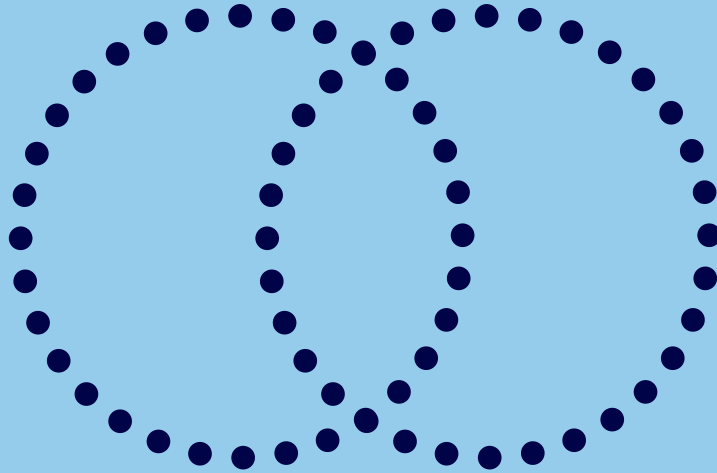




THIS CERTIFICATE IS PROUDLY AWARDED TO

Guillermo de Sousa

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

687217a0a6e2a32305056c13

DATE OF ISSUE

07/12/2025

ISSUED BY

A handwritten signature in black ink, consisting of a stylized 'H' and 'D' with a long horizontal stroke extending to the right.

Hans van Dam

Conversational Design Institute
www.conversationdesigninstitute.com

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