



Genesys Dialog Engine User Guide

Slots

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A slot is a specific piece of information that can be derived from an utterance and mapped to an entity.

What are Slots?

Dialog Engine is designed to parse an utterance provided by the user and identify their intent. Dialog Engine uses a process called *slot filling* to identify pieces of information and maps them to corresponding entities. Each mapping of an intent to a discrete piece of information is termed a **slot**. Based on the slots identified and mapped, the bot can continue the conversation with the user.

Suppose the input is: *I want to book two rooms*. This utterance allows the bot to identify a single entity: **number of rooms required**. And the bot might respond up with follow-up questions.

Slot filling allows collecting multiple pieces of information about the user's intent. Consider, *I want to book two rooms for three nights starting tomorrow*. The bot identifies slots mentioned in the conversation: *two rooms*, *three nights*, and *tomorrow* and maps them accordingly to the corresponding entities.

Map a slot

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After you define entities, you can map specific words to corresponding entities, and Dialog Engine will pick up those slot values.

- In the **Utterances** tab, double-click a specific word/phrase in an utterance.
- Choose a slot name from the **Select** slot menu. The selected word/phrase is now indicated as a slot value by a colored underline for the phrase.
- Click **Save** to save the changes to your domain.

Edit a slot

You can modify any of the slot information by selecting a slot from the **Slots** tab and clicking the **Edit** button.

Delete a slot

You can delete a slot by selecting a slot from the **Slots** tab and clicking the **Delete** button.