THIS CERTIFICATE IS PROUDLY AWARDED TO

Roger Smith

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

69b4ab7dd2b756bbc20eccd8

DATE OF ISSUE

03/14/2026

ISSUED BY



Hans van Dam

Conversational Design Institute
www.conversationdesigninstitute.com

Conversation Design Institute