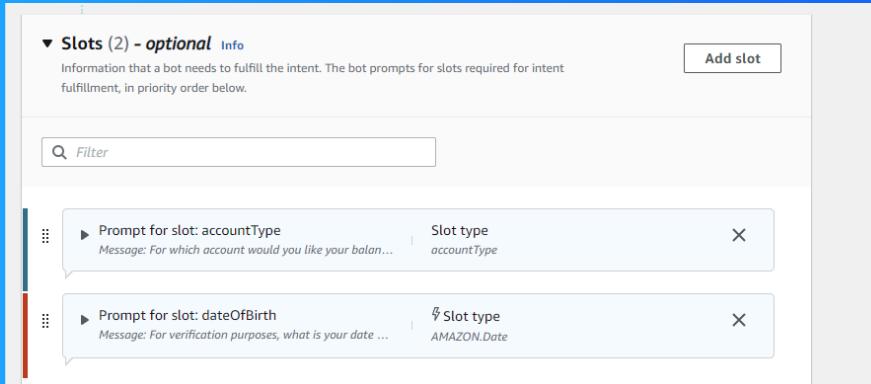




Build a Chatbot with Custom Slots



ajv.singh3107@gmail.com



Introducing Today's Project!

In today's project, I used Amazon Lex to create a chatbot that greets users and handles tasks like checking account balances. I defined intents, added sample utterances, and configured responses, ensuring dynamic interactions with users.

What is Amazon Lex?

Amazon Lex is a service for building chatbots with voice and text. It uses NLP and speech recognition, making it useful for automating tasks like customer support, creating virtual assistants, and integrating with AWS services for scalability.

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One thing I didn't expect in this project was how crucial the variations in FallbackIntent would be. They made the chatbot responses feel more dynamic and natural, improving the user experience even when it didn't fully understand the input.

This project took me...

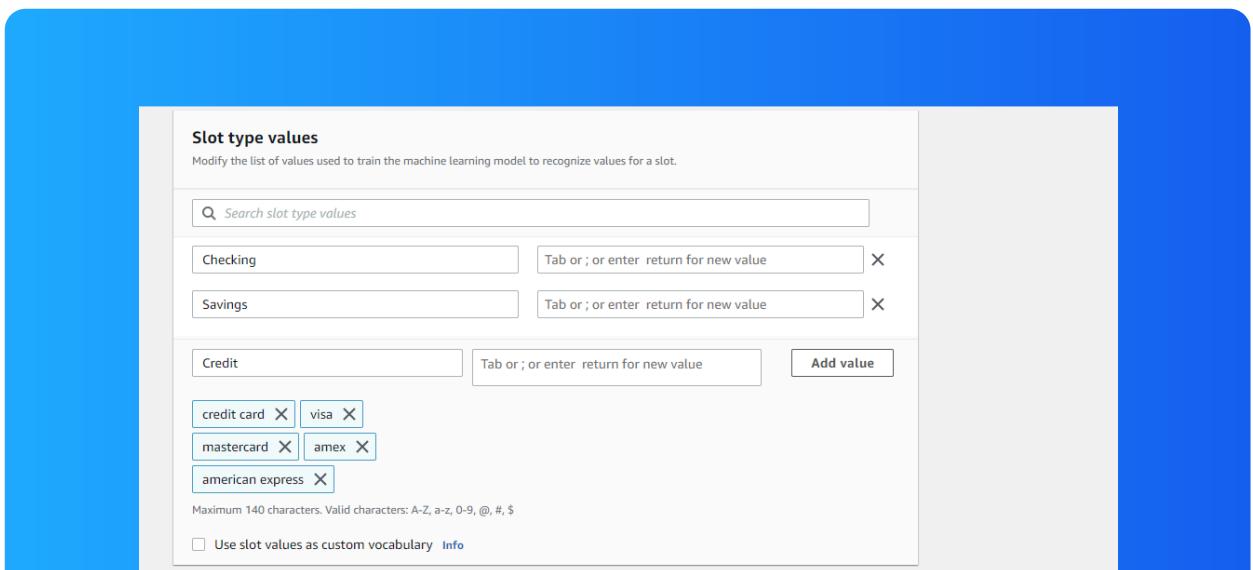
This project took me about 2 hours to complete. I set up Amazon Lex, defined intents, added sample utterances, configured FallbackIntent, and tested the chatbot to ensure it could handle various user inputs and give dynamic responses.

Slots

Slots are variables in Amazon Lex used to capture specific user inputs, like dates or locations. They help customize the conversation and ensure the chatbot collects all necessary details to complete tasks, such as booking or making requests.

By adding custom slots in utterances, my chatbot's users can provide more specific information, like account numbers or types. This enables the chatbot to understand and respond accurately, creating a more personalized and efficient experience for users.

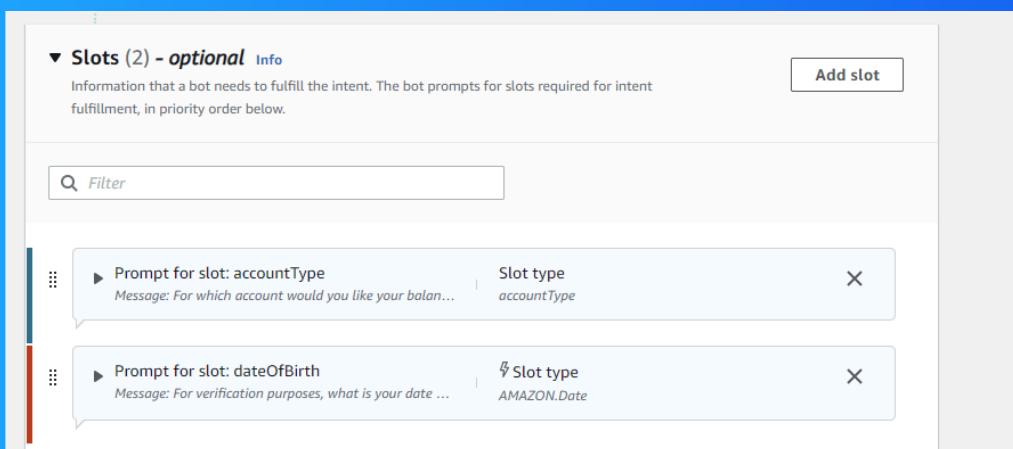
In this project, I created a custom slot type to define specific values for user inputs, such as custom phrases or categories. This allowed the chatbot to handle tailored requests and ensure accurate responses by matching inputs to predefined values.



Connecting slots with intents

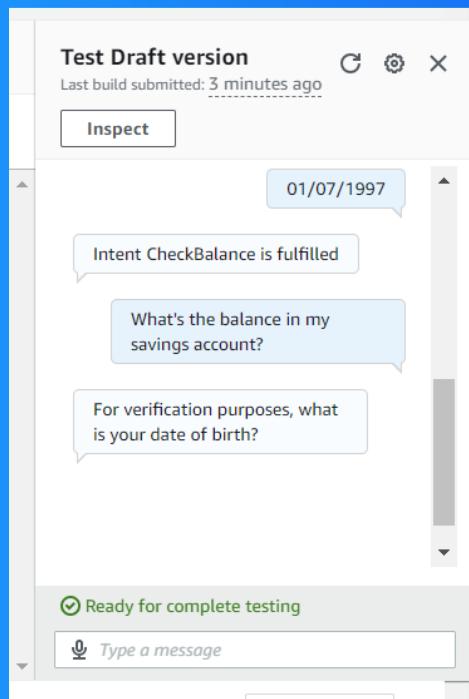
This slot type has restricted slot values, which means only predefined values can be selected for that slot. It ensures that the input matches a specific set of acceptable options, improving accuracy and limiting the chance of errors in the conversation.

I associated my custom slot with CheckBalance, which is an intent designed to retrieve a user's account balance. The custom slot captures necessary details, like account number or type, to provide an accurate response when users inquire about their bal



Slot values in utterances

I included slot values in some of the utterances by adding placeholders for specific details like account number or type. For example, "Check my balance for account [account number]" or "What's the balance on my [account type] account?"





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