



Skills Developed Through Design Thinking

Identifies key areas where chatbot integration fails.	How It Helps Address Gaps
Empathy	Helps employees understand customer concerns with AI chatbots.
Define	Identifies key areas where chatbot integration fails.
Ideate	Encourages brainstorming solutions to enhance AI-human collaboration.
Prototype	Allows testing AI chatbots in real-time customer interactions.
Test	Helps refine AI implementation through feedback loops.