Action Confusion matrix action\_deactivate\_form action\_default\_fallback action\_hoi\_sach action\_listen action\_loi\_dang\_nhap action\_nhap\_ma action\_the\_cao action\_tinh\_nang action\_xin\_dap\_an kiem\_tra\_form loi\_nhap\_ma\_form respond\_tai\_khoan utter\_ban\_dung\_thu · utter\_bao\_cao utter\_cam\_on utter\_cap\_nhat utter\_capcha utter\_chao\_hoi utter\_che\_do\_offline utter\_da\_nen\_tang utter\_de\_kiem\_tra utter\_dong\_y utter\_gia\_han utter\_han\_che\_sach\_gv utter\_ho\_tro utter\_ho\_tro\_email utter\_hoi\_dap utter\_khac utter\_khong\_co\_ma\_sach utter\_lien\_he utter\_loi\_dang\_ky utter\_loi\_ma\_khong\_ro utter\_loi\_ma\_thanh\_cong utter\_mua\_sach utter\_nhap\_them\_ma 0 0 0 0 utter\_phan\_biet\_sach 0 utter\_phi\_su\_dung 0 utter slot values 0 2 utter\_tai\_khoan\_gv 0 0 utter\_tam\_biet 0 utter\_thu\_rac utter\_tu\_vung 0 utter\_vo\_van\_hoa 0 0 0 utter\_xem\_ma utter\_xem\_ma action\_default\_fallback utter\_da\_nen\_tang utter\_gia\_han utter\_tu\_vung action\_deactivate\_form action\_hoi\_sach respond\_tai\_khoan utter\_cap\_nhat utter\_che\_do\_offline utter\_ho\_tro\_email utter\_khac utter\_lien\_he utter\_loi\_ma\_thanh\_cong utter\_nhap\_them\_ma utter\_tam\_biet action\_listen action\_loi\_dang\_nhap action\_nhap\_ma action\_the\_cao action\_tinh\_nang action\_xin\_dap\_an kiem\_tra\_form loi\_nhap\_ma\_form utter\_ban\_dung\_thu utter\_bao\_cao utter\_cam\_on utter\_capcha utter\_chao\_hoi utter\_de\_kiem\_tra utter\_dong\_y utter\_han\_che\_sach\_gv utter\_ho\_tro utter\_hoi\_dap utter\_khong\_co\_ma\_sach utter\_loi\_dang\_ky utter\_loi\_ma\_khong\_ro utter\_mua\_sach utter\_phan\_biet\_sach utter\_phi\_su\_dung utter\_slot\_values utter\_tai\_khoan\_gv utter\_thu\_rac utter\_vo\_van\_hoa

True label

- 10<sup>2</sup>

 $- 10^{1}$ 

 $10^{0}$ 

Predicted label