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# Genesys Dialog Engine User Guide

Confirmations

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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.