Genesys Dialog Engine User Guide

Intent Disambiguation

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Learn how to configure the bot to choose the right intent from multiple possible intents.

Working with Intent Disambiguation

Link to video

The **Intent Disambiguation** option, when enabled, presents a list of intents to the user when the utterance is matched with multiple intents. This list of intents will display up to nine intents that fall within a 50% confidence level of the top classified intent.

As shown in the example, when the utterance has more than three intents that can be detected, the bot displays the top three intents that match the threshold value options. If there are more than three matching intents, the user can choose one of the intent displayed or choose *None of the above* option to display another set of matching intents.