Project: Chatbot App Redesign
Task: UI/UX Internship Task – GenXsys
Designer: Atul Patil

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1. Overview

This case study presents the redesign of an AI chatbot app to improve usability, reduce information overload, and help users retrieve important answers easily.

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2. Problem Statement

Users struggle to find specific information during long conversations. Important answers get buried deep inside the chat, causing frustration and time wastage.

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3. Goals & Objectives

- Improve searchability
- Reduce cognitive load
- Increase clarity & message organization
- Introduce multi-thread chat experience

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4. Key Features Introduced

1. **Smart Search Bar** – search keywords & jump to exact message
2. **"Take me to this message" Navigation**
3. **Temp Chat Mode** – for side questions
4. **Parallel Chat Variants**
5. Clean **Dark UI** for better readability

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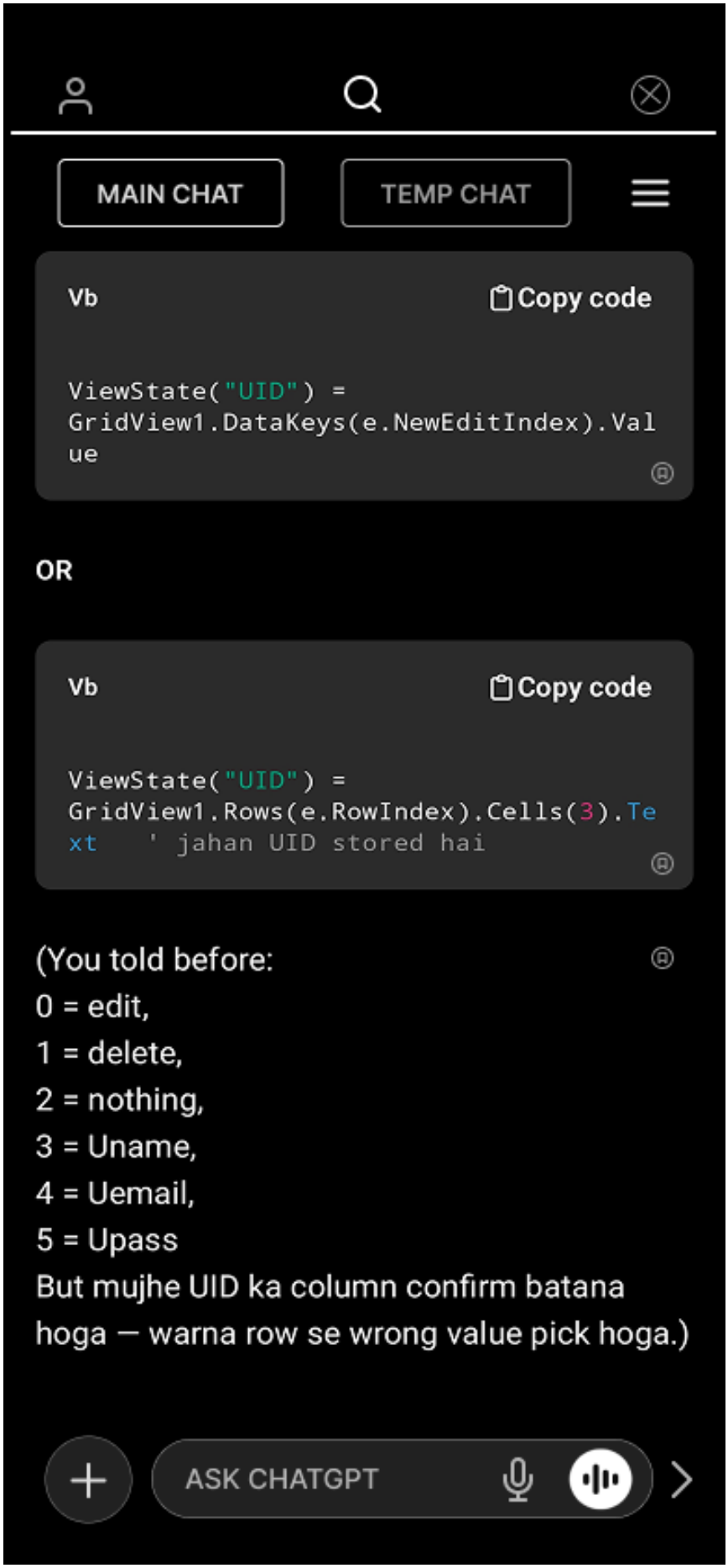
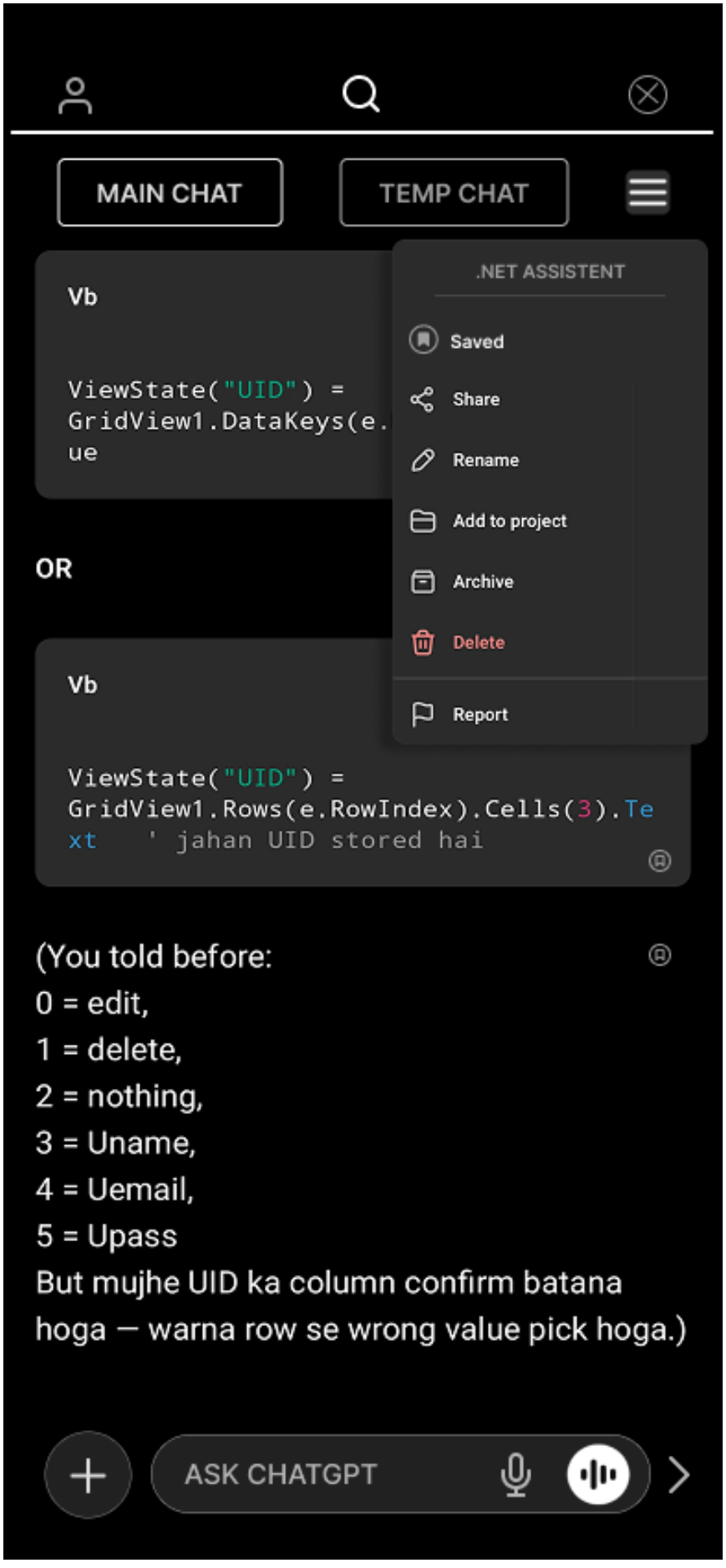
6. Final UI Screens


MAIN CHAT
TEMP CHAT
Vb
Copy code
ViewState("UID") =
GridView1.DataKeys(e.NewEditIndex).Val
ue
OR
Vb
Copy code
ViewState("UID") =
GridView1.Rows(e.RowIndex).Cells(3).Te
xt ' jahan UID stored hai
(You told before:
0 = edit,
1 = delete,
2 = nothing,
3 = Uname,
4 = Uemail,
5 = Upass
But mujhe UID ka column confirm batana
hoga — warna row se wrong value pick hoga.)
ASK CHATGPT

Home screen


MAIN CHAT
TEMP CHAT
Vb
ViewState("UID") =
GridView1.DataKeys(e.
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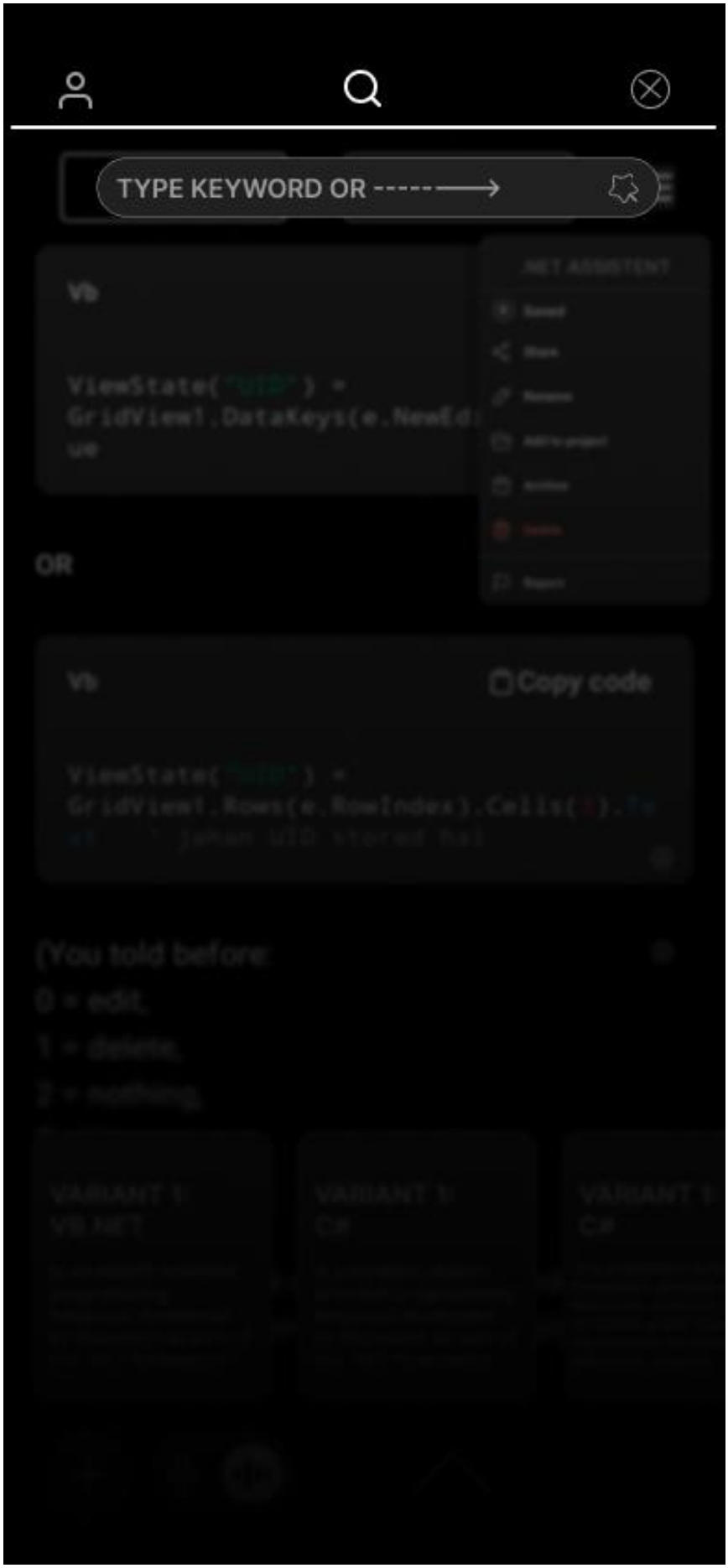
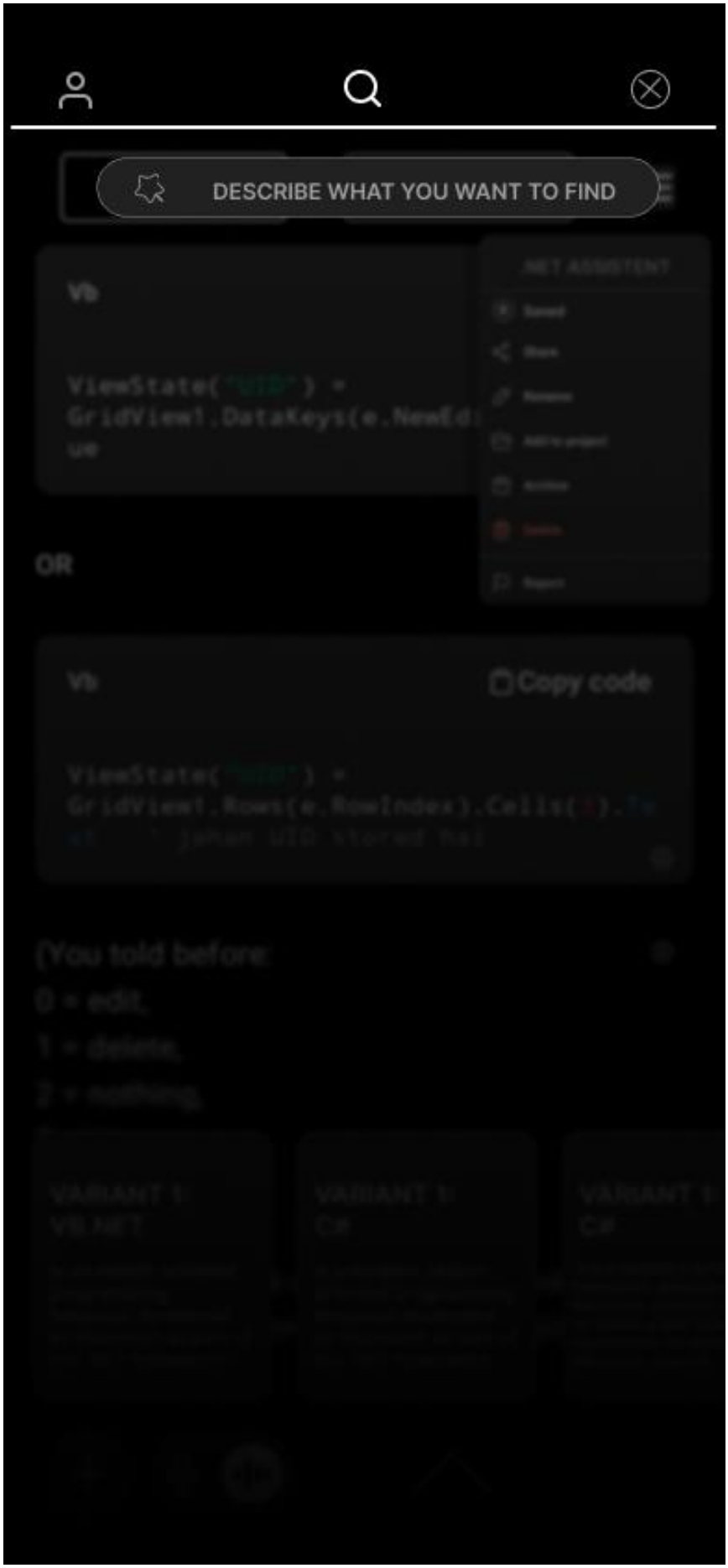
.NET ASSISTENT
Saved
Share
Rename
Add to project
Archive
Delete
Report
OR
Vb
ViewState("UID") =
GridView1.Rows(e.RowIndex).Cells(3).Te
xt ' jahan UID stored hai
(You told before:
0 = edit,
1 = delete,
2 = nothing,
3 = Uname,
4 = Uemail,
5 = Upass
But mujhe UID ka column confirm batana
hoga — warna row se wrong value pick hoga.)
ASK CHATGPT

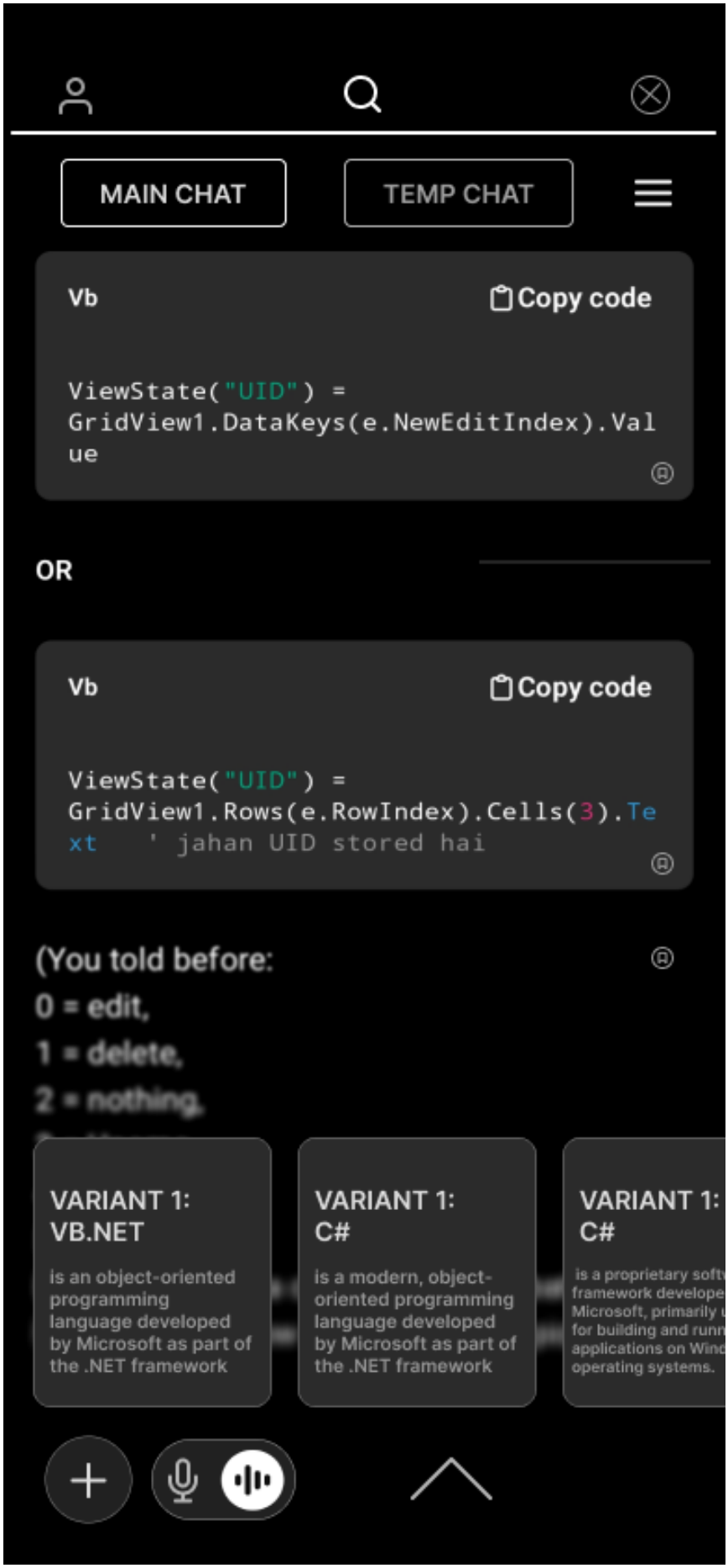
Manue



Search UI



AI Powered Search



Parallel chat UI

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7. Design Decisions

- Used modern minimal layout
- Clear spacing & alignment
- Improved visual hierarchy
- Better readability & accessibility

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8. Tools Used

- Figma

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9. Conclusion

This redesign improves user flow, minimizes friction, and allows users to manage conversations effortlessly. The new structure is more intuitive, clean, and future-friendly.

This case study represents the first iteration. Some UI elements may require further refinement. I will continue polishing and enhancing the design to make it more consistent, accessible, and user-friendly.

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10. Submitted By

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