

## **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Dialog Engine User Guide

Configuring your bot

8/23/2025

## Contents

• 1 Configuring the default prompts

Modify your bot's settings.

Oialog Engine								Logout
Home > Test > Bot Settings				Import / Export	*	8	Ŧ	₫
± Intents ^		Bataana Too						
Add Intent		Bothame res	Test					
Slot Types ^	Welcome message	Welcome message In a exa	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.			For		
Add Slot Type		reso						
Knowledge		the sector of a bins						
tearning		Max number of retries			4	_		
Intent Accuracy Report	1	Intent Confirmation Threshold		•	60%	×		4
🗘 Bot Settings		Slot Confirmation Threshold 🧶			0%	×		
		Intent Disambiguation	)					

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 <b>Confirmation</b> <b>Questions</b> 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 <b>Slot</b> <b>Confirmation (1)</b> , this prompt is played to confirm the value.		Please answer yes or no.
Slot Fill	If there are no slot <b>Prompts</b> 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 <b>Max number of</b> <b>retries</b> limit configured.		More than allowed number of retries.
Yes No	This message is played when the bot expects the user to respond with an <i>Yes</i> or a <i>No</i> .		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 <b>Max Retries</b> <b>Exceeded</b> prompt will be played before this prompt is reached.		
Choices Retry	<ul> <li>This prompt is played to request user input again in the below cases:</li> <li>After rejecting an <i>Intent Confirmation</i>.</li> <li>After answering 'none' to intent disambiguation.</li> </ul>		Ok, how can I help you?
Session Reset	<ul> <li>This prompt is played when a user requests a session reset by:</li> <li>Clicking the <b>Reset</b> <b>Conversation</b> button in the test bot.</li> <li>Entering 'reset' or 'start over' in the chat.</li> </ul>		Let's start over - conversation reset.