THIS CERTIFICATE IS PROUDLY AWARDED TO

Anna Zielinska

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

69664630813858bd75039734

DATE OF ISSUE

01/13/2026

ISSUED BY



Hans van Dam

Conversational Design Institute
www.conversationdesigninstitute.com

Conversation Design Institute