GENESYS™

Genesys Dialog Engine User Guide

6/3/2026

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Overview

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Genesys Dialog Engine helps you to create bots through a *natural language understanding* (NLU) engine that can understand and process information provided as input.

What is Dialog Engine?

You can use Genesys Dialog Engine to create bots that will be able to understand and respond to information that customers provide. Dialog Engine uses *natural language understanding* (NLU) to process the meaning of text or speech input from a human and communicate information back to them.

Important

For an overview of how to create and use a chatbot in Genesys Multicloud CX—including information on how to register it in Designer and add it to a Designer application—consult How to create a chatbot.

Key Terms

Dialog Engine uses the following key terms in the software and throughout this document.

- Intents: The intention of the user. What is the user trying to do?
- Utterances: What would the user say to convey their intent? For example, book me a room for 4 nights.
- Slots and Slot Types: What values can the bot infer from the user's utterance. For example, the number of nights. What is the specific piece of information that the bot would map to an entity? For example, the phrase *four nights* could be mapped to "number of nights".
- Confirmations: A message sent by the bot to confirm that it understands the user's intent.

You can visualize the components as:
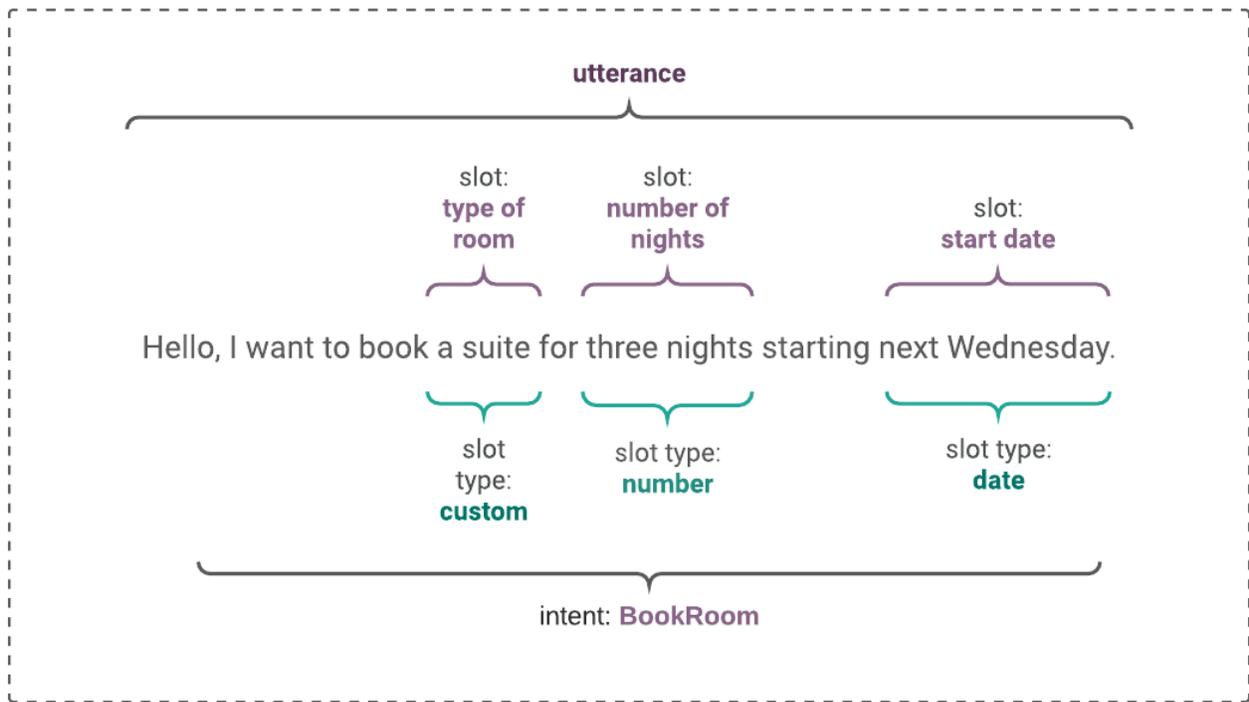
In this example, the utterance is *Hello, I want to book a suite for three nights starting next Wednesday*. The chat bot tries to identify the slots: **room type**, **number of nights**, and **starting date** from this utterance. Some of these slots can be mapped to a value like a number, a date, or a custom slot type value like room type. Based on this mapping, the bot identifies the intent and proceeds.

> ## Tip
>
> An intent cannot have two slots with the same name.

Accessing Dialog Engine

Dialog Engine uses your Genesys Cloud CX credentials to provide access to Dialog Engine. You can log into Genesys Cloud CX to access Dialog Engine. Access to the Genesys Dialog Engine varies by region. Enter the URL as follows: **https://apps.[your region's host]/dialog-engine**, replacing [your region's host] with the appropriate Genesys Cloud CX region.

AWS Region	URL
US East (N. Virginia)	`https://apps.mypurecloud.com/dialog-engine`
US West (Oregon)	`https://apps.usw2.pure.cloud/dialog-engine`

EU (Ireland)	`https://apps.mypurecloud.ie/dialog-engine`
EU (Frankfurt)	`https://apps.mypurecloud.de/dialog-engine`
Asia Pacific (Sydney)	`https://apps.mypurecloud.com.au/dialog-engine`
Asia Pacific (Tokyo)	`https://apps.mypurecloud.jp/dialog-engine`

See Create a Genesys Dialog Engine bot in Genesys Cloud CX for more information.

To log out of Dialog Engine, click **Logout** in the top-right corner of the screen.

Create your first chat bot

Contents

This article will walk you through the process of creating and testing your first chatbot.

Ensure that you are logged in to Dialog Engine. Contact your administrator if you do not have your user credentials.

Get started

To run your bot in Genesys Multicloud CX, you must register it in Designer and add it to a Designer application. For an overview of this process, consult How to create a chatbot.

Create a bot
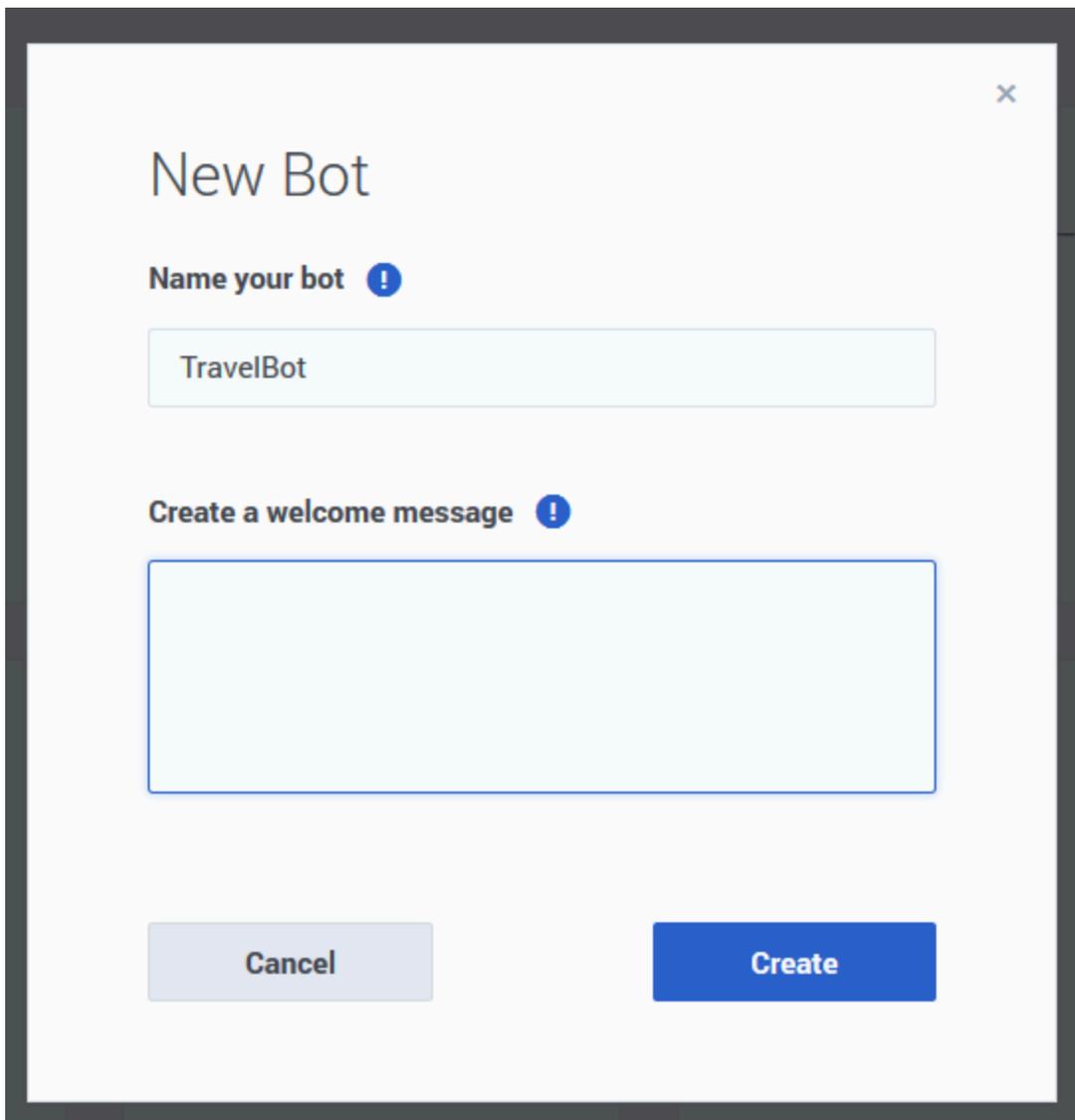
Create a new bot and call it *TravelBot* and click **Save**.

We've created a bot that will interact with users. It is preferable to have a bot per scenario. For example, you might require a bot that can handle travel-related activities and hotel room booking.

Next, we'll teach our bot to identify what the user wants by creating an intent.

Create an intent
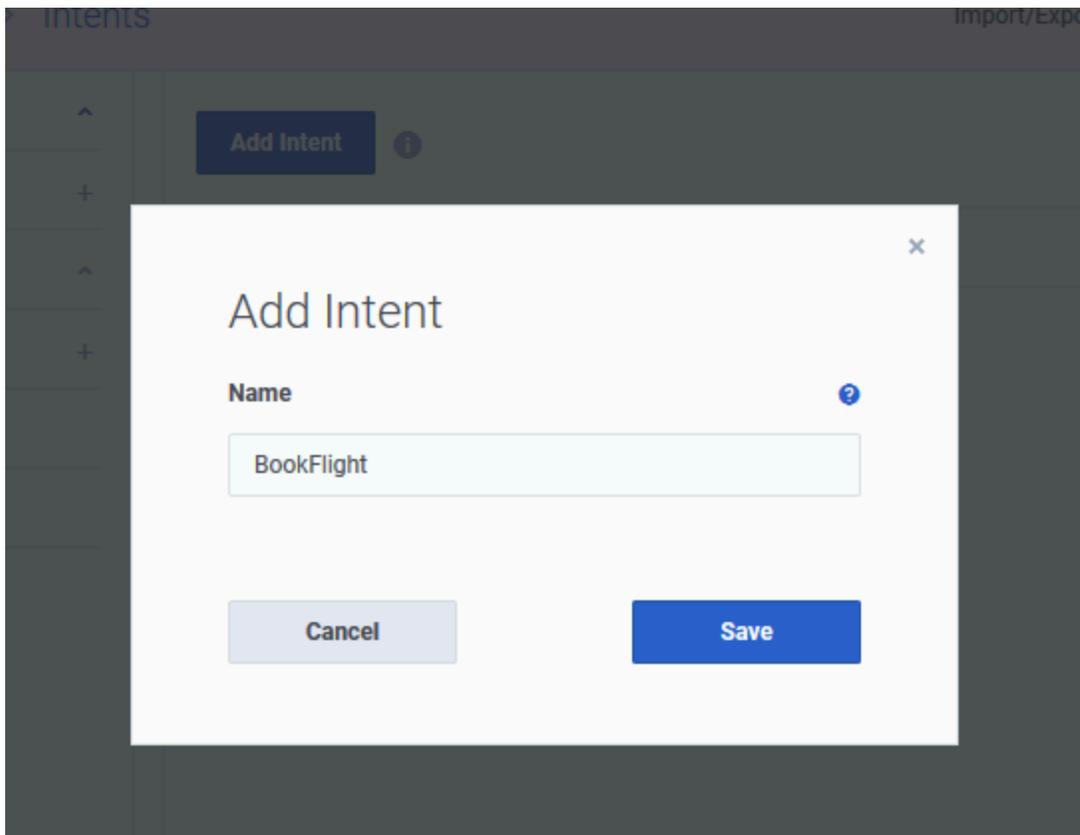
Let's add an intent by clicking **Add Intent** and call it *BookFlight*.

Next, we'll create a few phrases called **utterances** that a customer might use to describe what they want to do.

Create an utterance

Let us add a few sample phrases that someone talking to our flight-booking bot might use and save them. For example:

- I want to book a flight from Madrid to New York.
- Book me a flight to San Fransisco.
- I want to fly to Frankfurt.

Since we're creating a travel bot, let's include an utterance that has airport codes.

- I would like a flight to LHR from SAN.

Create a custom slot type

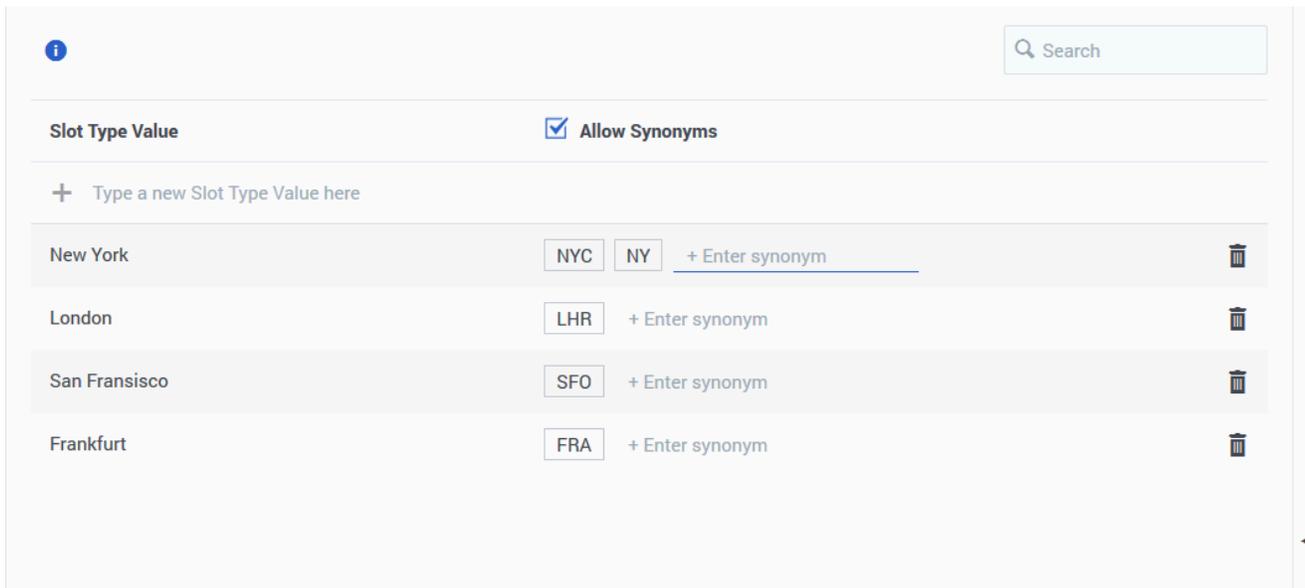We've added some sample utterances that use city names and airport codes, so we have to teach our bot that certain words or phrases are actionable items. These items are called *slots* and in this case, they will stand in for actual city names. Let's add a **City Name** slot.

1. Click **Slot Types** in the left panel and click **Add Slot Type**.

2. Enter *City Name* and click **Save**.

Now, we'll add some names of cities as slots. For each entity you can add synonyms for different ways a user might provide information. In this case, we'll add *NYC* and *NY* (abbreviations) as synonyms for New York area. We could also add *JFK* and *LGA* (airport codes) as synonyms for New York. You can add as many synonyms as you like.

1. Select the ***Allow synonyms*** option, add synonyms to each entity, and click **Save**.

Let's save our bot and then proceed to teach the bot how to identify slots in an utterance.

Map slots in an utterance
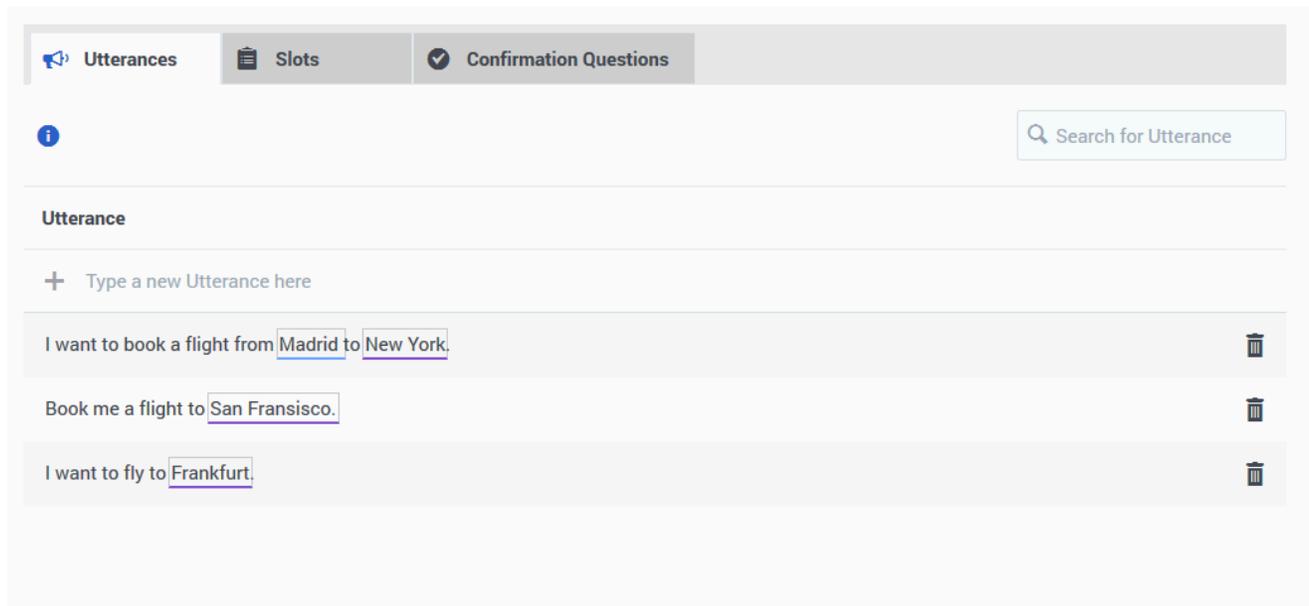
1. Go to the **Utterances** tab of the *BookFlight* intent from the **Intents** option in the left panel.

2. Double-click the word **Madrid** in the utterance, *I want to book a flight from Madrid to New York*.

3. As we do not have any slots defined, let's add a new slot by clicking **Add new slot**.

4. In the **Add Slot** dialog, name it as *Origin* as we're trying to capture where the user is flying from.

5. Select *City Name* in the **Slot Type** option to tell the bot that this entity will use values from the **City Name** custom slot type we created earlier.

6. As the origin location is required for our bot to book tickets, select the **Slot required** option.

7. To let the users know that they have to enter something, let us add a message in the **Prompts** field asking to enter some information: *Where are you flying from?* Press **Enter** to save the prompt.

8. You can add more prompts which the bot will display to the user.

9. Save the new slot and select it from the **Select Slot** option.

10. Similarly, tag the starting locations in the other utterances also. You can also create a new slot for the destination city and tag the destinations with the same *City Name* custom slot type.

Now that we have some basic rules set up for our bot to identify travel information, let's see how well our bot understands the user input and identifies the slots.
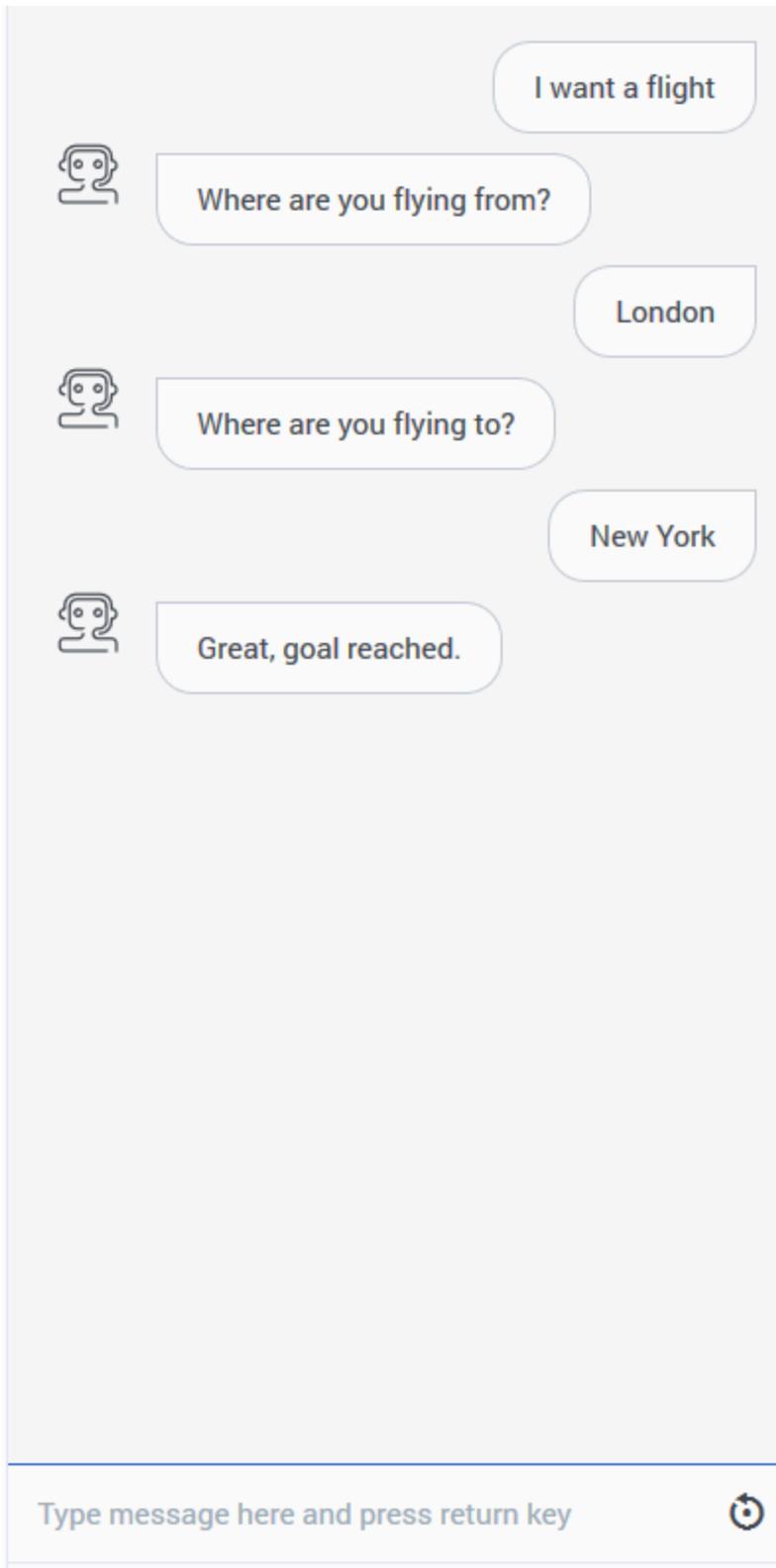
Test the bot

Now that we have some basic rules set up for our bot to identify travel information. Let's see how well our bot understands the user input and identifies the slots.

1. Click **Test Bot** in the top-right corner.

2. Start a conversation with your bot by typing an utterance that mimics the sample utterances that you provided.

That's it!!! You have created your first bot. Go ahead and add more information and improve your bot.

Integration with other products

Link to video

Dialog Engine can integrate with call flow design tools like Genesys Intelligent Automation, Genesys Architect, and Genesys Designer.

Bots

Contents

A bot is a virtual agent that can serve as a starting point for conversations before live agents join the conversation.

Overview

The **Bots** section on the home page displays a list of bots that are available for your organisation.

With a bot, you can do the following activities:

- Create intents, utterances, and slots.
- Add prompts to be displayed by the bot in a conversation.
- Add confirmation questions that will be sent by the bot to confirm that it has understood the user's intent.

Add a bot

1. Click **Create a new Bot** from the home page (the first page displayed after you log in).
2. Enter a name for the bot.
3. (Optional) Enter a greeting or welcome message that the bot will use to greet users.
4. Click **Create** to create the bot.

Delete a bot

- From the home page, click the **Delete** button that is displayed when you hover over a bot tile.

> ### Warning
> When a bot is deleted, all of its related components (intents, utterances, and slots) are deleted.

Import or export a bot

You can import an existing bot model (all intents, utterances, and slots) into a new bot. You can also

export the current bot model for reuse. The data is saved as JSON files.

To import a bot,

1. Create a new bot.

2. Click **Import** under the **Import/Export** dropdown.

3. Select a bot model JSON file and click **Open**. The new bot is updated with the information from the imported bot model.

To export the current bot,

1. Click **Export** under the **Import/Export** dropdown.

2. Save the JSON file to your computer. The file will be saved as ***BotName.json***.

Sample bot models

To make bots easy to build and improve speed to market, Genesys is building a repository of sample bot models for different verticals. The models will have intents, utterances, entities and prompts. You can import these bots models and customize them to suit your business needs.

The following bot model is currently available for download and customization:

- Prebuilt Banking Bot - This pre-built models a standard banking application with account information, loan application, and currency conversion features.

Intents

Contents

An **Intent** describes a task that a user wants to do.

What are intents?

Intents describe a goal or task that a user wants to do, such as tracking their package or booking a cab. A user will interact with a bot to resolve their intent. The dialog model you build must identify a user's intent accurately based on their input.

A user might say: "*I need a room for tomorrow*." or "*I want to book a room for tomorrow.*" The intent of the user is to book a room, though the phrases that they use to convey the intent are different.

When creating intents for your chat bot, try to create one intent per activity. Let's say your bot is in a gaming domain, and your bot can tell players about their points or book them a table at one of the casino's restaurants. It is a good practice to create one intent for points balance and one intent for booking a table.

Create an intent

- From the **Intents** page, click **Add Intent**.
- Enter an intent name for the intent.
- Click **Save**. The **Utterances** page will be displayed after the intent is saved.
- To add more intents, go to the **Intents** page and click **Add Intent**. You can also click the **Add Intent** option in the left pane.

Rename an intent

You can modify only the name of an intent.

- From the **Intents** page, click **Edit** next to an intent.
- Change the name of the intent and click **Save**.

Delete an intent

- From the **Intents** page, click **Delete** next to an intent.
- Click **Delete** in the confirmation dialog.

> **Warning**
>
> If an intent is deleted, all of its related components (utterances and entities) will be deleted.

What's next?

Next, we'll create a few phrases called **utterances** that a customer might use to describe what they want to do.

Utterances

Contents

An **Utterance** is what the user communicates to describe their intent.

You should have at least one intent created.

What are utterances?

Utterances are phrases that a user would use to describe what they want to do. The bot tries to understand and identify the user's intent from these utterances.

A user might say: *I need a room for tomorrow.* or *I want to book a room for tomorrow.* Both of these utterances convey the same intention: book a room for tomorrow. Another utterance might be: *Book me a suite for three nights starting tomorrow.*

When creating sample utterances, try to create variations and also with a wide range of semantics for each intent. It's a good practice to create multiple variations of the same phrase. For example, create two utterances: *book a room* and *reserve a room*.

Add an utterance

1. In the **Utterances** tab, type an utterance in the **+** field, and press **Enter**.

2. Add more utterances to the intent, as needed.

> ### Tip
> You must have two utterances added to your intent before you can save the intent.

Edit an utterance

- Click an utterance and modify the information, as required.

Delete an utterance

- Select an utterance and click the **Delete** button.

Search utterances

Use the **Search** filter to locate all utterances that use a specific keyword. This feature is useful when you have a large number of utterances for your intent.

- In the **Search** field, type a word to locate all instances of that word in multiple utterances.

What's next?

Slots and Slot Types

Contents

A **Slot** is a specific piece of information that can be derived from an utterance and is used to fulfill the user's intent. Each slot is mapped to a **Slot Type**. The slot type defines the type of information that the bot should look for as the slot within an utterance.

What are slots?

Dialog Engine identifies discrete pieces of information (called **slots**) from an utterance to understand the user's intent. Consider the utterance: *I want to book two rooms*. This utterance allows the bot to identify a single piece of information or slot: **rooms required**.

Once a slot has been identified, it is mapped to a slot type. A **slot type** defines how the bot will process the information available in the identified slot. Each slot must be mapped to a slot type. Slot type help the bot define the information that the bot should look for when trying to find a slot in the utterance.

In the previous utterance, the slot was identified as **rooms required** and the slot is mapped to a *number* slot type.

There are two types of slot types supported in Dialog Engine:

- built-in slot types
- custom slot type
    - A list custom slot type
    - A regular expression (regex) custom slot type

An utterance could also include multiple such slots or none (in some cases). Consider, *I want to book two executive rooms for three nights starting tomorrow*. The bot identifies slots mentioned in the utterance: *two rooms*, *three nights*, and *tomorrow* and maps them accordingly to the corresponding entities. While number of rooms required, number of nights, and date can be mapped to built-in slot types, the type of room requested (*executive*) can be mapped to a custom slot type.

Add a slot

You can add slots to an utterance in two ways: from the **Slots** tab or from the **Utterance** tab.

- From the **Slots** tab, click **Add Slot**.
- Enter a name to identify the slot.
- Select a slot type. You can choose from a built-in slot type or any custom slot type.
- Check **Slot Required** if you want this slot to be mandatory in the utterance.
- Enter the prompt to be displayed to the user. Add more prompts, if needed.

- Click **Save**.

To add slots from the **Utterance** tab, select and click a word or phrase that will be extracted as a slot value and select **Add New Slot**.

Using built-in slot types

Dialog Engine includes the following built-in slot types by default:

- `builtin:datetime` : maps any date and time values.
- `builtin:date` : maps any date values. Use when you want to map dates only. Ensure the dates are in extended ISO-8601 format. For example, *2021-02-16*.
- `builtin:time` : maps any time values. Use when you want to map time only.
- `builtin:amountOfMoney` : maps any amount values.
- `builtin:duration` : maps any duration type values.
- `builtin:number` : maps any numeric values. Currently only integers are supported. Ordinal numbers like 'first' or 'second' are not supported.

These slot types are available to define slots when creating a slot under the **Slot Type** option.

Using custom slot types

A custom slot type allows you to define slot types and use them to map slots. For example, you may require a *location* slot to denote cities for your travel bot. You can define a custom slot type and use that location slot to mark up locations in your utterances.

Dialog Engine supports two types of custom slot types:

- a list type
- a regular expression (regex) type.

If your bot has to identify a complex content in the utterance, say a flight number or flight code, a regex pattern is more useful in defining the slot type.

Using a list slot type

If your custom slot type data is a set of predefined words in the utterance, say like location names, use the list slot type.

- Click **Add Slot Type** from the **Slot Types** page. or click **Add Slot Type** in the left pane.
- Enter a name for the custom slot type and click **Save**.
- Select **List** as the custom slot type.

- Type a value for the custom slot and press **Enter**.

- Add more entity values as needed.

You can also add synonyms for a slot type so that Dialog Engine can recognize multiple words and phrases for the same slot. For example, an entity value of *New York* can have the synonyms: *Big Apple* or *NYC*. This allows the bot to understand that when the user says *NYC*, it is mapped to *New York*.

To add synonyms

- Select the **Allow Synonyms** checkbox to enable adding synonyms.

- Click the **Enter synonym** field next to the slot type value and type an alternate name and press **Enter**.

- Add more synonyms, if needed.

To delete any synonyms, hover over the synonym and click the X that appears.

Using a regular expression (regex) slot type

You can use regular expressions (regex or regexp) to map values to slot types. For example, if you want to match flight codes for your travel bot, you might want to know the flight number for handling any cancellations, the regex pattern, *^[A-Z]{2}\d{3,4}$* will match any phrases in the utterance that match this pattern as a flight number.

- Click **Add Slot Type** from the **Slot Types** page or click **Add Slot Type** in the left pane.

- Enter a name for the custom slot type and click **Save**.

- Choose **Regular Expression** as the custom slot type.

- Type a regular expression and press **Enter**.

Map slots in utterances

Once you've created slots with the associated slot types, you must map specific words and phrases in the utterances to the correct slots.

- In the **Utterances** tab, double-click or select 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 bot.

Modify a slot's information

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.

Confirmations

Contents

A **Confirmation** is the message sent by the bot to confirm that it has understood the user's intent.

What are confirmations?

Confirmations are used to respond to user inputs and help move the conversation forward. You can provide a set of messages that the bot will use to reply to user input. Typically, confirmation questions are used when the confidence score returned for an intent is below the **Intent Confirmation Threshold** defined in the **Bot Settings** section.

You can provide the initial confirmation message when creating an intent, something like "*Ok, I can help you book a hotel?*"

You can add multiple confirmation messages to an intent, modify existing messages, or remove them.

Testing your bot

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It is very important to test how your bot works. The **Test Bot** feature allows you simulate a conversation with your bot.

Test your bot

You can test your chat bot anytime by clicking the **Test your Bot** button. You can use this to see how your bot identifies slots and intents from any conversation.

> ### Tip
> Remember to save your bot always before testing.

Conversations with the bot will be used in the **Learning** section to improve the bot's understanding of intents and slots.

View diagnostic information

- Click ▲ to display the detailed information about the chat testing dialog.

The **Progress** option indicates the items identified in the conversation like intent and slots. As the user conversation progresses, the intents and slots that are inferred are displayed till the confirmation goal is reached.

The **Code** option displays the same information as a JSON structure.

- Click ▼ to close the detailed information dialog.

Improving your bot

Contents

Improve your bot by training it to recognize intents and slot accurately using the **Learning** page.

The **Learning** page helps you to train the domain model by improving the accuracy of matching intents to slots.

The **Learning** page lists utterances that were not matched to an intent. You can improve your model by assigning an utterance to an intent. You can also delete unrequired utterances.

Assign utterances to intents

You can add unrecognised utterance to intents.

- Select an utterance and click **Confirm** under the **Predicted Intent** column to add that utterance to the intent.

Alternatively, you can choose one or more utterances and select an intent that the utterance relates to in the **Assign to Intent** option.

The utterance will be mapped to the predicted intent.

The utterance is moved to the intent and can now be mapped to slots from the intent's **Utterances** tab.

Delete unrelated utterances

- Choose an utterance from the workspace and click **Delete**.The utterance is removed from the workspace.

Filter utterances

You can filter the list of utterances by status or by intent.

- Click the **Filter by Status** option and select a status filter:
  - *All* - displays all utterances.
  - *Incorrect* - displays utterances that were mapped to an intent but the match could be incorrect.
  - *Correct* - displays utterances where the intent was identified correctly.
  - *Unknown* - displays utterances that the bot can't correctly map to the intent.

- Click the **Filter by Intent** drop-down and select an intent filter:
    - *All* - displays all utterances
    - *None* - displays utterances where the bot could not predict an intent.

You can also search the utterances for a specific keyword using the **Search** field.

Adding Knowledge to your bot

Contents

Add predefined questions and answers to your bot allowing it to understand and respond to conversations.

What is Knowledge?

Dialog Engine allows using a set of predefined questions and answers or FAQs to respond to queries. Knowledge is stored in a Comma Separated Value file, or a CSV file. Dialog Engine parses this imported knowledge file and searches semantically for matching FAQ results to queries.

Dialog Engine includes a sample knowledge file that can be used as a template to build a knowledge base. Once imported, Dialog Engine will use the information in the knowledge base to respond to questions.

You can create a bot that relies on this knowledge to answer queries. These bots are called **Knowledge Bots**.

Tip
How to write a good FAQ has some valuable tips on writing some good questions and answers for your FAQ.
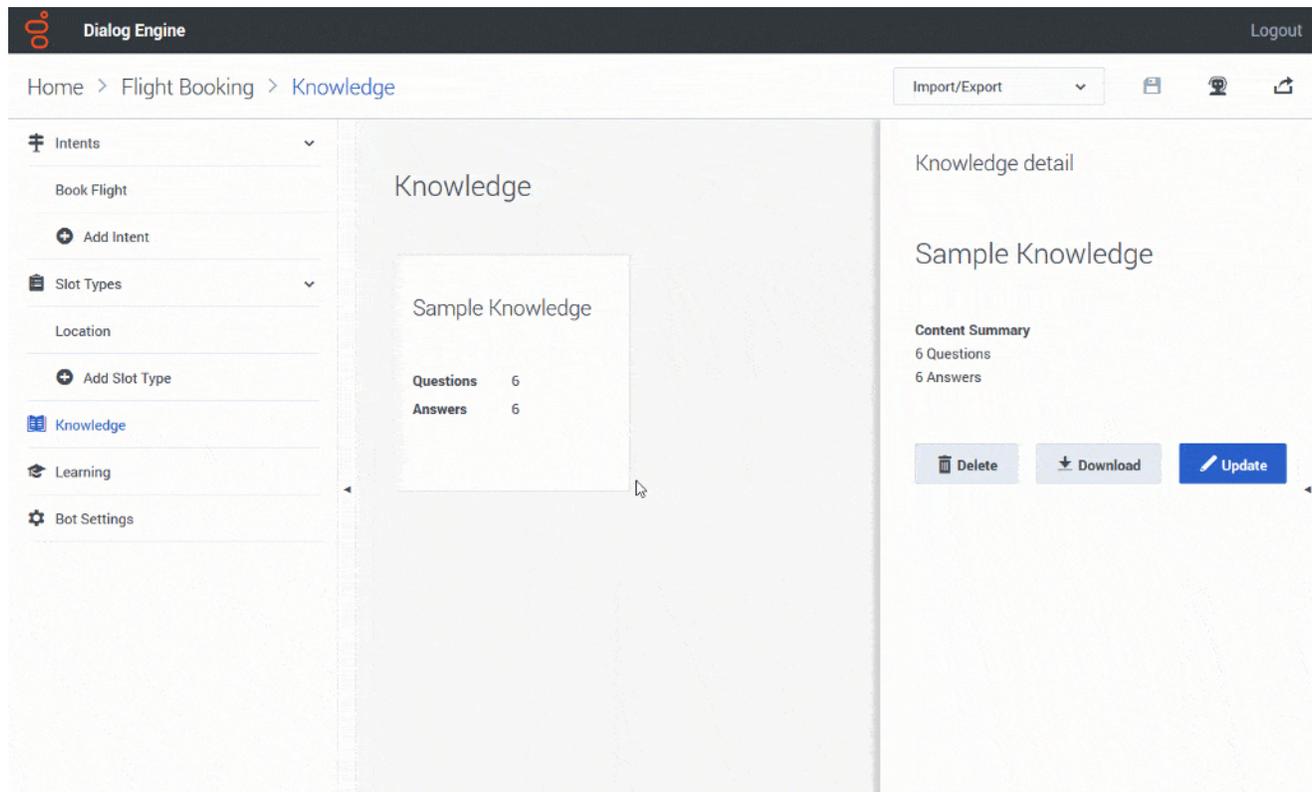
Import Knowledge
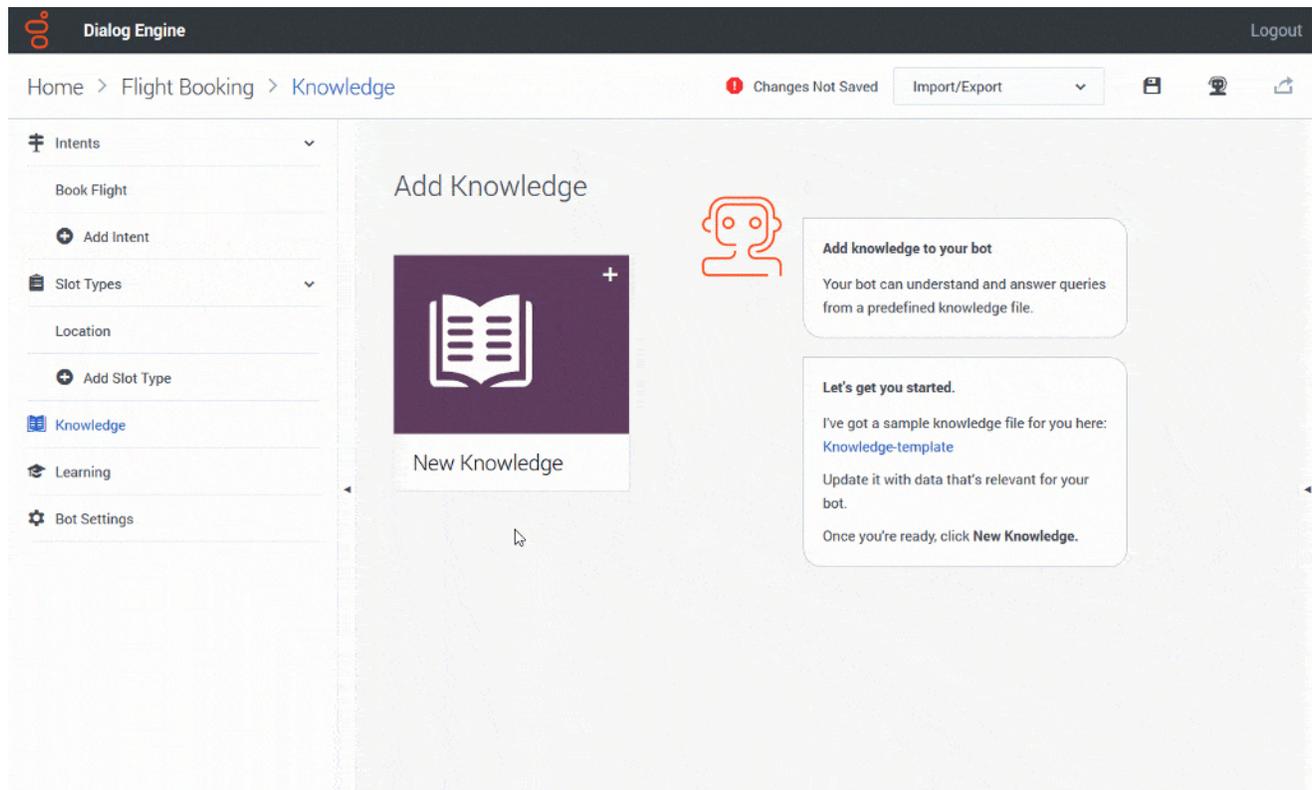
- Click **New Knowledge**.
- Enter a name to identify the knowledge.
- Select the knowledge file to be imported.
- Click **Create** after the knowledge file is uploaded.

The information in the knowledge is updated and the Knowledge page displays the knowledge name and the number of questions and answers that were imported.
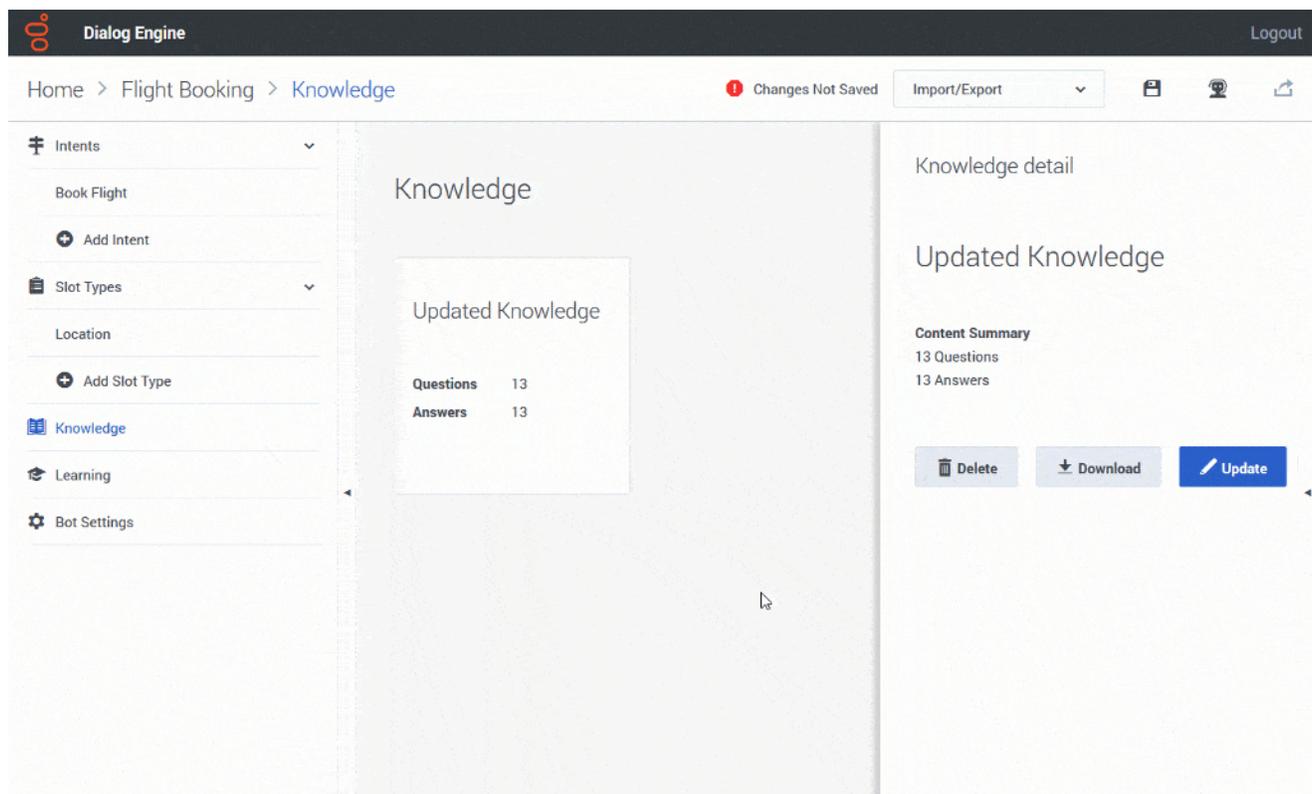
Update Knowledge

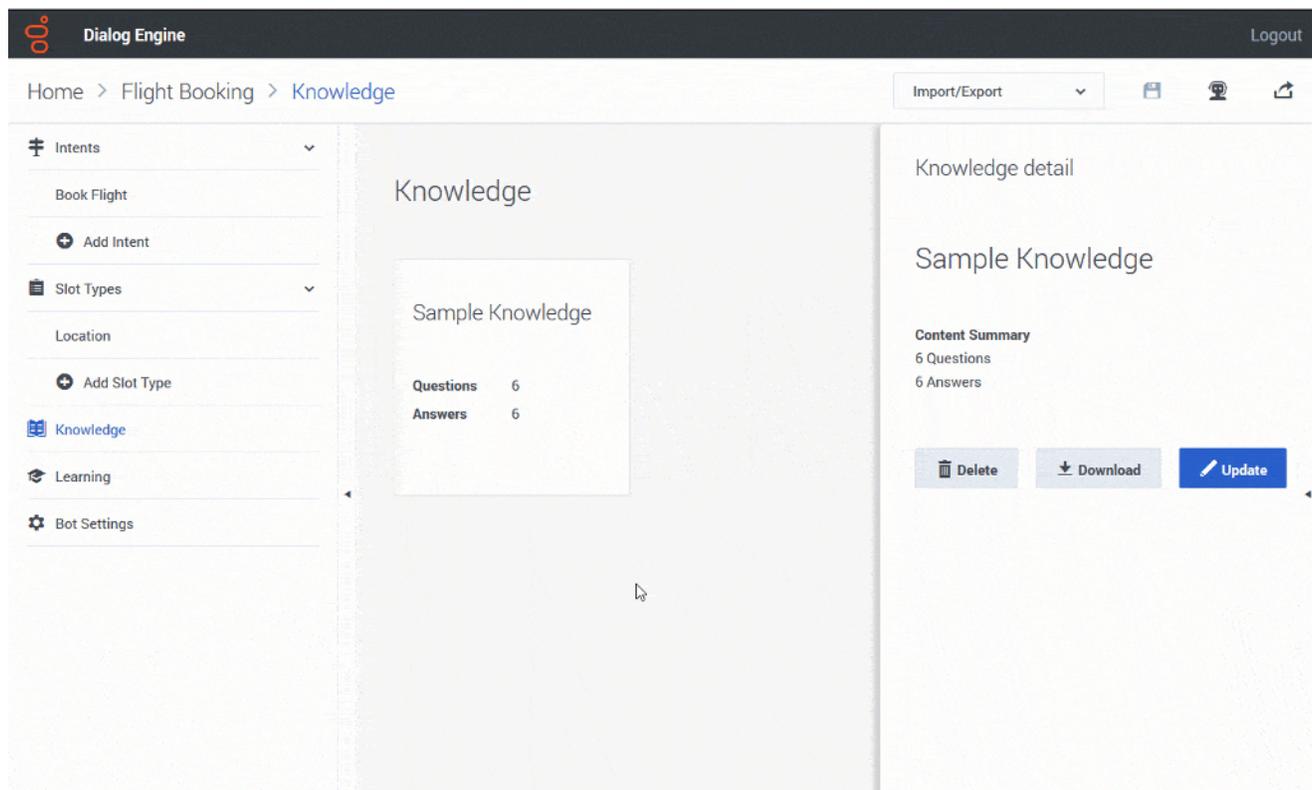To update an existing knowledge file, click **Update** and import the latest knowledge file.

Download Knowledge

To download the current knowledge as a CSV file, click **Download**.

Delete Knowledge

- Click **Delete** in the right pane and click **Delete** in the confirmation dialog.

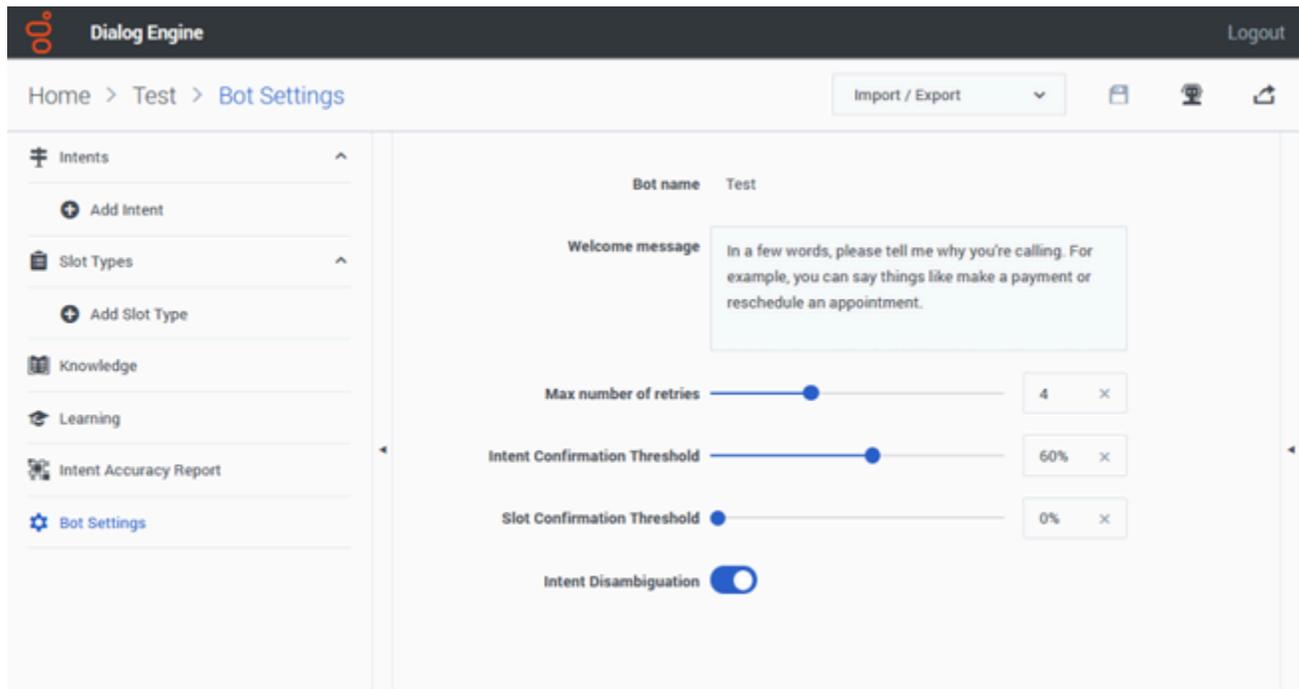## Knowledge Bots

Link to video

Knowledge Bots do not require creating intents and utterances. You can update these bots by uploading a newer set of knowledge files.

Configuring your bot

Contents

Modify your bot's settings.

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

- The welcome message that the bot will display when it starts.
- 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.
- Enable the Intent Disambiguation feature.

Configuring the default prompts

Dialog Engine includes a set of built-in prompts for a bot to collect inputs from a user. You can customize the built-in default prompts by updating the default prompts messages in the Default Prompts section.

The following table describes:

- when the prompt is played to users,

- the dynamic variables you can use within that prompt (if available),
- the default prompt message that you can change.

Prompt	Description	Variables (if available)	Default Message
Intent Confirmation	If there are no **Confirmation Questions** configured for an individual intent, this prompt is played to confirm the currently identified intent.	{{intent_name}}	Are you interested in {{intent_name}} ?
Slot Confirmation (1)	If the bot is unsure about the value it recognized as a slot, this prompt is played to confirm the value. The bot expects a *Yes* or *No* as the answer to this.	{{resolved_slot_value}}	I think you said {{resolved_slot_value}}. Is that right?
Slot Confirmation (2)	If the bot does not recognize a *Yes* or *No* value for the **Slot Confirmation (1)**, this prompt is played to confirm the value.		Please answer yes or no.
Slot Fill	If there are no slot **Prompts** configured for an individual slot, this prompt is played to request a value for the slot.	{{slot_name}}	Please provide a value for {{slot_name}}.
Feedback	This prompt is played after a knowledge answer has been provided. This is applicable only for bots that include knowledge.		Did this answer your question?
Max Retries Exceeded	This prompt is played when the bot exceeds the **Max number of retries** limit configured.		More than allowed number of retries.
Yes No	This message is played when the bot expects the user to respond with an *Yes* or a *No*.		Please answer yes or no.
Unable To Help	This message is played when the user rejects all possible intents. If the maximum number of		Sorry, I cannot help you.

Prompt	Description	Variables (if available)	Default Message
	retries limit is reached first, then the **Max Retries Exceeded** prompt will be played before this prompt is reached.		
Choices Retry	This prompt is played to request user input again in the below cases: • After rejecting an *Intent Confirmation*. • After answering 'none' to intent disambiguation.		Ok, how can I help you?
Session Reset	This prompt is played when a user requests a session reset by: • Clicking the **Reset Conversation** button in the test bot. • Entering '*reset*' or '*start over*' in the chat.		Let's start over - conversation reset.

Intent Disambiguation

Contents

Learn how to configure the bot to choose the right intent from multiple possible intents.

Working with Intent Disambiguation

Link to video

The **Intent Disambiguation** option, when enabled, presents a list of intents to the user when the utterance is matched with multiple intents. This list of intents will display up to nine intents that fall within a 50% confidence level of the top classified intent.

As shown in the example, when the utterance has more than three intents that can be detected, the bot displays the top three intents that match the threshold value options. If there are more than three matching intents, the user can choose one of the intent displayed or choose *None of the above* option to display another set of matching intents.

Working with Intent Accuracy Report

Contents

Learn to understand and use the Intent Accuracy Report feature.

What is the Intent Accuracy Report?

The intent accuracy report is a visual representation that depicts intents that can be mistaken for others intents by your bot. The intent accuracy report shows an overview of the *predicted intent vs the expected intent*. It can help you understand why the bot predicted an intent as Intent X instead of predicted it as Intent Y. The number of correct and incorrect predictions are summarized with count values and broken down by each intent. The expected intents are shown as rows, the predicted intents are shown as columns.

When to use the Intent Accuracy Report

You can use the Intent Accuracy Report when you create a bot for the first time. As the report provides you an insight into how your bot will perform in the real world. Based on the training utterances, the report will show if the bot will have some confusion between intents when working with live data. If you find that the utterances used by customers are different from your training utterances, this report will not be accurate. To overcome this, ensure that you provide some good training utterances.

You can also use the Intent Accuracy Report whenever you add more utterances or newer intents. This report will indicate how your bot will perform when the new changes are included.

## Understanding the Intent Accuracy Report

Important

The Intent Accuracy report is based on the training utterances used in the bot. It does not show the performance of the live data.

The **Intent Accuracy Indicator** score indicates how accurately the bot can predicting intents correctly. A higher percentage indicates better chances of your bot identifying an intent accurately.

In the intent accuracy report, the expected intents are shown as rows, the predicted intents are shown as columns. The diagonal cells indicate that the predicted and expected intents match. Each cell in the matrix is colored according to the intent accuracy.

- Intents that are highly likely to be mistaken from another intent and require immediate attention are marked as *Critical* and are highlighted in red.

- Intents that have a likelihood to be mistaken for another intent are marked as *Advisory* and are highlighted in yellow.

- Intents that have a low likelihood to be mistaken for another intent are marked as *Minimal* and are marked in dark grey.
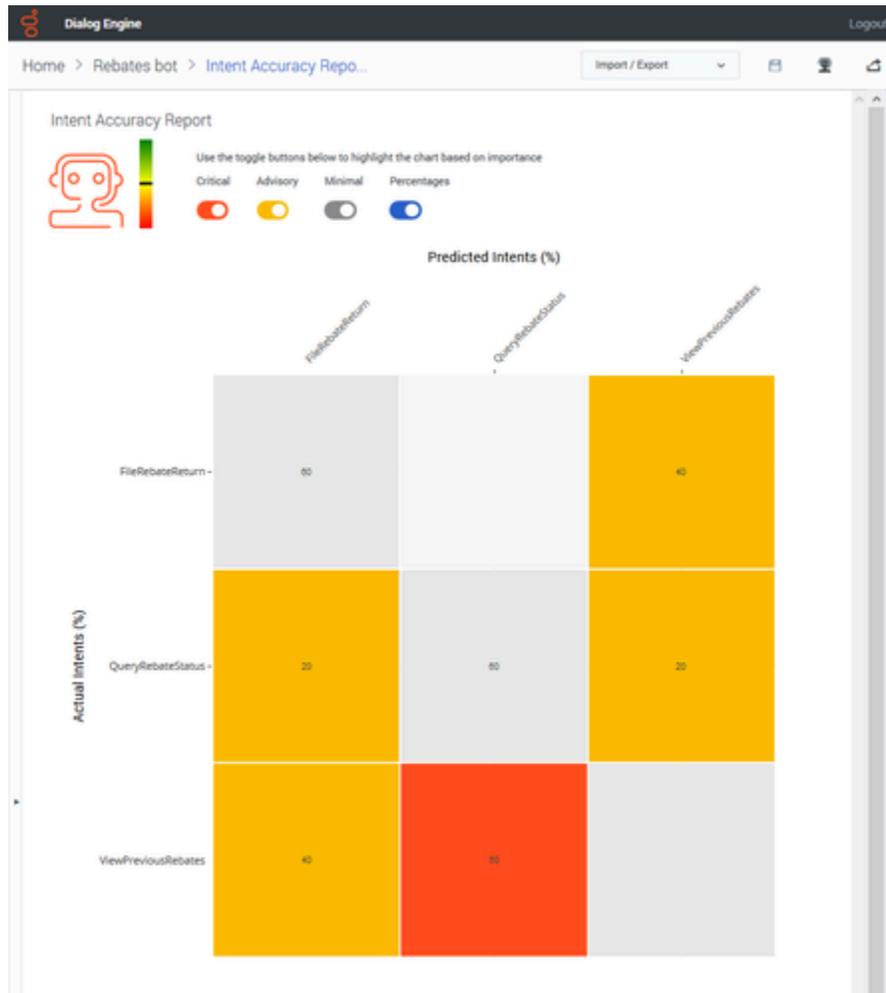
To view more information on how the bot classified utterances to that intent, click any cell to display a detailed breakdown of how the intent was classified. For example, in the following example, The **Query Rebate Status** intent was classified as **View Previous Rebates** intent in 20% of cases and as **File Rebate Returns** in 20% of cases.

You can toggle the display of the **Critical**, **Advisory**, and **Minimal** highlights. You can view the percentages for each marked cell by toggling the **Percentages** option.

For example, if you want to view only **Critical** intents and the **Percentages**:

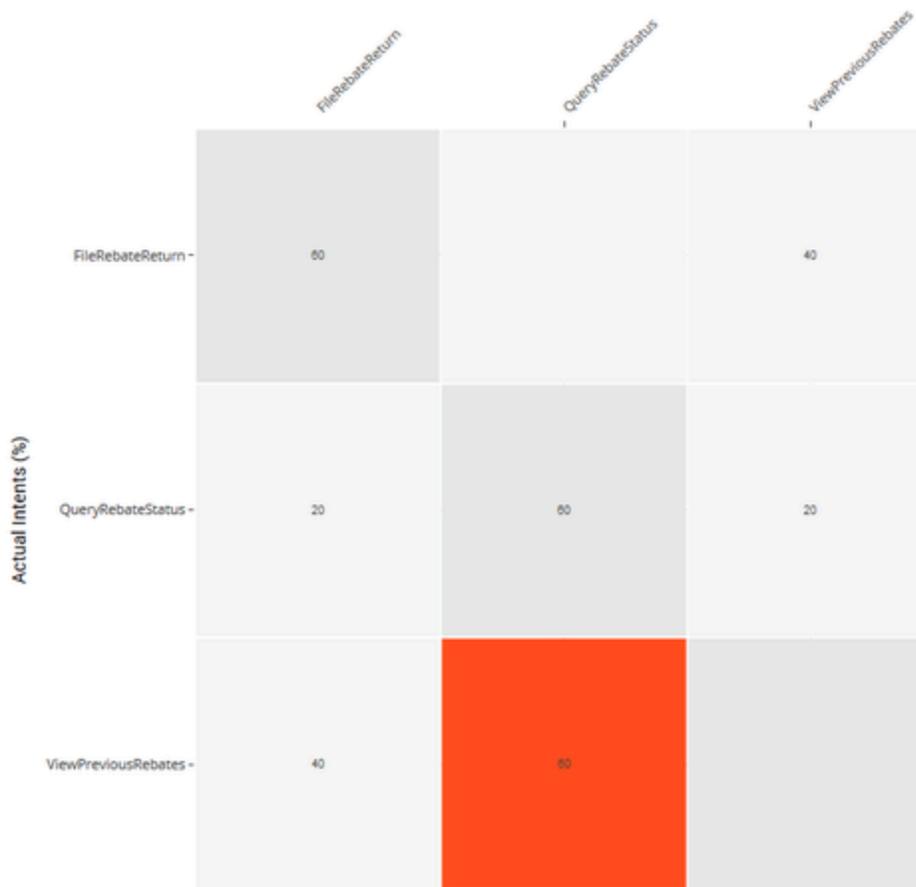# How to improve the Intent Accuracy Report

If your intent accuracy report shows that you may need to make improvements by showing **Critical** or **Advisory** intents, you can try these top tips:

Top tip	Action to take
Do you have enough utterances for each intent?	Ensure you have at least 10 or 20 utterances for each intent.

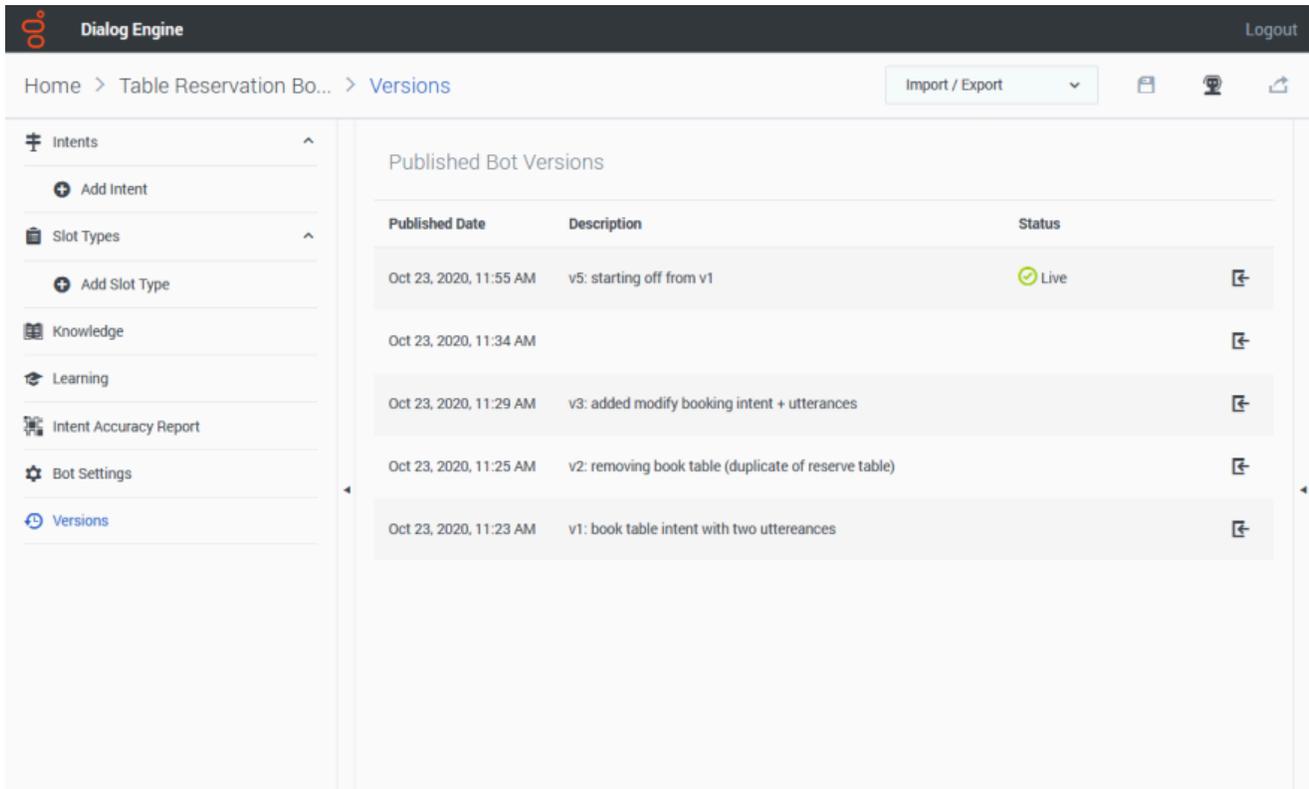|	
Are you training your bot evenly?	Ensure you have an even distribution of utterances across intents. For example, ensure all intents have around 10 utterances. Do not have one intent that has more utterances than other intents.
Are you using a similar phrasing in utterances across different intents?	If Intent A is being mistaken as Intent B, you can go to the utterances in Intent A and Intent B and modify them, so they are not similar in both intents.
Should any intents be merged?	It may make sense for you to merge two intents, for example, you may have two intents for making payments that you can merge into one single intent. You can combine Intent A and Intent B by copying the utterances from Intent A into Intent B and deleting Intent A.
Have you thought of your prompts for the intents? Can they be improved to help users understand what the bot is asking for?	You can update your prompts by updating: • The **Welcome message** option in **Bot Settings**. • The **Prompts** option under **Intents** > **Slots** > **Edit**. Add or update the phrase when asking for a slot. • The **Confirmation Questions** tab in **Intents** to add or update your confirmation questions for each intent.

Versioning Bots

Contents

Learn how to create multiple versions of your bot

The **Versions** screen allows you to view and switch between various published versions of your bot.


The **Published Bot Versions** table displays all versions of the current bot with a published date and description (if available). The status of the bot is also displayed. The *Live* status indicates that the version is live for your customers.

When a bot is published, you can provide an optional description for the version being published.
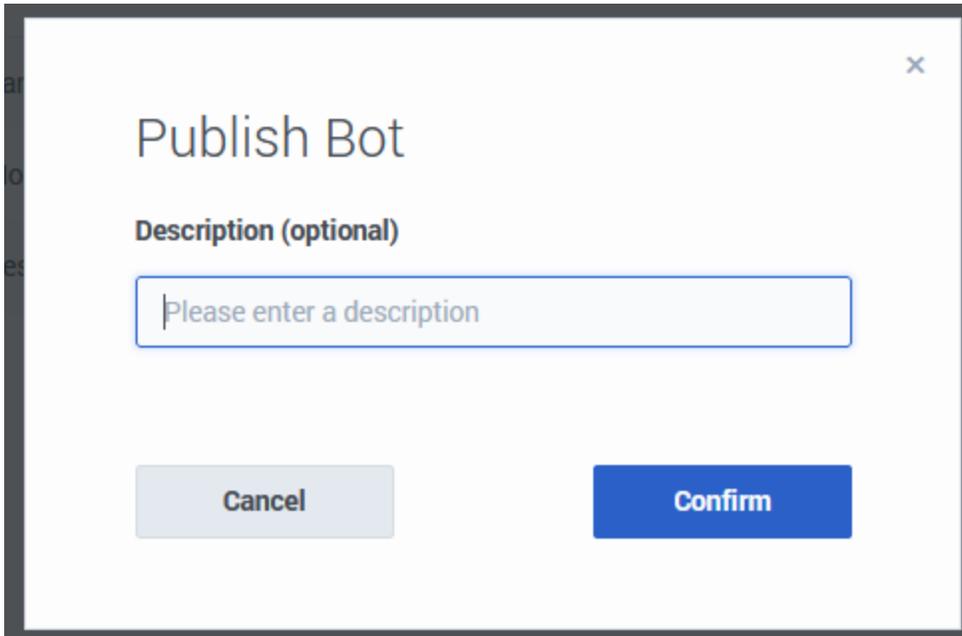
Load a previous version of a bot
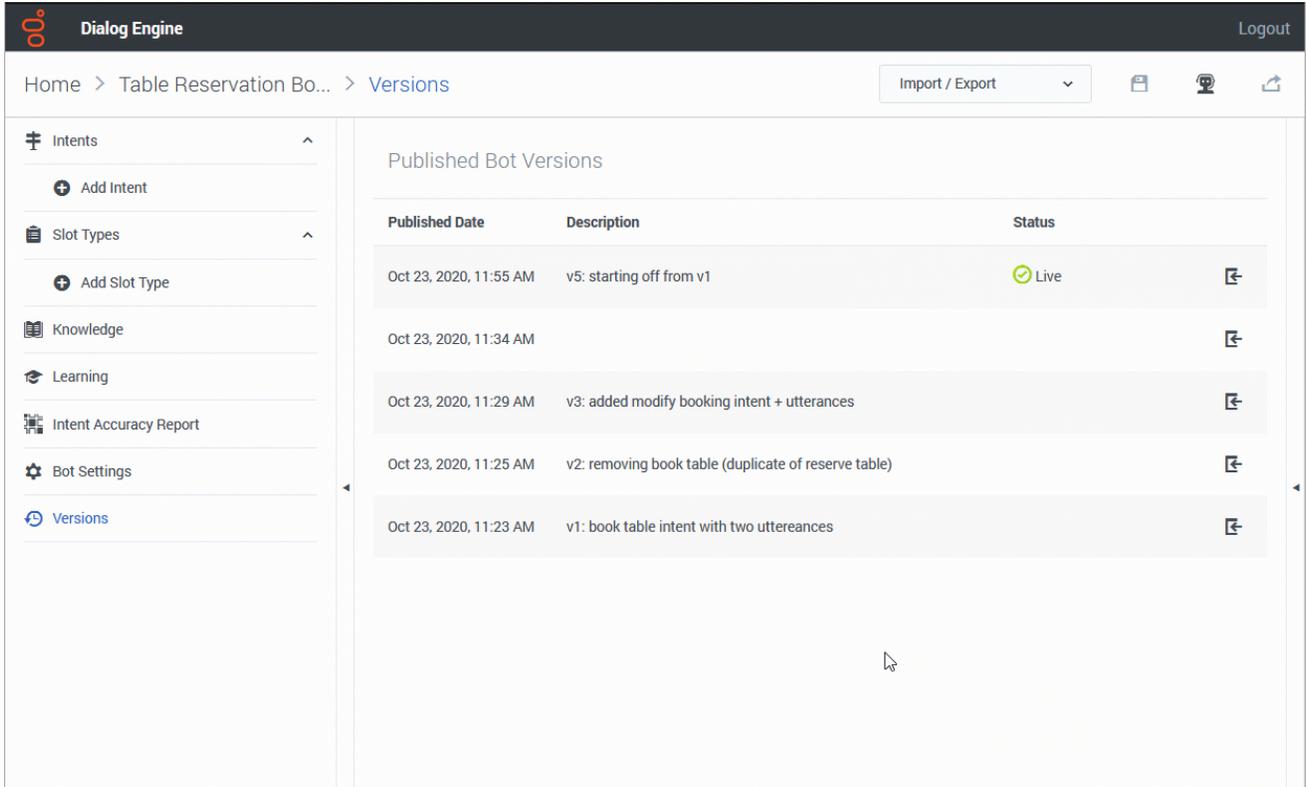
To load a previous version of a bot, click the **Load Bot Version** button.

Important

Remember that any unsaved changes to the bot will be lost.

Loading a previous version will create a copy of the version into the workbench. You can view and update this copy and when you publish the bot, a new version is created with the updates you made after importing.