Genesys Dialog Engine User Guide

Utterances

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Contents

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?