

Conversation Designer Intern

Job Description | November 2023

Market leader with demonstrated scale & impact



[Wysa](#) is the world's most advanced AI-based digital companion for behavioral health that is a global tech leader in mental health. We are popular with employers, payors and healthcare providers due to its scalability and low cost. Being an AI based app, Wysa overcomes the stigma and privacy concerns that often prevent people from seeking help for their mental health.

Location: Remote, Indian Standard Time

Qualifications

- Pursuing or having a bachelor’s degree
- Has explored writing as a hobby or side project before, whether published or unpublished.
- Basics of Excel, Microsoft Word, and PowerPoint
- Familiarity with tools such as Voiceflow, Miro, and Figma is considered a plus

Skills

- Excellent Communication Skills
- Basic understanding of programming languages structure (No coding needed)
- Keen interest in designing and working with AI and basic idea of intents in a conversation
- Attention to detail
- Empathy towards user and user experience
- Fundamental understanding of designing for digital products

The three key areas - 1) Conversation Design, 2) Project Management 3) Compliance and security

Conversation Design Skills

- Design, create, develop, and test successful voice conversations and interesting spoken messages by understanding the user's perspective

- Understand the details of designing conversations with AI and how it affects crafting interactions
- Check for accuracy and efficiency

Project Management/Coordination Skills

- Manage various content projects within Wysa, especially those related to bots, by coordinating with different teams for smooth delivery
- Advocate for a good user experience and content strategy
- Understand technical aspects and work with structured databases for content
- Align on content solutions with different partners

Compliance & Security

- Maintain the Confidentiality, Integrity and Availability of all information or assets shared and assessed by you
- Adhere to Wysa's security, privacy and compliance policies and procedures
- Contribute to building continual improvement practices
- Knowledge of Security and Privacy best practices

If you are all this with a heart of empathy, it's always a plus.

Roles & Responsibility

An ideal candidate will help design and deliver meaningful conversations for Wysa the chatbot in text or voice using different development platforms.

You will be responsible for:

- Being able to create engaging and efficient voice interactions
- Project management and coordination, particularly in the context of content projects related to bots
- Implementing compliance and security best practices in the development and management of content
- Analysis of bots that are released to ensure performance
- Content creation and review of peers, contributing to the overall success of conversations
- Possess a creative mindset for content creation and review, contributing to the overall success of conversations
- Maintaining the content database
- Continuously improve user experience of end users

Why work at Wysa?

At Wysa, we do things a bit differently. You won't find us stuck in the same old corporate loops of old-fashioned hierarchy and mindless monotony. Instead, you'll find us in cyberspace (*we're a remote company*) revolutionizing traditional mental healthcare and creating the world's most advanced conversational AI for behavioral health, all while wearing a party hat via Zoom filter!

- Wysa is expanding its footprint across the world, and fast. You will play a **high-impact role** here!
- Get first-hand exposure to a global team
- Work with the Industry leaders as the founders and senior team members are from IITs, IIMs, London School of Business and have held top positions across Goldman Sachs, Pearson, Microsoft leading cross functional global teams
- We offer **flexible work hours** and a culture where you are more than just your job designation.
- We work hard, but we rest and avoid burnout at all costs. Expect a range of employee benefits and much more!

In Their Own Words

When I joined Wysa 6 years ago, I was looking to be a part of a workplace where I could be my authentic self and contribute to something bigger than myself. Little did I know, Wysa is that and so much more. At Wysa there's constant learning, unlimited support and an amazing work culture. I have grown tremendously in my career and personal life too. Truly grateful to be a part of something that slowly but surely changes the world one conversation at a time.

- Aishwarya Kamath, Conversation Designer

Buzzwords

Google funded, VC funded, profitable, has achieved breakeven, global team, global customers, product company, Apple awarded product, Harvard research partner, Google Play Best App of 2020, supports patients through the NHS pathway, launched the Employee Mental Health Report 2023 at the WEF's Annual Meeting, Made in India, Made for the World!

Contact Details

If you are sold, please fill this [Google Form](#) to apply. We look forward to meeting you!