My main change for implementing mixed-initiative dialogue involved adding an <initial> tag that would try to set as many of the variables as possible. I then had 2 <nomatch> responses that would ask first re-ask the initial question and then make it clear that the system would continue on. One of the difficulties of mixed-initiative is that there is still a finite amount of different options for sizes, toppings, etc. I struggled to make a prompt that would properly communicate some of that information while still asking a more open question. The grammar was also fairly extensive to reflect the types of different options. Previously I was just using <option> tags so this grammar was much bigger.

How to call my system: (800) 289-5570 then PIN: 9990516135

The files for this are mixedpizza.xml and pizzagram2.grxml