GENESYS™

Genesys Intelligent Automation Bots Integration Guide

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This document provides information on integrating Genesys Intelligent Automation with chat bots and voice bots.

> ## Important
>
> The Natural Language Menu App and Custom Natural Language Menu are shipped separately and only allowed in conjunction with the purchase of either the bot bundle/orchestration either Voicebot or Chatbot bundle. Get in touch with your AE or Sales.

Genesys Intelligent Automation can provide your customers with chat or voice bot-based access by integrating with external artificial intelligence (AI) services to provide natural language understanding (NLU) capabilities.

When connected to a natural language engine, Intelligent Automation allows a user to use natural language when responding, even entering multiple pieces of information in a single response. The natural language engine infers the relevant information contained in a user's response, enabling some subsequent Menu and Question blocks in the call flow to be skipped, because the information has already been captured. The result is a successful conversation that is shorter than that of the directed-dialog approach.

> ## Important
>
> WebIVR does not support NLU.

Currently Intelligent Automation supports the following natural language services:

- Genesys Dialog Engine
- Google Dialogflow
- Microsoft Bot Framework with LUIS

Outline

- Prerequisites
- Bot Deployment
    - Voice
    - Chatbots

- Natural Language Systems
  - Dialog Engine
  - Dialogflow
  - Microsoft LUIS