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# Genesys Dialog Engine User Guide

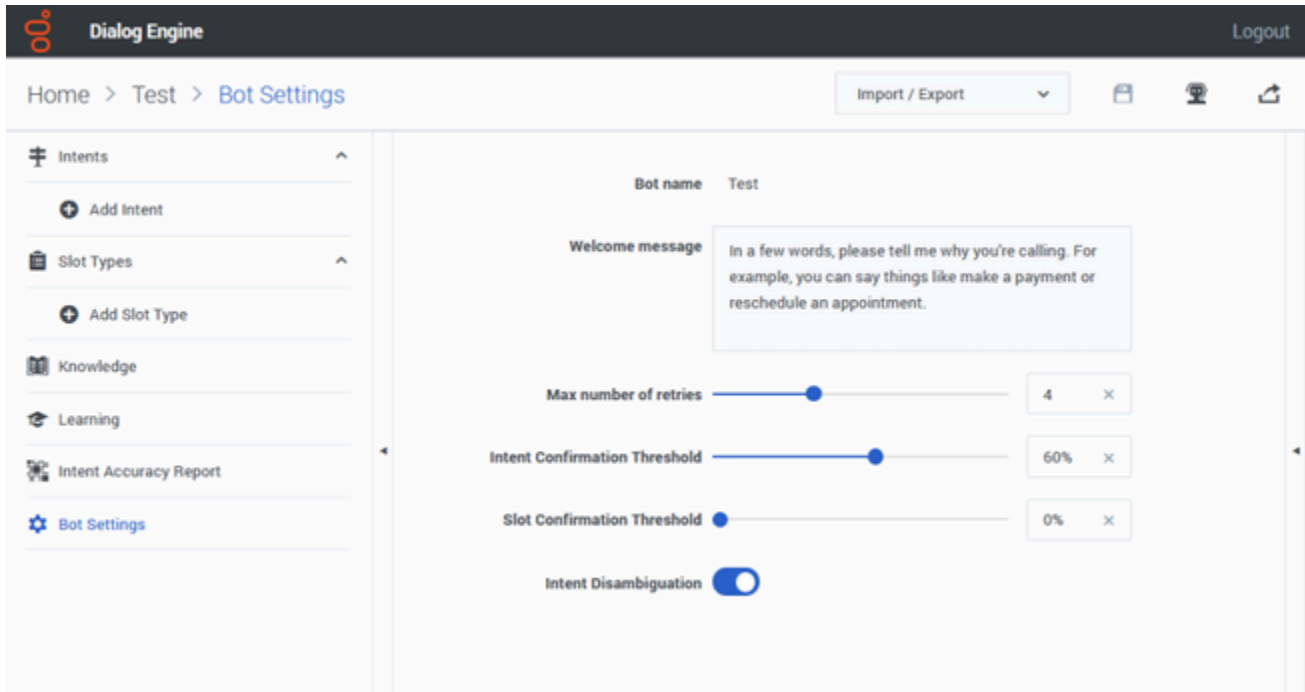
Configuring your bot

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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 <b>Confirmation 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 <i>Yes</i> or <i>No</i> 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 <i>Yes</i> or <i>No</i> value for the <b>Slot 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 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.<br><br>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 Exceeded</b> prompt will be played before this prompt is reached.   |                          |  |
| Choices Retry | <p>This prompt is played to request user input again in the below cases:</p> <ul style="list-style-type: none"> <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 | <p>This prompt is played when a user requests a session reset by:</p> <ul style="list-style-type: none"> <li>• Clicking the <b>Reset 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. |