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Save User Info with your Chatbot

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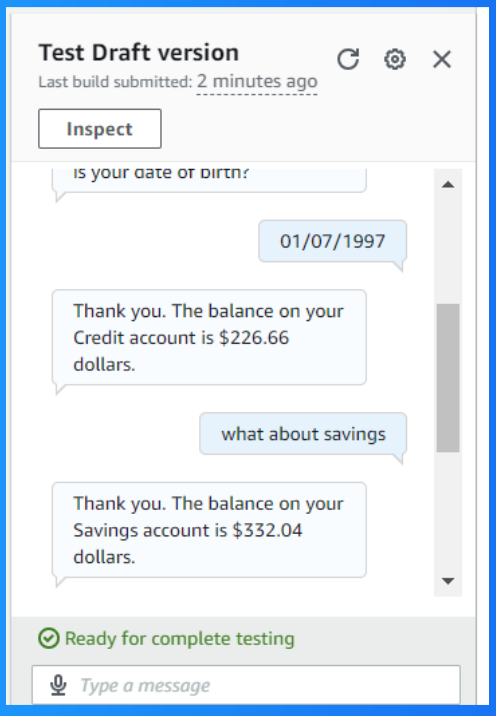

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building conversational interfaces using voice and text. It simplifies creating chatbots with NLP and automatic speech recognition (ASR), helping automate customer support and enhance user engagement.

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to build a chatbot that helps users check their bank balance.I created intents, added custom slot types, and integrated AWS Lambda for dynamic responses, allowing a seamless user experience with conversational AI

One thing I didn't expect in this project was...

One thing I didn't expect in this project was how challenging it would be to configure context tags effectively. Setting them up to trigger follow-up intents required careful planning to ensure the conversation flow remained seamless and intuitive.

This project took me...

This project took me a few hours to complete, as I worked through setting up intents, testing various phrases, configuring context tags, and integrating AWS Lambda.

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Context Tags

Context tags are key-value pairs used in Amazon Lex to store session information, like user preferences or previous inputs. They help maintain conversation flow and allow the bot to offer personalized responses based on the context.

There are two types of context tags: session attributes, which store data across multiple interactions in a session, and request attributes, which store data specific to the current request, helping manage conversation flow and personalization.

I created a context tag called "contextCheckBalance" in the "CheckBalance" intent. This tag stores information about the user's balance inquiry, allowing the chatbot to reference this data for accurate responses during the conversation.

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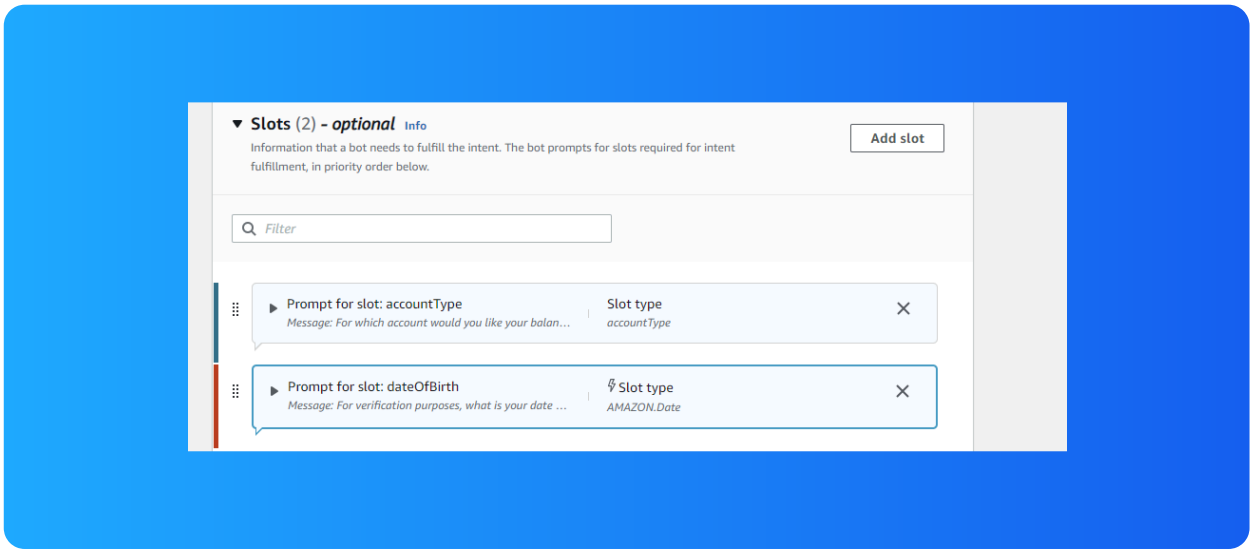
FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to handle follow-up questions regarding the user's account balance, allowing the chatbot to provide additional information or updates based on the user's request.

This intent is connected to the previous intent, CheckBalance, because FollowupCheckBalance handles follow-up queries about the balance, using the data from CheckBalance to provide more specific responses based on the user's additional questions.



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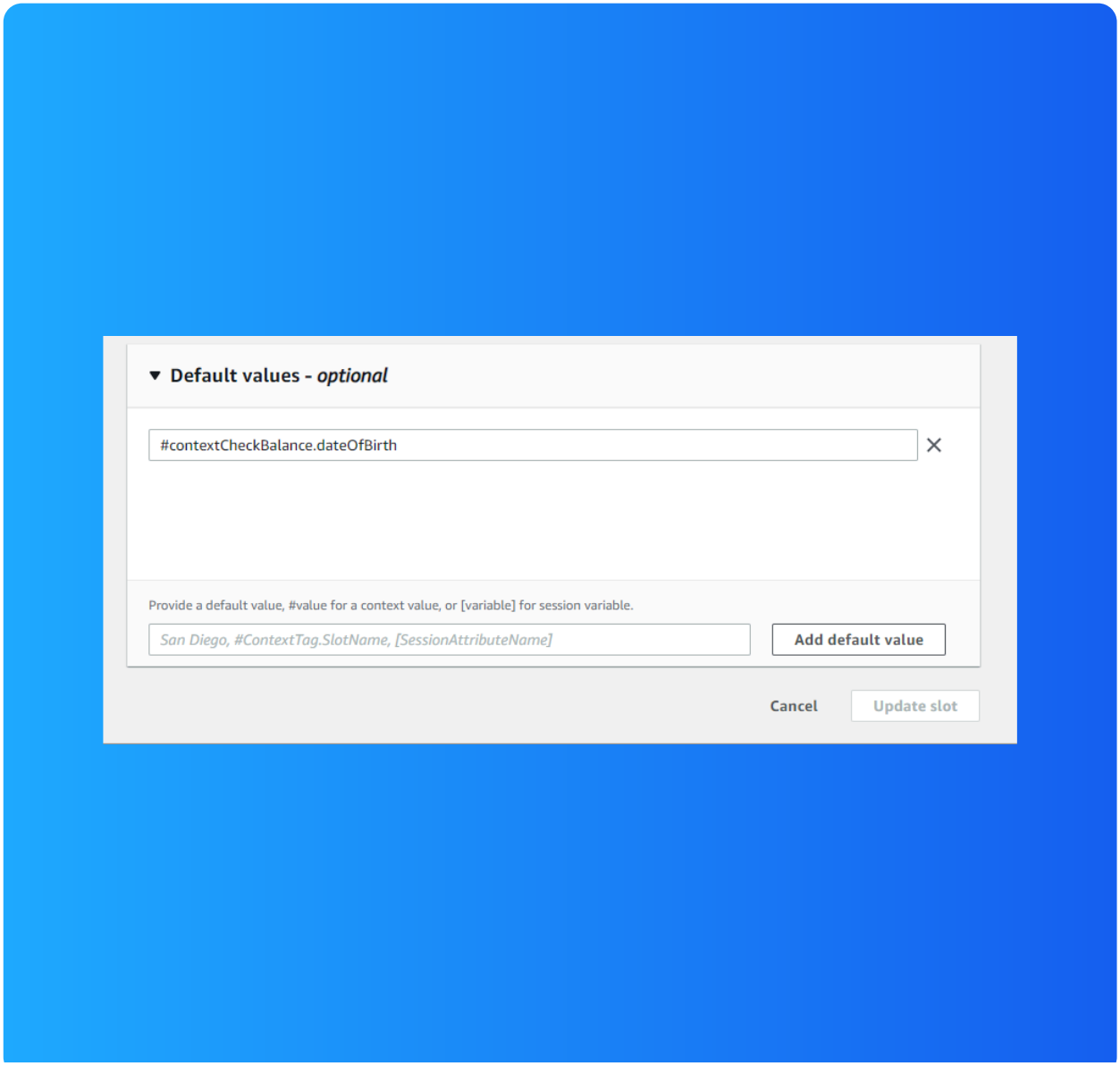
Input Context Tag

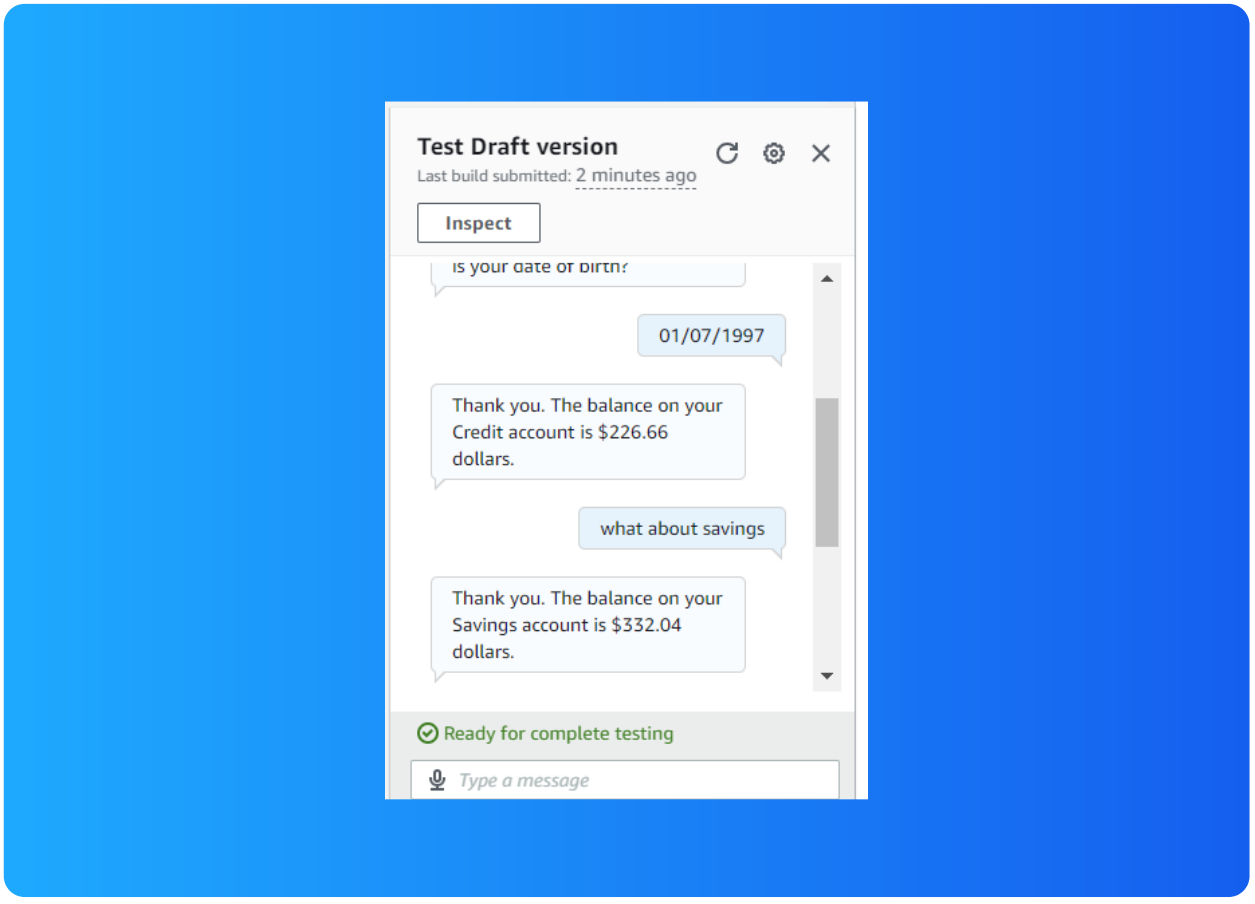
I created an input context, contextCheckBalance, that ensures the FollowupCheckBalance intent is triggered only after the CheckBalance intent. This connection allows the chatbot to provide responses based on the information from the previous balance.



The final result!

To see the context tags and follow-up intent in action, I asked my chatbot, "What is my balance?" after the CheckBalance intent. This triggered FollowupCheckBalance, using context from the previous balance check to provide a specific response.

If I had tried to trigger FollowupCheckBalance without context, the chatbot wouldn't have processed the request correctly. It depends on context from the previous intent to deliver the correct response, resulting in an error.



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