THIS CERTIFICATE IS PROUDLY AWARDED TO

# Davide Pio Santangelo

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

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ISSUED BY



**Hans van Dam**

Conversational Design Institute
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