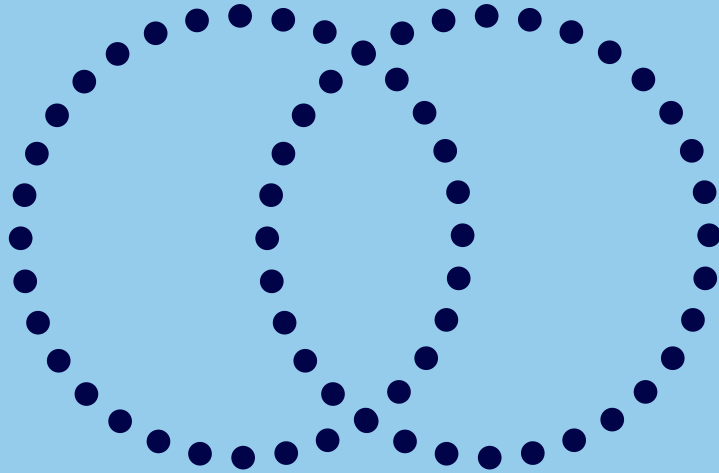




THIS CERTIFICATE IS PROUDLY AWARDED TO

Jorge Armando Cabrera Herrera

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

695aa0442ba26f92fb0fb9fd

DATE OF ISSUE

01/04/2026

ISSUED BY

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Hans van Dam

Conversational Design Institute
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