



Chatbot UX Design

Design AI based chatbots that meet users' expectations and businesses needs

Designing the “happy path” for a chatbot conversation is simple. We all know how an easy human conversation goes. The challenge with chatbot design is that a user can say or type virtually anything. You have to be able to respond to that with a finite amount of resources. Our designs deliver to the best time and place for chatbots and avoid when they likely won't help your business efficiency or customer experiences.

THIS SERVICE PROVIDES...

Chatbot experiences that are efficient and intuitive for your users

Designed conversation architectures that increase business effectiveness

Chatbot UX designs that deliver excellent UX journeys for customers



WHAT YOU GET

With our evidence-based, user-oriented approach to chatbot UX design, you'll get:

- ✓ A collaborative, iterative design process that engages stakeholders along the way
- ✓ A chatbot experience that matches business and user needs, and exceeds expectations
- ✓ A product that gives users a positive brand impression



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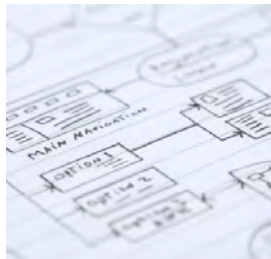
HOW WE DO IT

1 We work with you to create logic flows, experience maps processes and journeys.

3 We test the experience with representative users and data.

2 We integrate the chatbot experience into the rest of your digital experience and services.

4 We bring it all together with your brand to create a fully realized chatbot experience.



About Akendi

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multi-disciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

Our Services

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

Call For Consultation

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

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