

The background of the entire page is a blue-tinted image of two friendly-looking robots. They have rounded heads with large, dark rectangular visors and small circular eyes. They are standing in a futuristic, brightly lit environment with blurred background elements like shopping carts and signs. In the foreground, a laptop is open, and the robots appear to be looking at the screen.

AI TRAINING

FOR SALES PROFESSIONALS
MASTERING THE FUTURE OF SELLING

Ideal for product managers, marketing professionals, CX teams, and business leaders who want to leverage conversational AI for impact without writing a single line of code.

In an increasingly digital world, businesses are rapidly adopting conversational AI to enhance customer experiences, automate operations, and deliver personalized engagement at scale. This hands-on training program equips professionals with the knowledge and practical skills needed to design, build, and deploy intelligent chatbots and voice agents—without needing to be a coder.

What You Will Learn

1. Foundations of Conversational AI Understand the differences between rule-based bots and AI-powered agents. Learn the architecture behind chatbots and voice interfaces like Alexa, Google Assistant, and WhatsApp bots.
2. Designing Conversations Learn principles of conversation flow, intent recognition, slot filling, and fallback design. Master user-centric dialogue design for both text and voice.
3. No-Code Bot Building Tools Get hands-on with platforms like OpenAI's GPTs, Open AI chatbot, other examples
4. Voice Agent Integration Understand Text-to-Speech (TTS) and Automatic Speech Recognition (ASR) engines. Explore tools like ElevenLabs, Whisper, and others to create natural-sounding voice interfaces.
5. APIs, Webhooks, and Custom Logic Learn to connect your bot with live databases, custom workflows using simple API integrations and webhooks.
6. Best Practices and Compliance Discover guidelines on privacy, ethical design, fallback handling, and multilingual support for deploying chat and voice bots at scale.

Outcomes for Participants

- Build and deploy a chatbot for website or WhatsApp in a single session
- Create a voice assistant that answers FAQs or handles appointment bookings
- Understand how to integrate APIs to make bots more dynamic and data-aware
- Leave with a working prototype and a customizable template for future use