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Genesys Dialog Engine User Guide

[Overview](#)

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Genesys Dialog Engine helps you to create bots through a *natural language understanding* (NLU) engine that can understand and process information provided as input.

What is Dialog Engine?

You can use Genesys Dialog Engine to create bots that will be able to understand and respond to information that customers provide. Dialog Engine uses *natural language understanding* (NLU) to process the meaning of text or speech input from a human and communicate information back to them.

Important

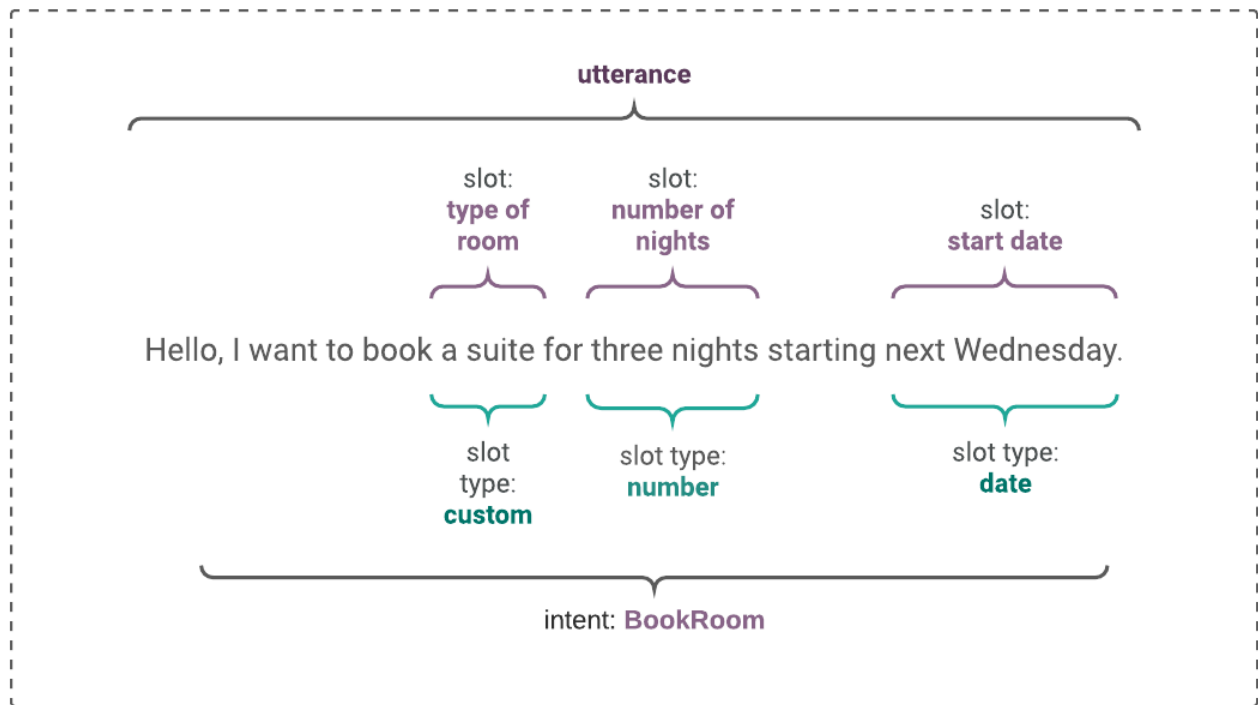
For an overview of how to create and use a chatbot in Genesys Multicloud CX—including information on how to register it in Designer and add it to a Designer application—consult [How to create a chatbot](#).

Key Terms

Dialog Engine uses the following key terms in the software and throughout this document.

- **Intents:** The intention of the user. What is the user trying to do?
- **Utterances:** What would the user say to convey their intent? For example, book me a room for 4 nights.
- **Slots and Slot Types:** What values can the bot infer from the user's utterance. For example, the number of nights. What is the specific piece of information that the bot would map to an entity? For example, the phrase *four nights* could be mapped to "number of nights".
- **Confirmations:** A message sent by the bot to confirm that it understands the user's intent.

You can visualize the components as:



In this example, the utterance is *Hello, I want to book a suite for three nights starting next Wednesday*. The chat bot tries to identify the slots: **room type**, **number of nights**, and **starting date** from this utterance. Some of these slots can be mapped to a value like a number, a date, or a custom slot type value like room type. Based on this mapping, the bot identifies the intent and proceeds.

Tip

An intent cannot have two slots with the same name.

Accessing Dialog Engine

Dialog Engine uses your Genesys Cloud CX credentials to provide access to Dialog Engine. You can log into Genesys Cloud CX to access Dialog Engine. Access to the Genesys Dialog Engine varies by region. Enter the URL as follows: **https://apps.[your region's host]/dialog-engine**, replacing [your region's host] with the appropriate Genesys Cloud CX region.

AWS Region	URL
US East (N. Virginia)	https://apps.mypurecloud.com/dialog-engine
US West (Oregon)	https://apps.usw2.pure.cloud/dialog-engine

EU (Ireland)	https://apps.mypurecloud.ie/dialog-engine
EU (Frankfurt)	https://apps.mypurecloud.de/dialog-engine
Asia Pacific (Sydney)	https://apps.mypurecloud.com.au/dialog-engine
Asia Pacific (Tokyo)	https://apps.mypurecloud.jp/dialog-engine

See [Create a Genesys Dialog Engine bot in Genesys Cloud CX](#) for more information.

To log out of Dialog Engine, click **Logout** in the top-right corner of the screen.