

Project: Chatbot App Redesign

Task: UI/UX Internship Task – GenXeyes

Designer: Atul Patil

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.

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.

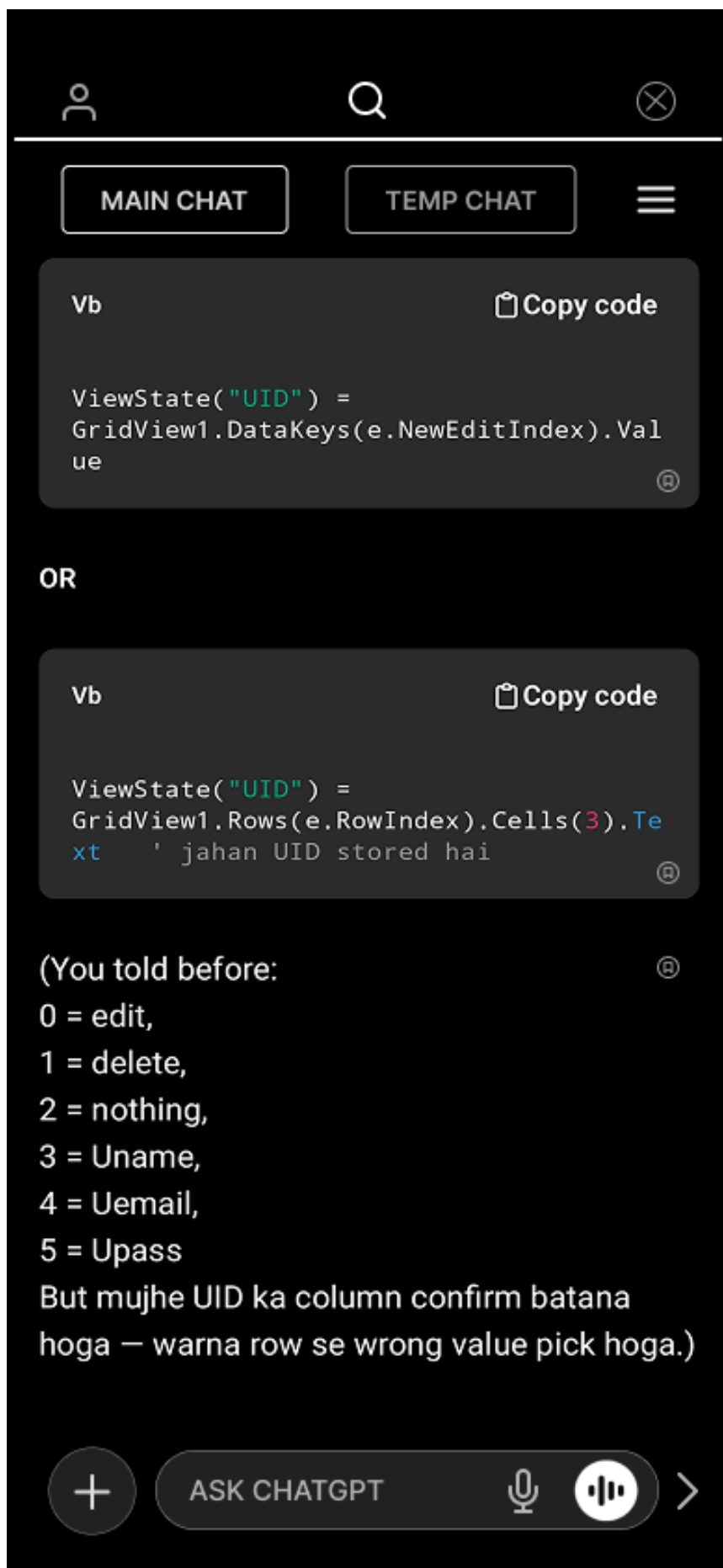
3. Goals & Objectives

- Improve searchability
 - Reduce cognitive load
 - Increase clarity & message organization
 - Introduce multi-thread chat experience
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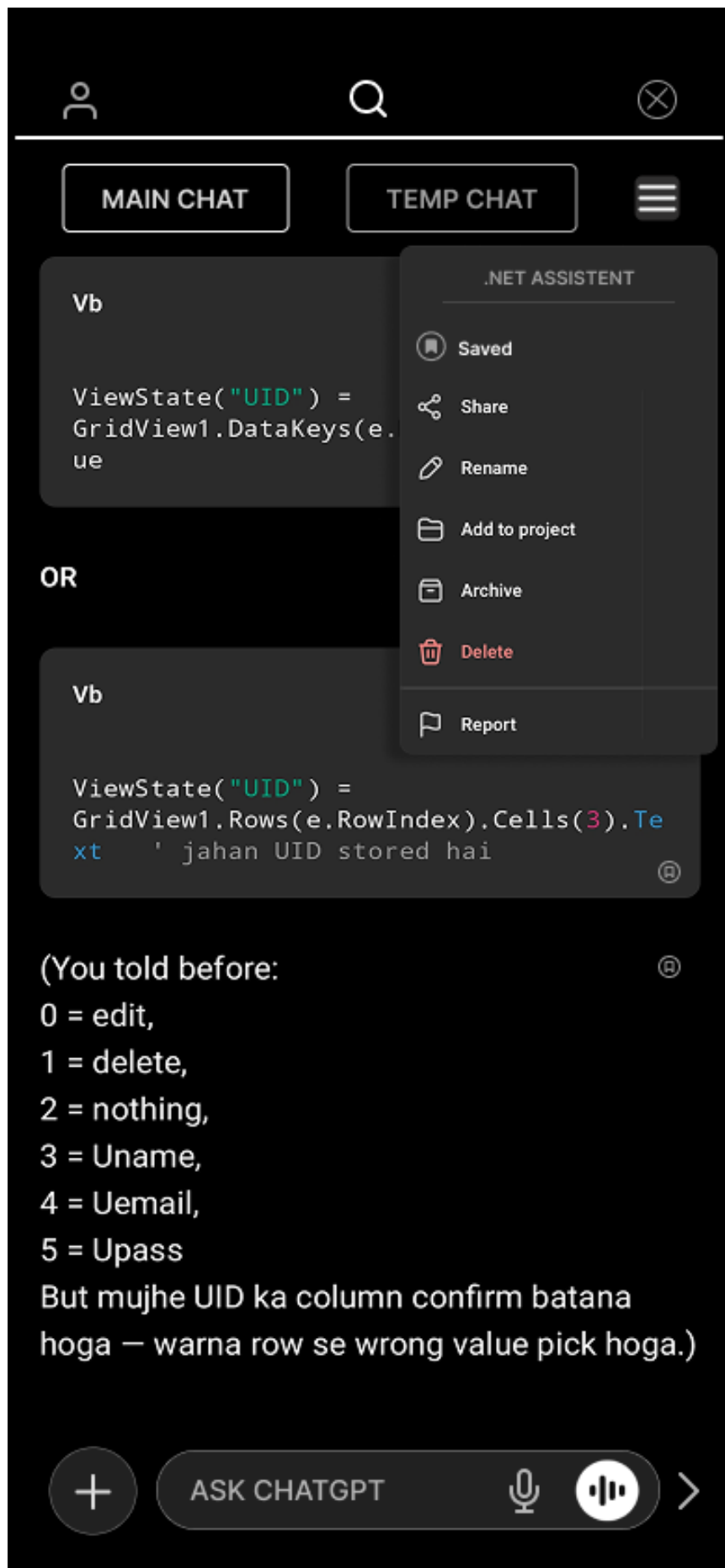
4. Key Features Introduced

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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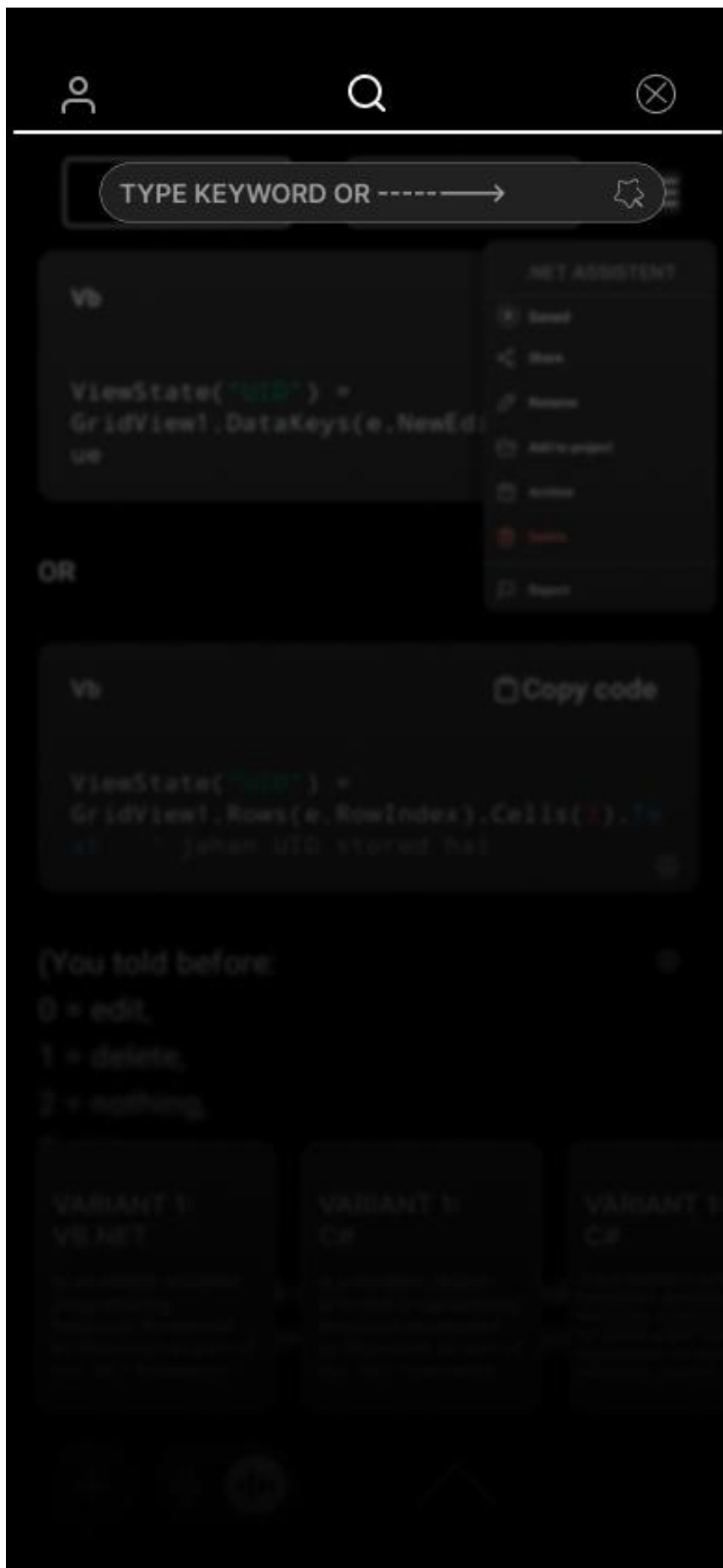
6. Final UI Screens



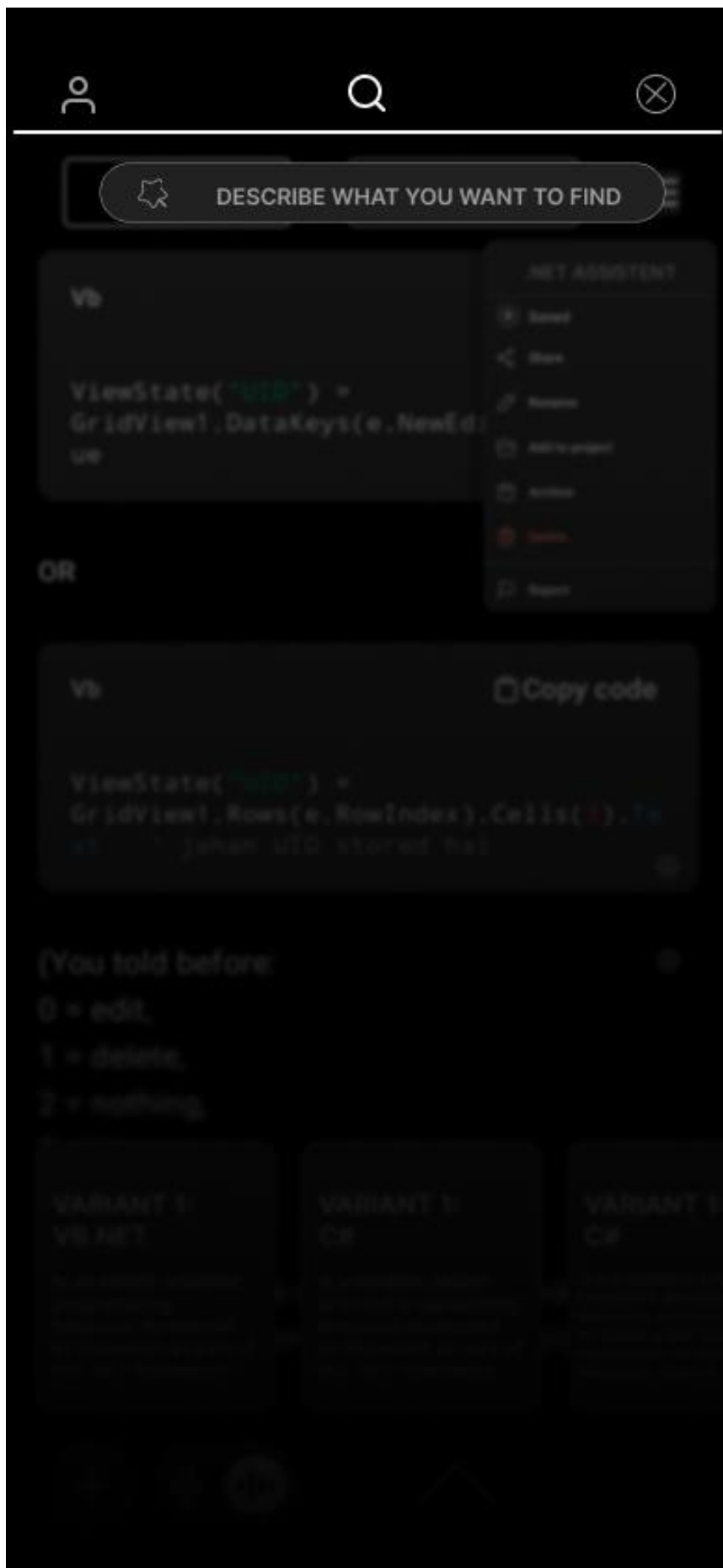
Home screen



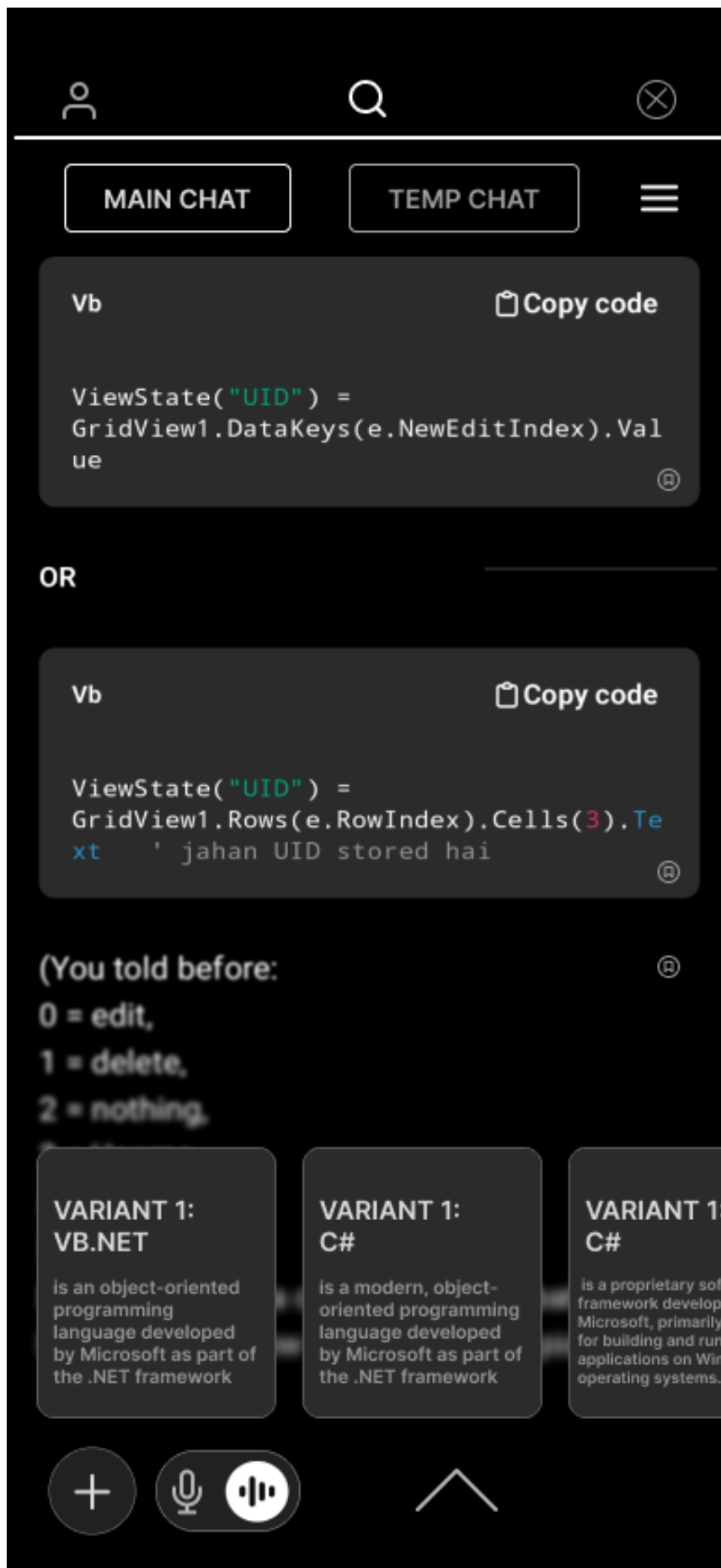
Manue



Search UI



AI Powered Search



Parallel chat UI

7. Design Decisions

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

8. Tools Used

- Figma

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.

10. Submitted By

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