Genesys Dialog Engine User Guide

Confirmations

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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.