Chatbot Development Training Course

Professional Development Training Course Outline

Category	Information Technology	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In the fast-evolving digital age, chatbots have emerged as a revolutionary tool in customer service, automation, e-commerce, and digital marketing. Chatbot Development Training Course equips learners with cutting-edge skills in natural language processing (NLP), AI integration, conversational UX design, and deployment on popular platforms like WhatsApp, Facebook Messenger, Slack, and websites. Whether you're a beginner or a tech professional, this course delivers hands-on experience with tools like Dialogflow, ChatGPT API, Microsoft Bot Framework, and Rasa.

As businesses continue to adopt AI-driven automation, the demand for skilled chatbot developers is skyrocketing. This course emphasizes no-code/low-code solutions, machine learning integration, and real-world chatbot use cases. Participants will learn how to create context-aware, multilingual bots, ensuring business scalability and customer satisfaction. With interactive modules, live projects, and expert support, learners gain a practical edge to build intelligent bots for various industries.

Programme Curriculum

Chatbot Development Training Course

Introduction

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bots for various industries.

Course Objectives

1. Understand core concepts of chatbot development and AI-powered communication tools.
2. Learn to design conversational user interfaces (CUI) that enhance user engagement.
3. Build rule-based and AI-powered bots using platforms like Dialogflow and ChatGPT.
4. Integrate chatbots with messaging apps like WhatsApp, Facebook Messenger, and Slack.
5. Explore NLP, intent recognition, and entity extraction techniques.
6. Develop chatbot workflows with low-code platforms and open-source tools.
7. Deploy chatbots on websites and mobile applications.
8. Create multilingual chatbots for global audiences.
9. Use analytics to monitor chatbot performance and improve UX.
10. Secure chatbots with authentication and user data protection.
11. Customize chatbot personalities for branding and tone consistency.
12. Apply chatbot solutions in real-world scenarios: healthcare, e-commerce, education.
13. Build a portfolio of functional chatbot projects for career advancement.

Target Audiences

1. Web Developers and Software Engineers
2. UX/UI Designers interested in conversational interfaces
3. Marketing and Sales Professionals
4. IT Professionals and System Integrators
5. Business Analysts and Strategists
6. AI and Data Science Students
7. Customer Support Managers
8. Entrepreneurs and Startup Founders

Course Duration: 5 days

Course Modules

Module 1: Introduction to Chatbots and Conversational AI

- Definition and history of chatbots
- Types of chatbots: Rule-based vs. AI-based
- Market applications and industry trends
- Popular chatbot development platforms
- Benefits and limitations of chatbots
- **Case Study: AI Chatbots in Customer Service (e.g., Sephora)**

Module 2: Designing Conversational UX and User Flows

- Principles of conversational design
- Creating chatbot personalities and tones
- Structuring dialogues and responses
- Handling errors and fallback scenarios
- Multilingual and inclusive design
- **Case Study: Duolingo’s Conversation Bots for Language Learning**

Module 3: NLP Essentials for Chatbots

- Natural Language Processing basics
- Intent and entity extraction

- Pre-trained NLP models (spaCy, BERT)
- Training custom intents
- Sentiment analysis and context retention
- **Case Study: Mental Health Chatbots Using NLP (Wysa, Woebot)**

Module 4: Building Bots with Dialogflow and ChatGPT

- Introduction to Dialogflow CX/ES
- Training agents and designing intents
- Integrating ChatGPT API for AI conversations
- Testing and debugging responses
- Managing conversation memory
- **Case Study: Banking Virtual Assistants Using Dialogflow (e.g., Ally Bank)**

Module 5: No-Code/Low-Code Bot Builders

- Overview of no-code chatbot platforms
- Creating bots with Tidio, ManyChat, and Landbot
- Building automation flows with Zapier
- Managing data and user inputs
- Publishing bots to websites and messengers
- **Case Study: E-commerce Bot Built with ManyChat for Shopify**

Module 6: Integrating Bots into Messaging Platforms

- WhatsApp API setup and use
- Facebook Messenger and Slack bot integration
- Webhooks and REST APIs
- Managing real-time messaging and triggers
- GDPR compliance for messaging bots
- **Case Study: COVID-19 WhatsApp Bot for Public Health Communication**

Module 7: Deploying and Maintaining Chatbots

- Hosting options (Firebase, AWS, Heroku)
- Version control and updates
- Monitoring tools and chatbot analytics
- Troubleshooting and performance tuning
- Ensuring security and user authentication
- **Case Study: Healthcare Appointment Bot Deployed on Website and Messenger**

Module 8: Building a Professional Chatbot Portfolio

- Planning and executing a chatbot project
- Designing for real clients or mock industries
- Documenting and presenting chatbot architecture
- Creating demo videos and user guides
- Submitting bots to marketplaces (Messenger, Slack)
- **Case Study: Portfolio Presentation for Freelance Job Acquisition**

Training Methodology

- Instructor-led virtual/live sessions
- Hands-on coding and low-code platform exercises
- Use of real-world chatbot case studies
- Weekly project-based assignments

- Peer and instructor feedback on chatbot builds
- Final capstone project with deployment

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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