

Bot Flows

Section	Description
Feature Area	Architect / AI & Bots
Navigation	<code>Admin → Architect</code> → select flow type from the flow list
Primary Function	Build native AI-powered bots that automate customer conversations before routing to a live agent
Flow Types	Dialog Engine Bot Flow (voice + digital) · Digital Bot Flow (digital only)

Genesys Cloud offers two native bot flow types built directly inside Architect. Both use Natural Language Understanding (NLU) to interpret customer input and guide conversations. The key distinction is the channel scope and PCI compliance status.

Study Notes

Topic	Explanation
Dialog Engine Bot Flow	Native bot for voice, chat, and message channels. PCI DSS-compliant — can be used in secure call flows
Digital Bot Flow	Native bot for digital/messaging channels only (chat, messaging). Not PCI DSS-compliant — cannot be used in secure call flows
Intent	A customer goal or request the bot is trained to recognize (e.g., "Check Balance", "Cancel Order")
Utterance	A sample phrase the customer might say to express an intent — used to train the NLU model
Slot	A piece of information the bot needs to extract from the conversation (e.g., account number, date)
Slot Type	Defines the format/type of a slot: built-in (e.g., date, number), custom list, regex, dynamic list, or AI-powered
Confirmation	A step where the bot confirms captured slot values with the customer before proceeding
Learning	The bot reviews unrecognized utterances and suggests additions to improve NLU over time
Intent Health	Dashboard that shows how well intents are performing and highlights training gaps

Topic	Explanation
Optimization Dashboard	Per-flow dashboard showing total interactions, average duration, average turns, and end states
NLU	Natural Language Understanding — the AI model that maps customer input to intents and slots
Call Bot Flow action	Architect action used in an Inbound Call, Chat, or Message Flow to invoke a Dialog Engine Bot Flow
Call Digital Bot Flow action	Architect action used in a Message Flow to invoke a Digital Bot Flow
Virtual Agent	Advanced AI bot powered by Genesys AI — generates intents and utterances from descriptions
Intent Miner	Analyzes transcripts/recordings to discover real customer intents that can be imported into a bot
Knowledge Integration	Bots can query a Knowledge Base to answer customer questions automatically
Rich Media (Digital)	Digital Bot Flows support quick replies, cards, and carousels for structured customer choices

Bot Flow Type Comparison (Exam Critical)

Attribute	Dialog Engine Bot Flow	Digital Bot Flow
Channels	Voice, Chat, Message	Digital (Chat, Message) only
PCI DSS Compliant	Yes — can be used in secure call flows	No — must not be used in secure call flows
Used In (Architect)	Inbound Call, Chat, or Message flows via Call Bot Flow action	Message flows via Call Digital Bot Flow action
Pricing — Voice	Per minute (15-second increments)	N/A
Pricing — Digital	Per session	Per session
Rich Media	Quick replies, cards, carousels (on messaging)	Quick replies, cards, carousels
Knowledge Base	Yes	Yes
Virtual Agent	Yes	Yes
Intent Miner	Yes	Yes
DTMF Input	Yes (voice)	N/A

Permissions

Permission	Purpose
Architect > UI > View	Access Architect
Architect > Flow > Add	Create bot flows
Architect > Flow > Edit	Edit bot flows
Architect > Flow > Delete	Delete bot flows
Language Understanding > All	Required for NLU/intent management in bot flows

“ For Virtual Agent specifically: Architect > virtualAgentFlow > Edit

Navigation

Task	Path
Open Architect	Admin → Architect (opens in separate window)
Create a Dialog Engine Bot Flow	Architect → flow type list → select Bot Flow → Add
Create a Digital Bot Flow	Architect → flow type list → select Digital Bot Flow → Add
View Optimization Dashboard	Architect → [selected Bot or Digital Bot Flow] → Insights & Optimizations → Optimization Dashboard
View Intent Health	Architect → [selected flow] → NLU menu → Intent Health

Key Concepts in Detail

Intents

An intent represents a specific customer goal. Each intent is trained with a set of utterances that the NLU model learns to recognize.

Attribute	Detail
Definition	A categorized customer goal the bot recognizes
Training input	Utterances (sample phrases)
Best practice	Provide a diverse set of utterances per intent
Intent Health	Tool to identify weak or conflicting intents

Slots

Slots are the specific data points the bot collects during a conversation.

Slot Type	Description
Built-in	Pre-built types: date, time, number, currency, etc.
Custom List	Fixed list of values (e.g., product names)
Custom Dynamic List	List fetched at runtime via a data action
Custom Regex	Pattern-matched input (e.g., account number format)
AI-Powered	Uses Genesys AI to extract free-form values — recommended over free-form text slots
Timeslot	For appointment scheduling (e.g., available time picker)

“ **AI-Powered slots** are recommended by Genesys. Free-form slot capture should be used carefully — see Virtual Agent slot authoring recommendations.

Utterances

Sample phrases used to train the bot's NLU model. More diverse, realistic utterances improve recognition accuracy.

Confirmations

Optional step that reads back captured slot values and asks the customer to confirm before the bot proceeds.

Learning

Reviews utterances the bot did not recognize and suggests adding them to improve the model over time.

Optimization Dashboard Metrics

Metric	Description
Total Bot Interactions	Total number of customers who interacted with the bot
Average Duration	Average length of time customers spent in the bot
Average Turns	Average number of steps a customer went through
Contained	Interactions fully resolved within the bot (no agent handoff)
Transferred	Interactions handed off to ACD
Agent Escalation	Customer explicitly requested a human agent
Abandoned	Customer disconnected before completing or transferring
Recognition Failure	Bot could not match customer input to a known intent
Error	System/expression errors during the interaction

“ **Data retention:** Utterance history and the Bot Conversation Library are available for the **last 10 days**.

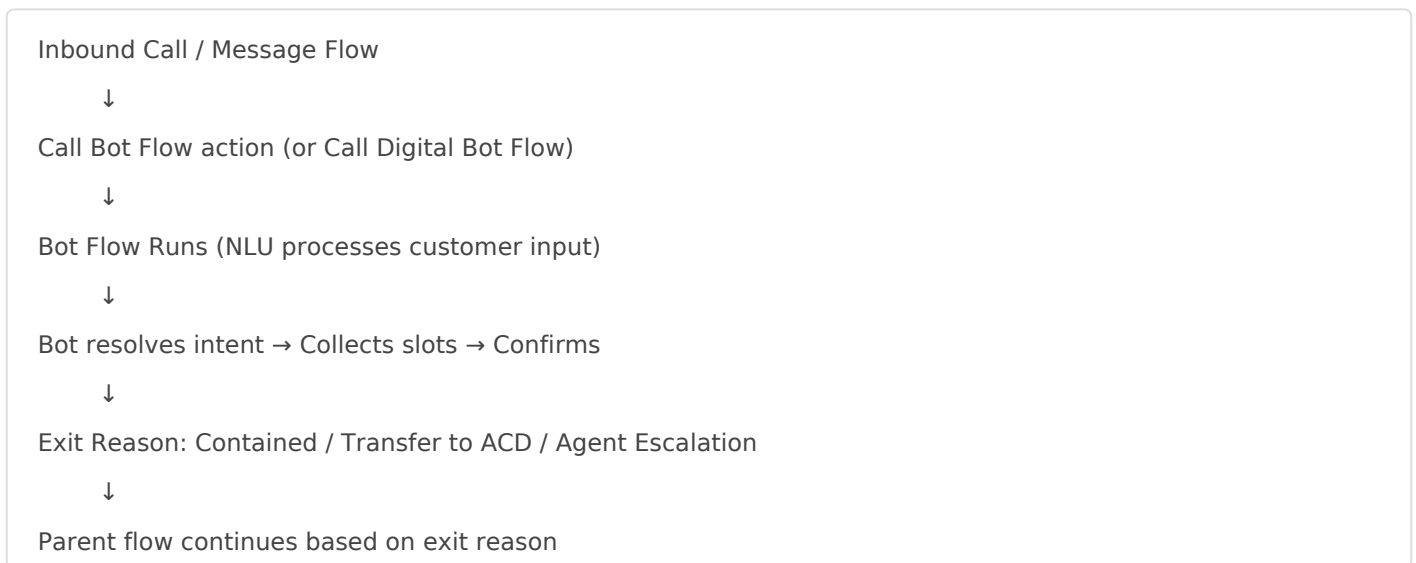
Rich Media (Digital Bot Flows)

Type	Description
Quick Replies	Pre-defined response buttons the customer taps to reply — structured, fast responses
Cards	Bot message with image, title, body text, and action buttons
Carousels	Multiple cards displayed in a scrollable horizontal layout
List Pickers	Structured lists for guided selection (e.g., appointment time slots, Apple Messages for Business)

Architect Actions (Used in Parent Flows)

Action	Used In	Purpose
Call Bot Flow	Inbound Call / Chat / Message flows	Invokes a Dialog Engine Bot Flow
Call Digital Bot Flow	Message flows	Invokes a Digital Bot Flow
Call Dialog Engine Bot	Voice / Chat / Message flows	Legacy action for Dialog Engine bots (in-flow reference)

How Bot Flows Integrate with Inbound Flows



Third-Party Bot Options (For Reference)

If a native Genesys bot is not used, the following third-party options are available:

Integration	Channel
Amazon Lex V2	Voice (Inbound Call flows)
Google Dialogflow CX	Voice / Message flows
Google Dialogflow ES	Voice / Message flows
Nuance Mix Bot	Voice flows
Genesys Bot Connector	Message flows (up to 5 third-party bots)
Genesys Digital Bot Connector	Message flows (up to 5 third-party bots)

“ Third-party bots are configured under [Admin → Integrations](#) .

PCI DSS Compliance Note (Exam Critical)

Flow Type	PCI Compliant	Can Use in Secure Call Flow
Dialog Engine Bot Flow	Yes	Yes
Digital Bot Flow	No	No — must not be used in Architect secure call flows

Pricing Overview

Channel	Dialog Engine Bot Flow	Digital Bot Flow
Voice	Charged per minute , billed in 15-second increments	N/A
Digital (chat/messaging)	Charged per session	Charged per session

“ Contact your Customer Success Manager or Genesys Sales for volume discounts.

Best Practices

Practice	Reason
Use AI-Powered slot types where possible	More flexible than free-form; Genesys-recommended
Provide varied, realistic utterances per intent	Improves NLU accuracy and reduces recognition failures
Use Intent Health regularly	Identifies weak intents before they impact customers
Handle all exit reasons in the parent flow	Ensures graceful routing regardless of bot outcome
Use Dialog Engine Bot Flow for voice/PCI contexts	Only compliant option for secure call flows
Use Intent Miner on existing transcripts	Discovers real customer intents faster than manual authoring
Monitor the Optimization Dashboard	Track contained vs. transferred rates to measure bot effectiveness

Key Takeaways

Topic	Summary
Two native bot types	Dialog Engine Bot Flow (voice + digital, PCI-compliant) · Digital Bot Flow (digital only, not PCI-compliant)
Built in Architect	Both types are authored directly in Architect — no separate tool needed
Core NLU concepts	Intents → trained with utterances; Slots → extract data; Confirmations → verify data
Parent flow connection	Use Call Bot Flow or Call Digital Bot Flow action in parent Inbound flows
Optimization Dashboard	Tracks interactions, duration, turns, and exit states including contained vs. transferred
PCI distinction	Dialog Engine = PCI DSS compliant; Digital Bot = not compliant
Pricing	Voice: per minute (15s increments); Digital: per session
AI enhancement	Virtual Agent, Intent Miner, Knowledge Base, and AI-Powered Slots available in both

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