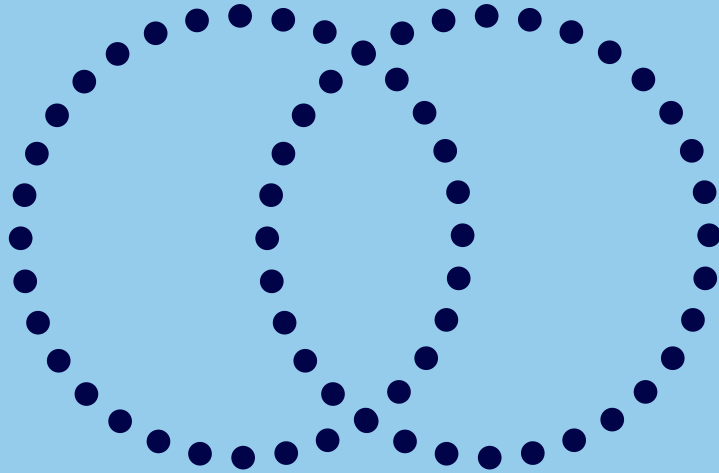




THIS CERTIFICATE IS PROUDLY AWARDED TO

Eduardo Llerena

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

69e153c7d75a39bba5076836

DATE OF ISSUE

04/16/2026

ISSUED BY

A handwritten signature in black ink, consisting of a series of loops and strokes, representing the name Hans van Dam.

Hans van Dam

Conversational Design Institute
www.conversationdesigninstitute.com

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