GENESYS™

Genesys Dialog Engine User Guide

Improving your bot

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Contents

Improve your bot by training it to recognize intents and slot accurately using the **Learning** page.

The **Learning** page helps you to train the domain model by improving the accuracy of matching intents to slots.

The **Learning** page lists utterances that were not matched to an intent. You can improve your model by assigning an utterance to an intent. You can also delete unrequired utterances.

Assign utterances to intents

You can add unrecognised utterance to intents.

- Select an utterance and click **Confirm** under the **Predicted Intent** column to add that utterance to the intent.

Alternatively, you can choose one or more utterances and select an intent that the utterance relates to in the **Assign to Intent** option.

The utterance will be mapped to the predicted intent.

The utterance is moved to the intent and can now be mapped to slots from the intent's **Utterances** tab.

Delete unrelated utterances

- Choose an utterance from the workspace and click **Delete**.The utterance is removed from the workspace.

Filter utterances

You can filter the list of utterances by status or by intent.

- Click the **Filter by Status** option and select a status filter:
  - *All* - displays all utterances.
  - *Incorrect* - displays utterances that were mapped to an intent but the match could be incorrect.
  - *Correct* - displays utterances where the intent was identified correctly.
  - *Unknown* - displays utterances that the bot can't correctly map to the intent.

- Click the **Filter by Intent** drop-down and select an intent filter:
    - *All* - displays all utterances
    - *None* - displays utterances where the bot could not predict an intent.

You can also search the utterances for a specific keyword using the **Search** field.