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# Genesys Dialog Engine User Guide

Improving your bot

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## Contents

- [1 Assign utterances to intents](#)
- [2 Delete unrelated utterances](#)
- [3 Filter utterances](#)

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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.

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- 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.