



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

Utterances

7/27/2024

---

## Contents

- [1 What are utterances?](#)
- [2 Add an utterance](#)
- [3 Edit an utterance](#)
- [4 Delete an utterance](#)
- [5 Search utterances](#)
- [6 What's next?](#)

---

An **Utterance** is what the user communicates to describe their intent.

You should have at least one intent created.

## What are utterances?

Utterances are phrases that a user would use to describe what they want to do. The bot tries to understand and identify the user's intent from these utterances.

A user might say: *I need a room for tomorrow.* or *I want to book a room for tomorrow.* Both of these utterances convey the same intention: book a room for tomorrow. Another utterance might be: *Book me a suite for three nights starting tomorrow.*

When creating sample utterances, try to create variations and also with a wide range of semantics for each intent. It's a good practice to create multiple variations of the same phrase. For example, create two utterances: *book a room* and *reserve a room*.

## Add an utterance

1. In the **Utterances** tab, type an utterance in the + field, and press **Enter**.
2. Add more utterances to the intent, as needed.

### Tip

You must have two utterances added to your intent before you can save the intent.

## Edit an utterance

- Click an utterance and modify the information, as required.

## Delete an utterance

- Select an utterance and click the **Delete** button.

---

## Search utterances

Use the **Search** filter to locate all utterances that use a specific keyword. This feature is useful when you have a large number of utterances for your intent.

- In the **Search** field, type a word to locate all instances of that word in multiple utterances.

What's next?