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CLOUD AND SERVERLESS COMPUTING PROJECT

INTEGRATING WITH WHATSAPP USING AMAZON LEX AND TWILIO

Aim:

Hotel Booking System Integrating With WhatsApp Using Amazon Lex and Twilio

Description:

Users chat with a chatbot on WhatsApp to find and book hotels. Amazon Lex understands user requests and interacts with them. Lambda functions connect to your hotel booking system for real-time availability and booking. Twilio acts as the bridge between WhatsApp and Lex for seamless communication. Users get a convenient booking experience and hotels gain 24/7 availability and reduced workload.

Services Used:

- **Amazon lex**
- **Twilio**

1.Amazon lex:

- Natural Language Understanding
- Automatic Speech Recognition
- Easy to Use
- Integrations

Amazon Lex is a powerful tool for developers who want to add conversational interfaces to their applications and improve user experience by enabling natural language interaction

2. Twilio

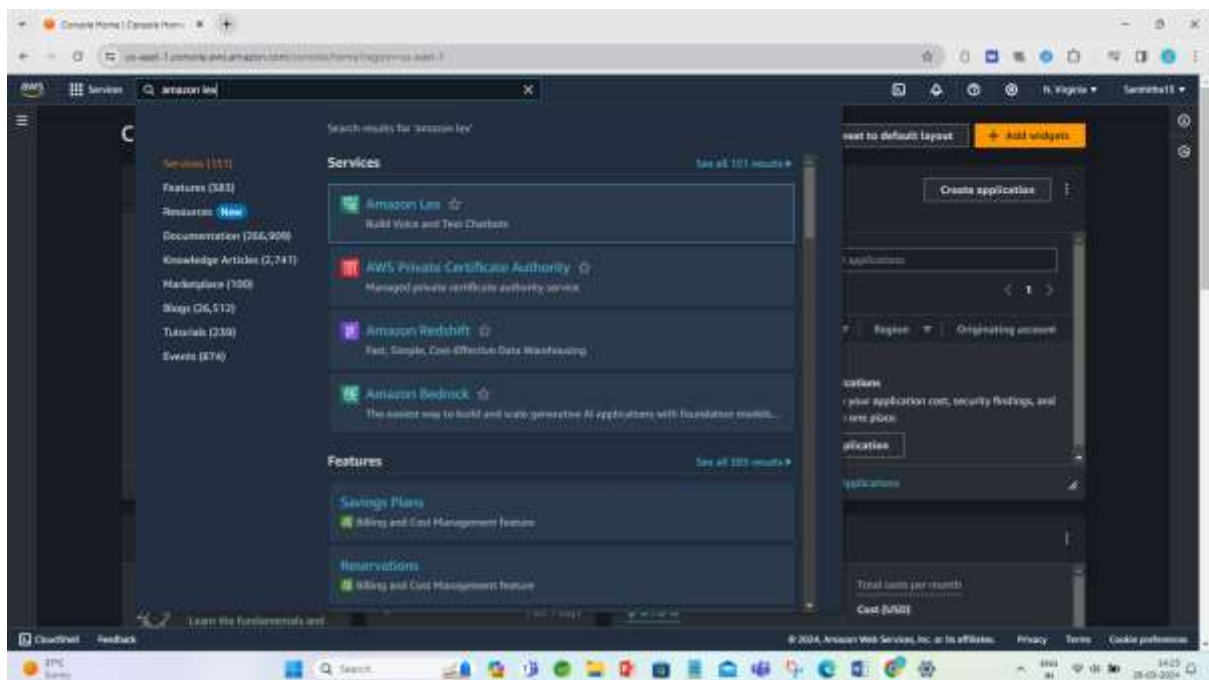
- Application Programming Interfaces
- Global Communication Network
- Programmable Features
- Security
- Scalability
- Faster Development
- Improved User Experience

Architecture:

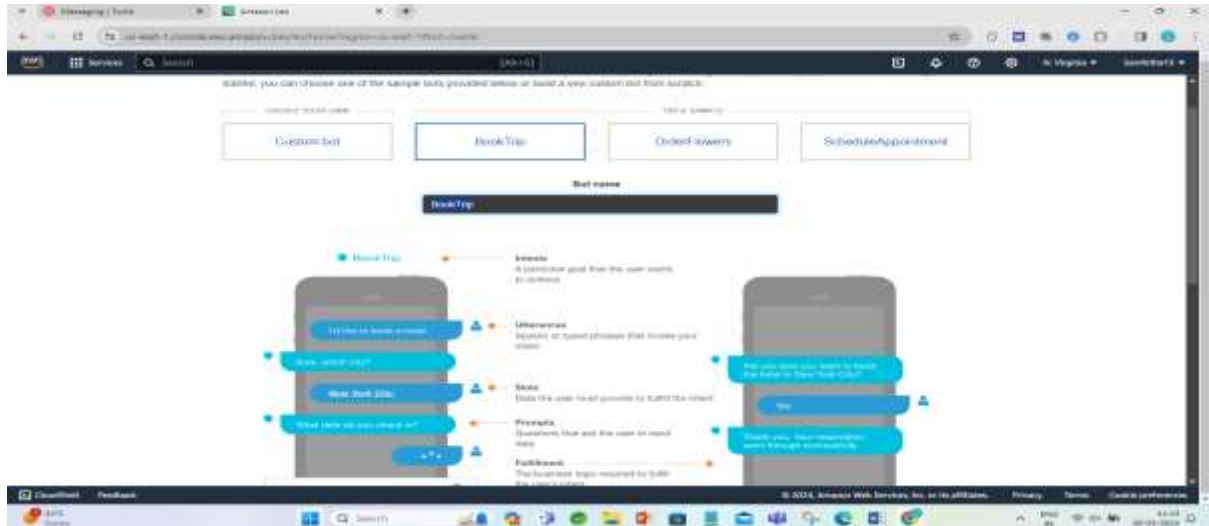


Step-By-Step Procedure:

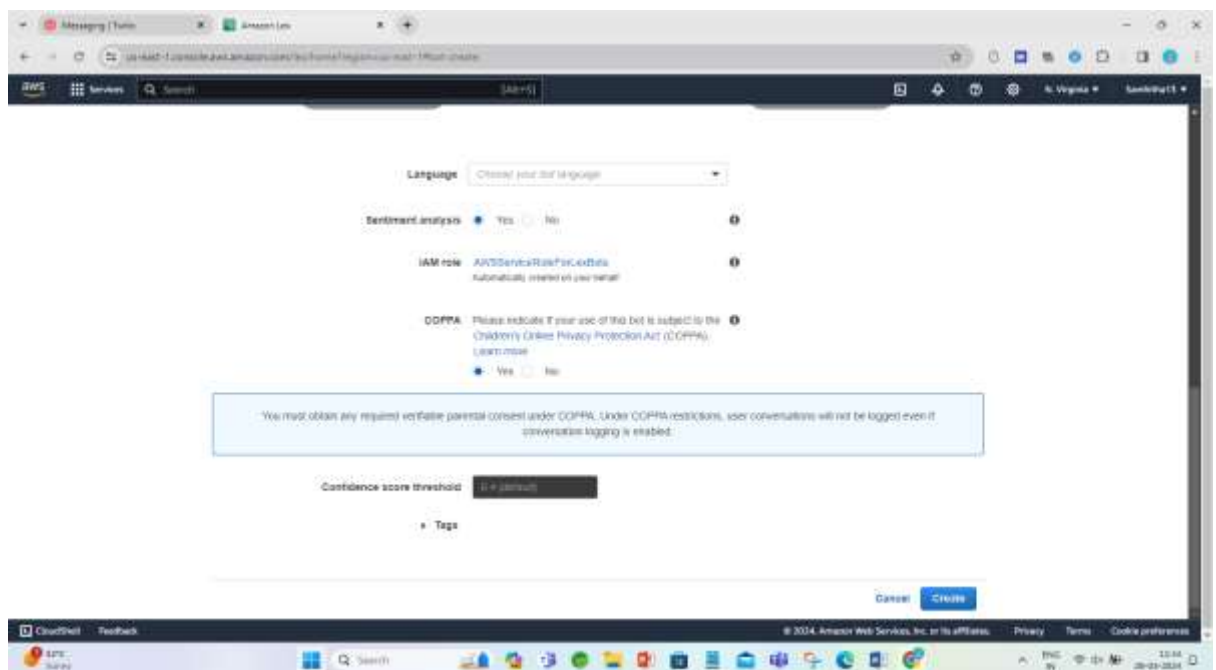
- Sign in to AWS console



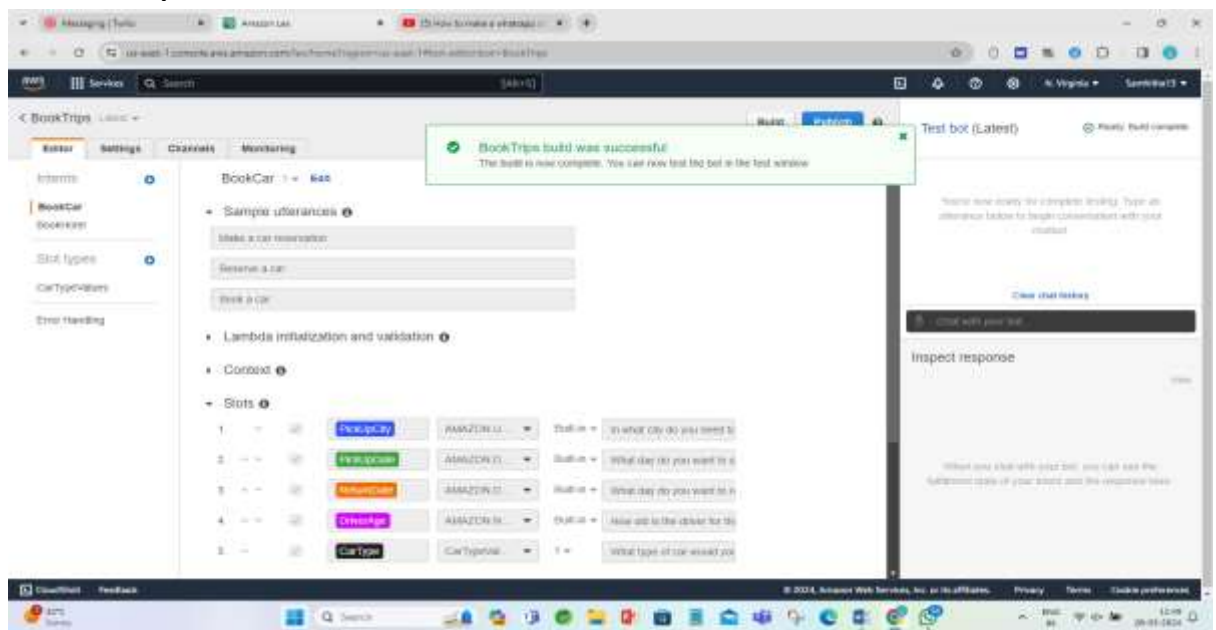
- Return to version
- Give Bot name as BookTrip



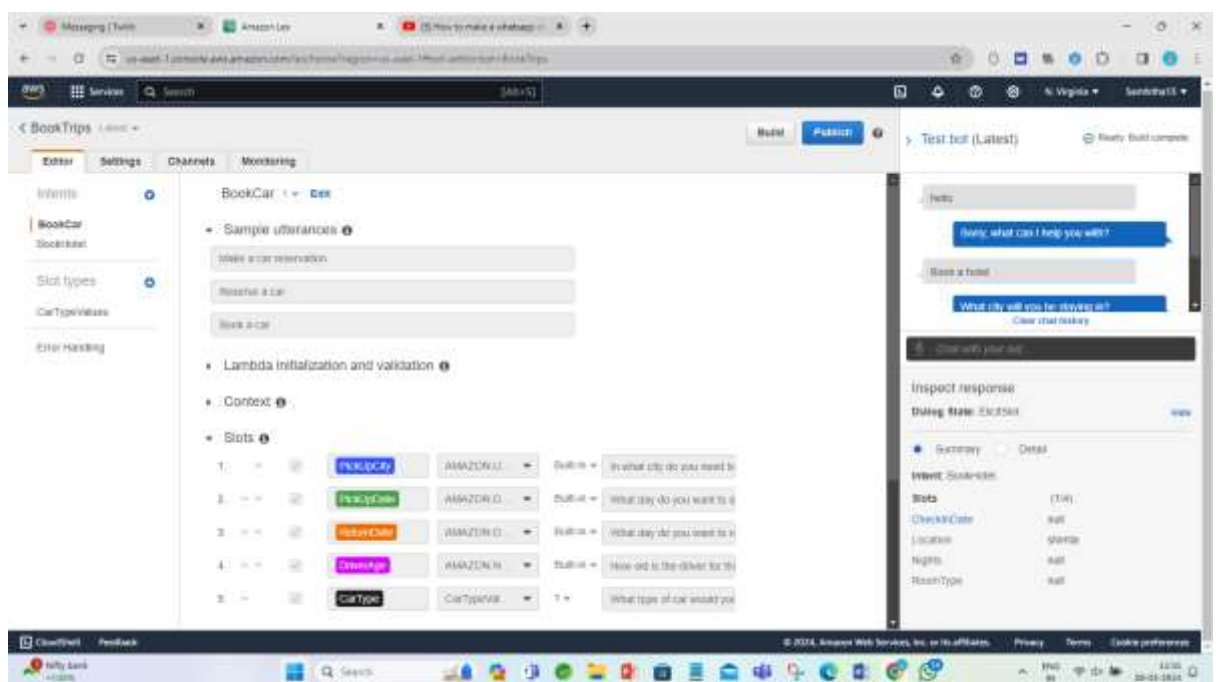
- Click yes for statement analysis and COPPA
- Click on create



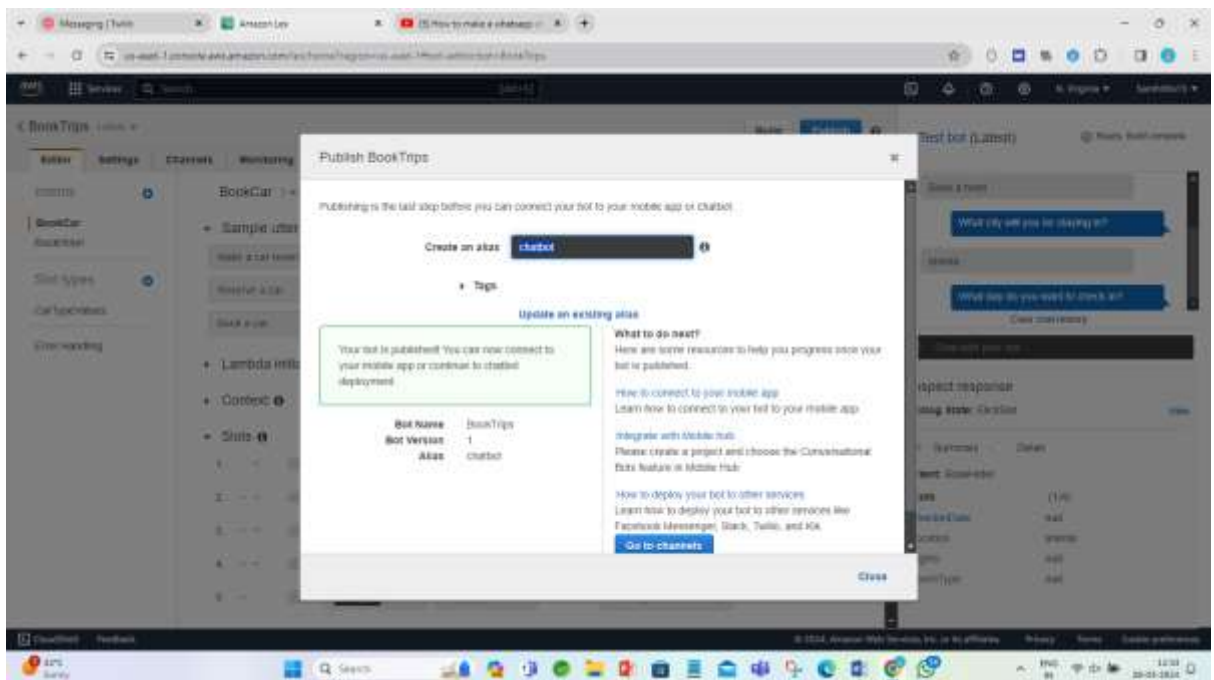
- BookTrip will be created



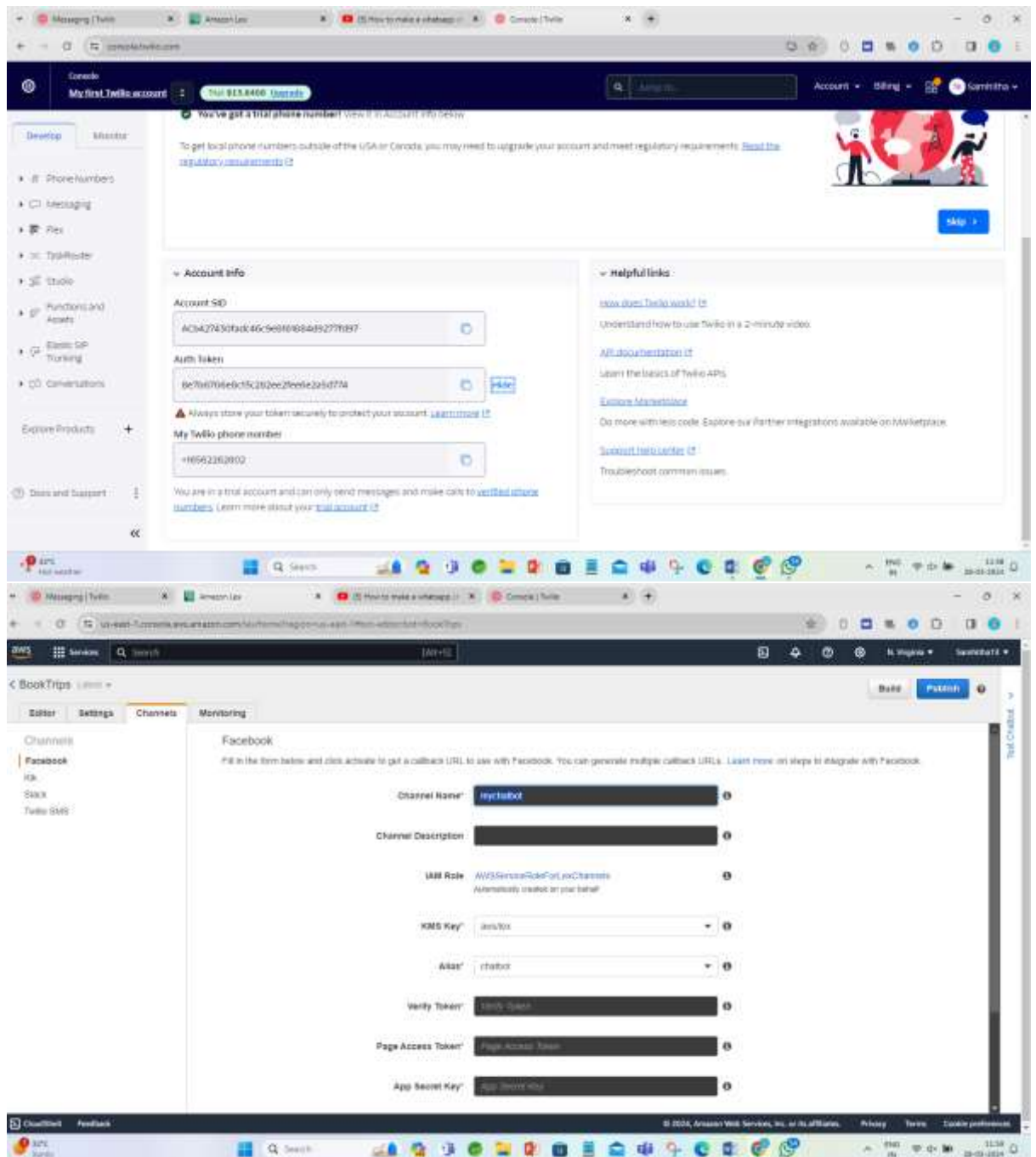
- In right corner there will be a test bot test it wheather it is working or not
- It will book a hotel in your comforts

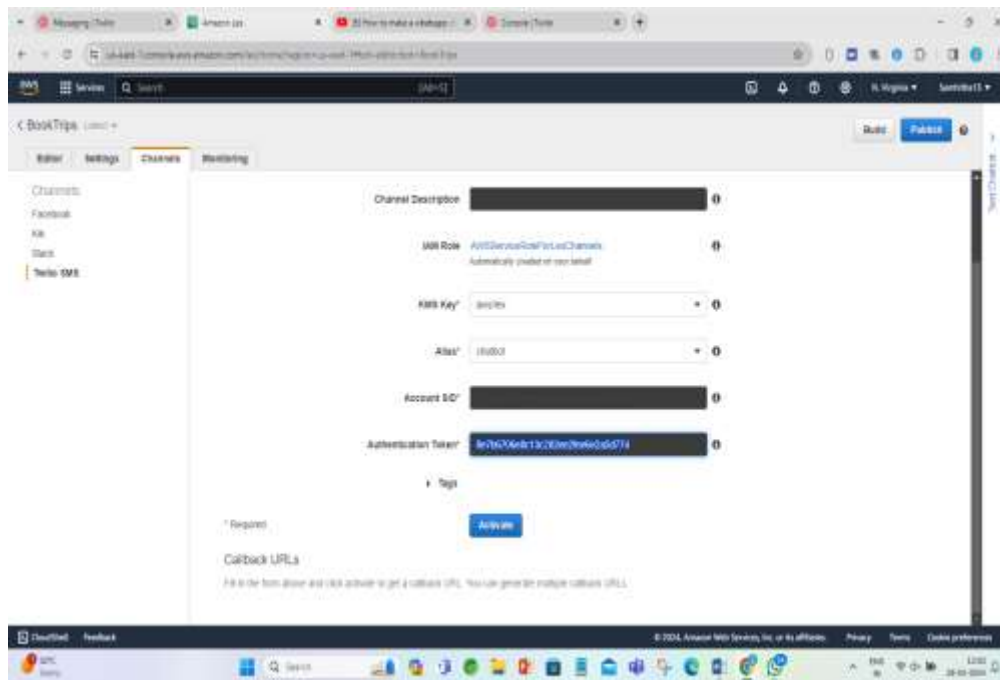


- click on publish and create alias name as chatbot
- click on Go to channels



- Now ,log in to the twilio account
- In twilio account it will give twilio number use it for whatsapp to chat with bot
- It will directly integrate to whatsapp to activate the chatbot
- In Amazon lex we should give account ID and authentication token numbers





- Open whatsapp directly copy the code provided by Twilio.
- It will ask confirmation . click on confirm
- Then book a hotel using whatsapp chat bot

Concierge | Twilio

My first Twilio account | Your \$15.8466 | Upgrade

Develop | Monitor

Template Builder

Settings

Regulatory Compliance

Flows

TaskRouter

Studio

Functions and Assets

Event SDK Tuning

Conversations

Explore Products

Docs and Support

Connect to sandbox

Business-initiated message

Using Webhook for authentication

Phone call

Next step

Connect to WhatsApp Sandbox

To begin testing, connect to Twilio sandbox by sending a WhatsApp message from your device to the Twilio number.

Send a WhatsApp message


Use WhatsApp and send a message from your device to:

+1 415 523 8886

with code **john-mcrae-ahouy**

[Open WhatsApp](#)

Scan the QR code on mobile



Twilio WhatsApp Sandbox

+1 (415) 523-8886

hello 21:58

You said hello.
Configure your WhatsApp Sandbox's Inbound URL to change this message. 21:54

Appointment Reminder
Your appointment is coming up on July 21 at 3PM 21:58

Confirm

Cancel

+1 (415) 523-8886 - hello
Your appointment is coming up on July 21 at 3PM 21:58

Confirm 21:58

Sorry, what can I help you with? 21:59

What city will you be staying in? 22:00

What day do you want to check in? 22:00

How many nights will you be staying? 22:00

book a hotel 22:00

shimla 22:00

friday 22:00

Type a message

Search

ENG 84 12:07 28-03-2024

