



Genesys Dialog Engine User Guide

Configure the bot

Learn how to configure your chat bot.

The screenshot shows the 'Bot Settings' page in the Dialog Engine interface. The page title is 'Dialog Engine' and the user is logged out. The breadcrumb navigation is 'Home > Test > Bot Settings'. The left sidebar contains a menu with the following items: Intents (with a plus icon and 'Add Intent' button), Slot Types (with a plus icon and 'Add Slot Type' button), Knowledge, Learning, Intent Accuracy Report, and Bot Settings (highlighted with a gear icon). The main content area is titled 'Bot name Test' and contains the following settings:

- Welcome message:** A text box containing the message: "In a few words, please tell me why you're calling. For example, you can say things like make a payment or reschedule an appointment."
- Max number of retries:** A slider set to 4, with a '4' and 'x' button next to it.
- Intent Confirmation Threshold:** A slider set to 60%, with a '60%' and 'x' button next to it.
- Slot Confirmation Threshold:** A slider set to 0%, with a '0%' and 'x' button next to it.
- Intent Disambiguation:** A toggle switch that is currently turned on.

The **Settings** page allows you to configure:

- The **maximum** number of times the bot tries to identify an intent from an utterance.
- The threshold limit to be reached before an utterance is identified positively as an intent.
- The prompt to be used when the chat bot does not understand the user intent.