**ABSTRACT**

The main goal of the creation of Chatbots was to resemble a human being in the way they perform said interaction, trying to make the user think writing to another human being. This chatbot uses Amazon lex to build a text-based conversational interface for web applications. Creates AWS lambda function used to validate user’s response and perform initialization and fulfilment in lex intent configuration. This chatbot uses AWS DynamoDB to control and stores the resources. The bot is deployed on Amazon Amplify running Windows or Linux using AWS Developer Tools for continuous Integration and Delivery. The application architecture uses AWS Lambda, Amazon Lex, Amazon DynamoDB, to communicate with Angular application deployed on an Amazon Amplify.

The chatbot is built to provide customer support, especially in the health domain web applications. This will help the user to interact with doctors at any time online and to search for the doctor’s availability and book Appointment etc., This type of chatbot can be deployed in any application by using AWS tools.

