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

Create your first chat bot

4/16/2024

Contents

- 1 Get started
- 2 Create a bot
- 3 Create an intent
- 4 Create an utterance
- 5 Create a custom slot type
- 6 Map slots in an utterance
- 7 Test the bot
- 8 Integration with other products

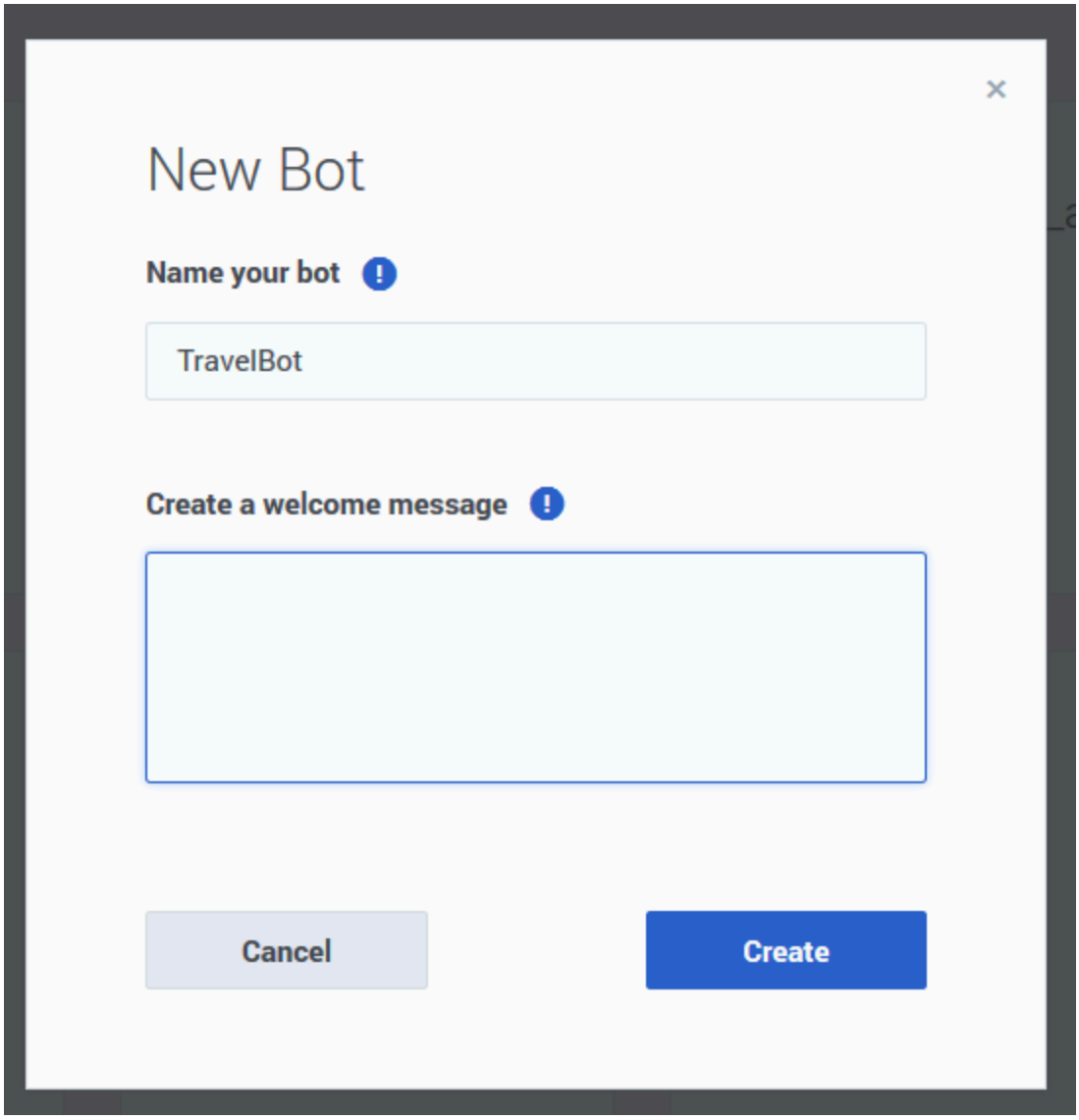
This article will walk you through the process of creating and testing your first chatbot.

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

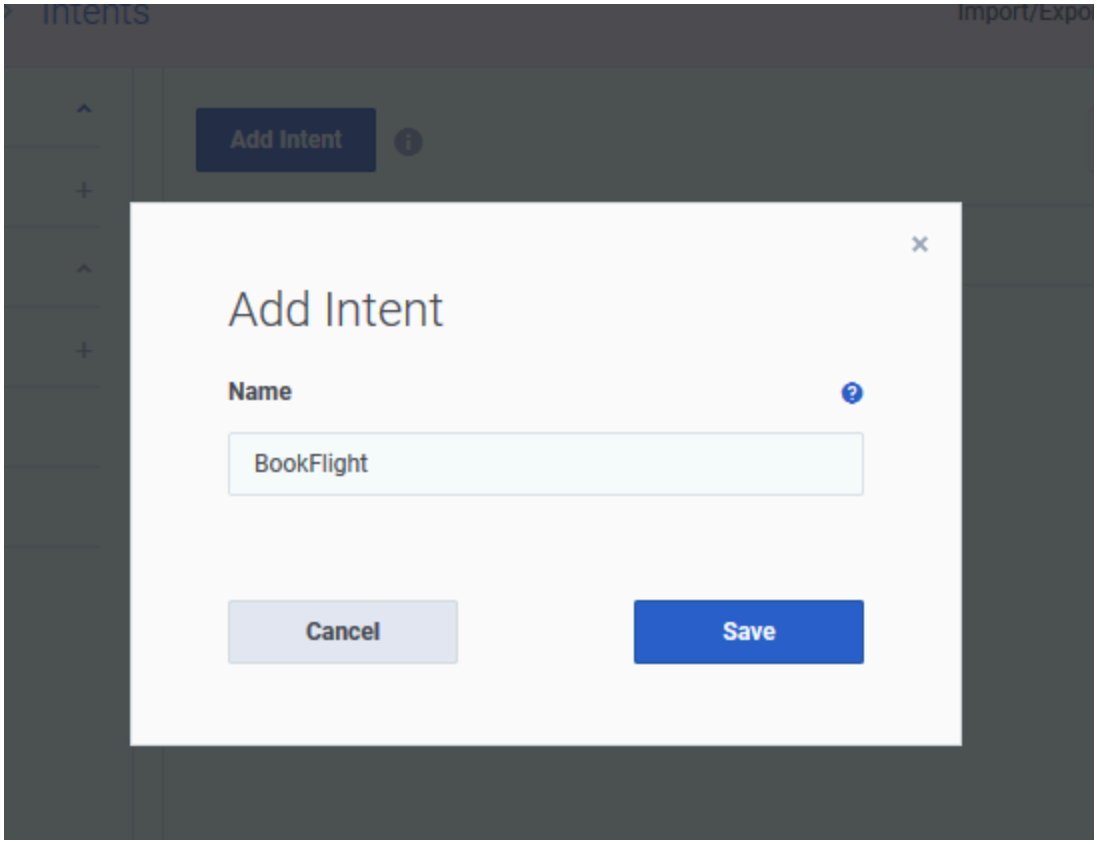


Create a new bot and call it *TravelBot* and click **Save**.

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.

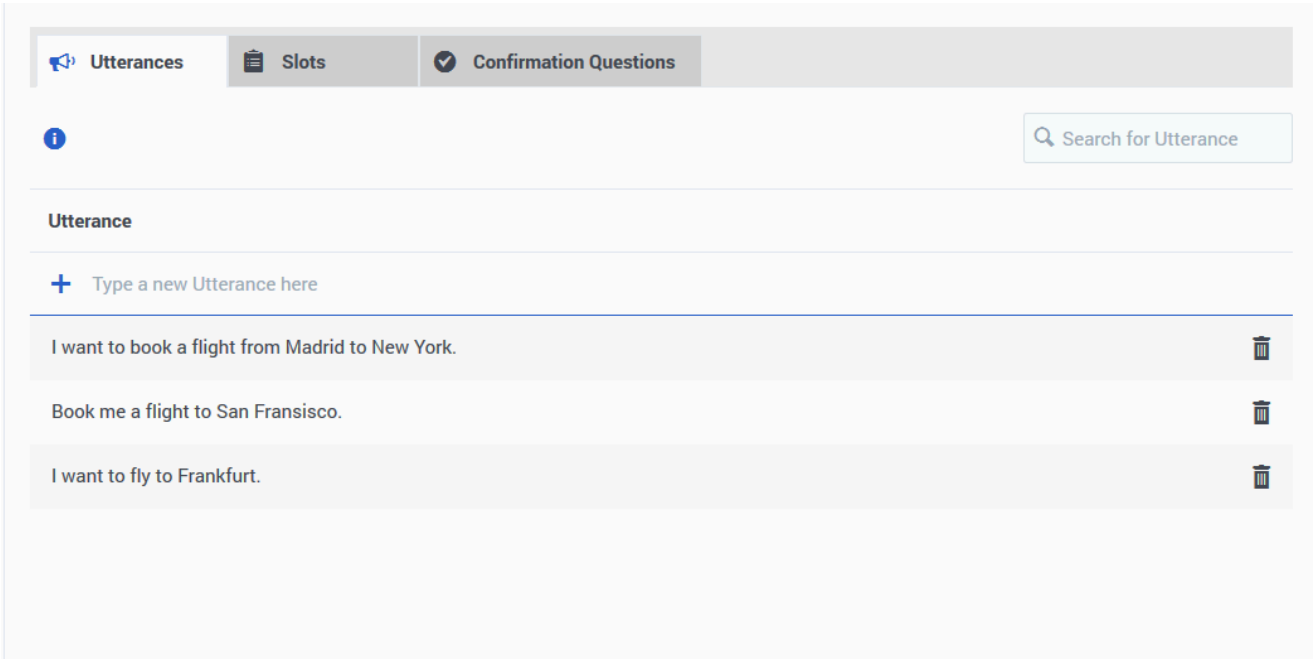
Create an intent



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



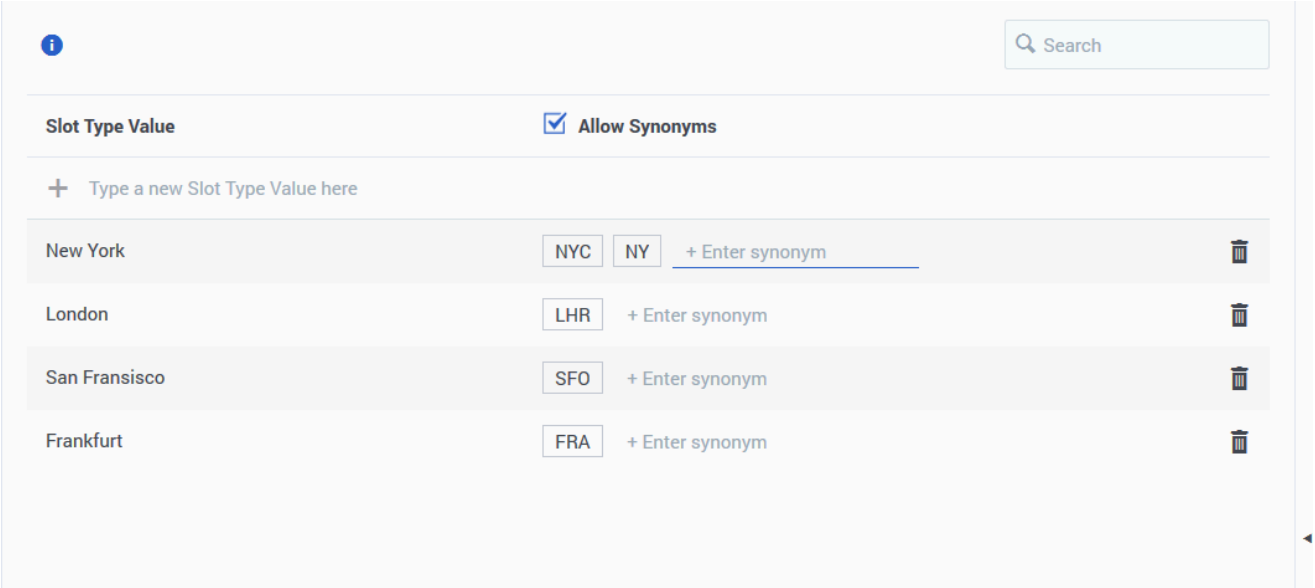
Let us add a few sample phrases that someone talking to our flight-booking bot might use and save them. For example:

- 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.

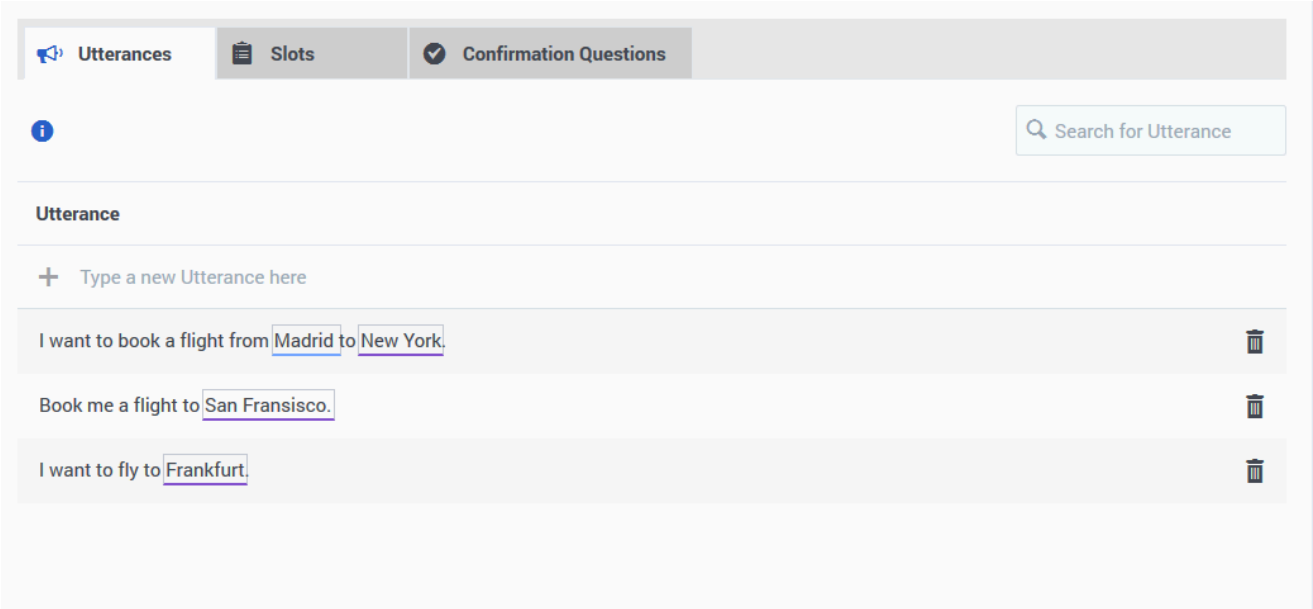
1. Click **Slot Types** in the left panel and click **Add Slot Type**.
2. Enter *City Name* and click **Save**.

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.

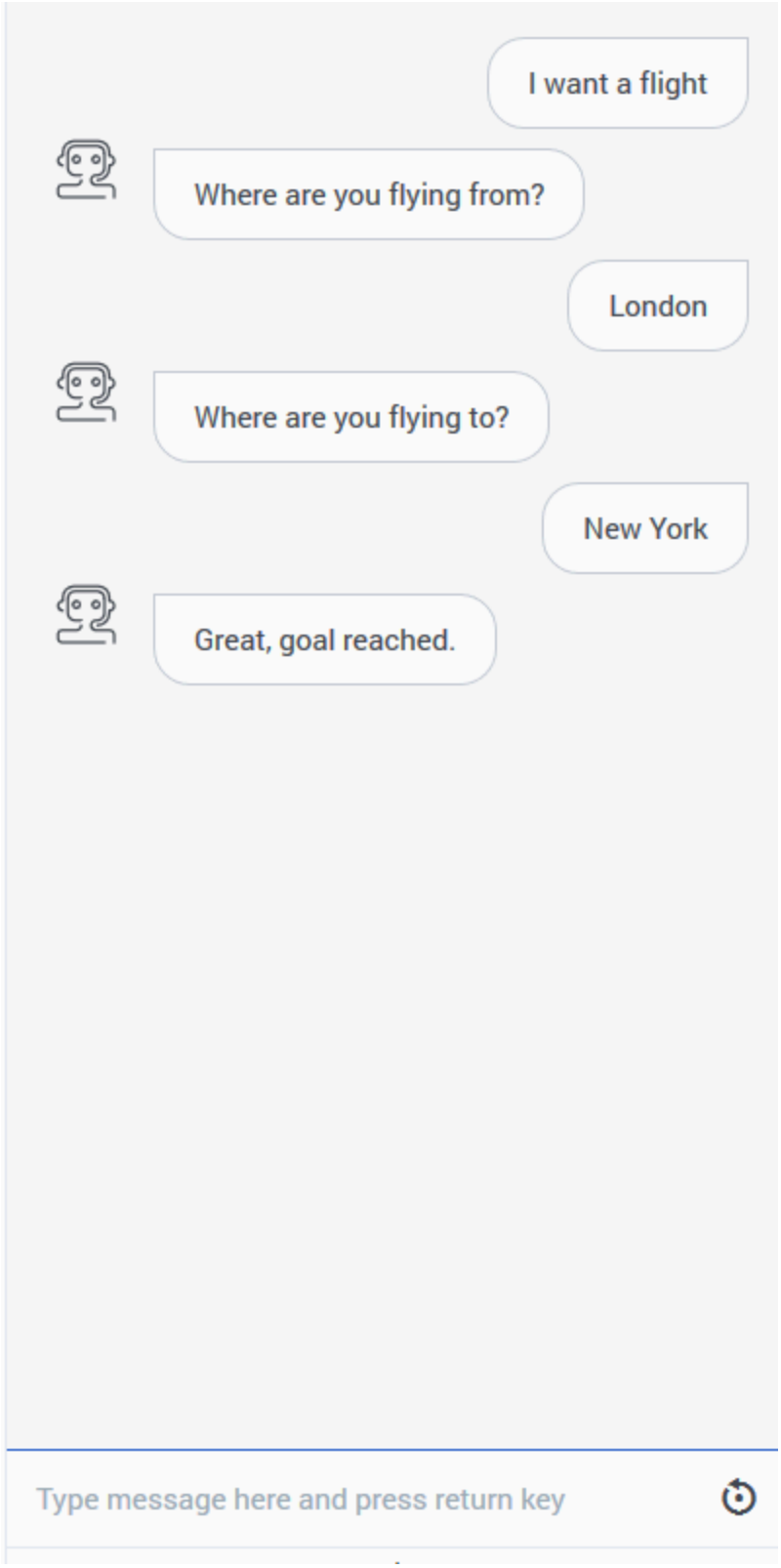
Map slots in an utterance



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


I want a flight
Where are you flying from?
London
Where are you flying to?
New York
Great, goal reached.
Type message here and press return key

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.