**Action Confusion matrix** action\_check\_booking\_exists action deactivate form action\_extract\_locations action\_get\_bus\_station action\_get\_currency\_counter action\_get\_currency\_exchange action\_get\_flight\_arrival action\_get\_flight\_schedule action\_get\_metro\_details action\_get\_nearby\_hotels action\_get\_parking\_details action\_get\_restaurants action\_get\_store\_promos action\_get\_train\_details action\_handoff action\_listen action\_reset\_cab\_booking\_info action\_utter\_greet book\_cab\_form utter\_ask\_cancel\_previous\_cab utter\_ask\_confirmation utter\_ask\_currency\_exchange utter\_ask\_flight\_id utter\_ask\_train\_pnr utter\_cancelled utter\_driver\_details utter\_enquiry utter\_flights\_path\_details utter\_functionalities -0 utter\_goodbye 1 0 0 0 0 0 0 utter\_hotels\_path\_details utter\_others\_path\_details 1 utter\_reason 0 0 0 utter services path details 3 0 0 utter ticket counter location utter\_transport\_path\_details utter\_transport\_path\_details action\_get\_flight\_schedule utter\_others\_path\_details utter\_services\_path\_details action\_check\_booking\_exists action\_get\_parking\_details action\_handoff action\_utter\_greet utter\_ask\_cancel\_previous\_cab utter\_driver\_details utter\_ticket\_counter\_location action\_deactivate\_form action\_get\_bus\_station action\_get\_currency\_exchange action\_get\_flight\_arrival action\_get\_metro\_details action\_get\_nearby\_hotels action\_get\_restaurants action\_get\_store\_promos action\_get\_train\_details action\_listen action\_reset\_cab\_booking\_info book\_cab\_form utter\_ask\_confirmation utter\_ask\_currency\_exchange utter\_ask\_flight\_id utter\_ask\_train\_pnr utter\_cancelled utter\_enquiry utter\_flights\_path\_details utter\_functionalities utter\_hotels\_path\_details utter\_reason action\_get\_currency\_counter

Predicted label

- 10<sup>2</sup>

- 10<sup>1</sup>