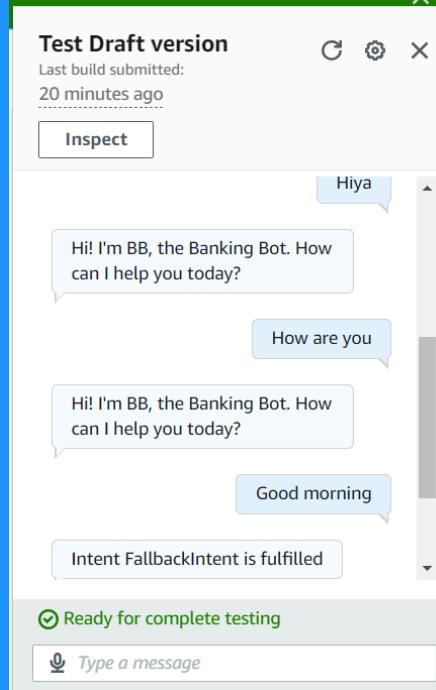




# Build a Chatbot with Amazon Lex



Benjamin Kofi Yankey





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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's useful because it enables developers to create chatbots and virtual assistants with natural language understanding.

## How I used Amazon Lex in this project

I used Amazon Lex to create a chatbot that interacts with users through natural language. It is a banking chatbox

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

Should be able to understand natural language and be this simple.

## This project took me...

Like 2-3 hours



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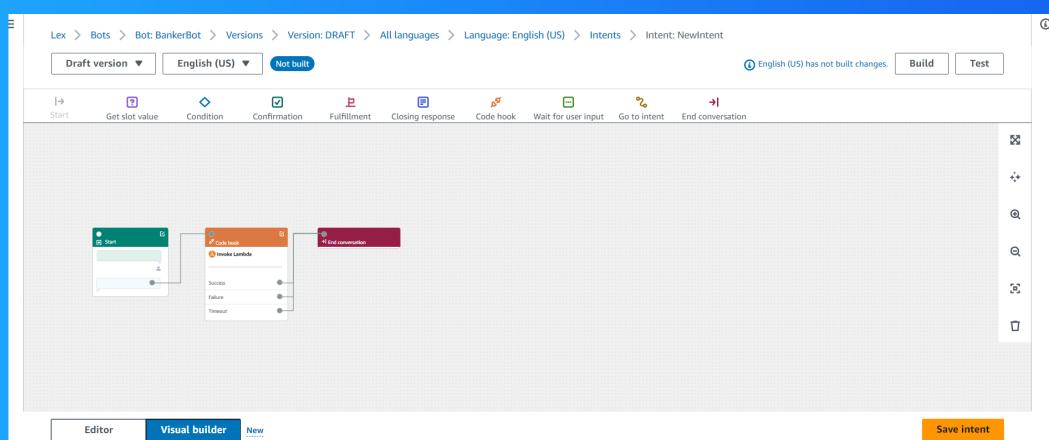
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# Setting up a Lex chatbot

5min

While creating my chatbot, I also created a role with basic permissions because the chatbot needs access to essential services within AWS, such as CloudWatch for logging, DynamoDB for session storage, and Lambda for handling custom logic. These basic

In terms of the intent classification confidence score, I kept the default value of 0.40. This means that when the chatbot processes user input, it will only consider an intent as correctly identified if the confidence score is at least 40%. If the s





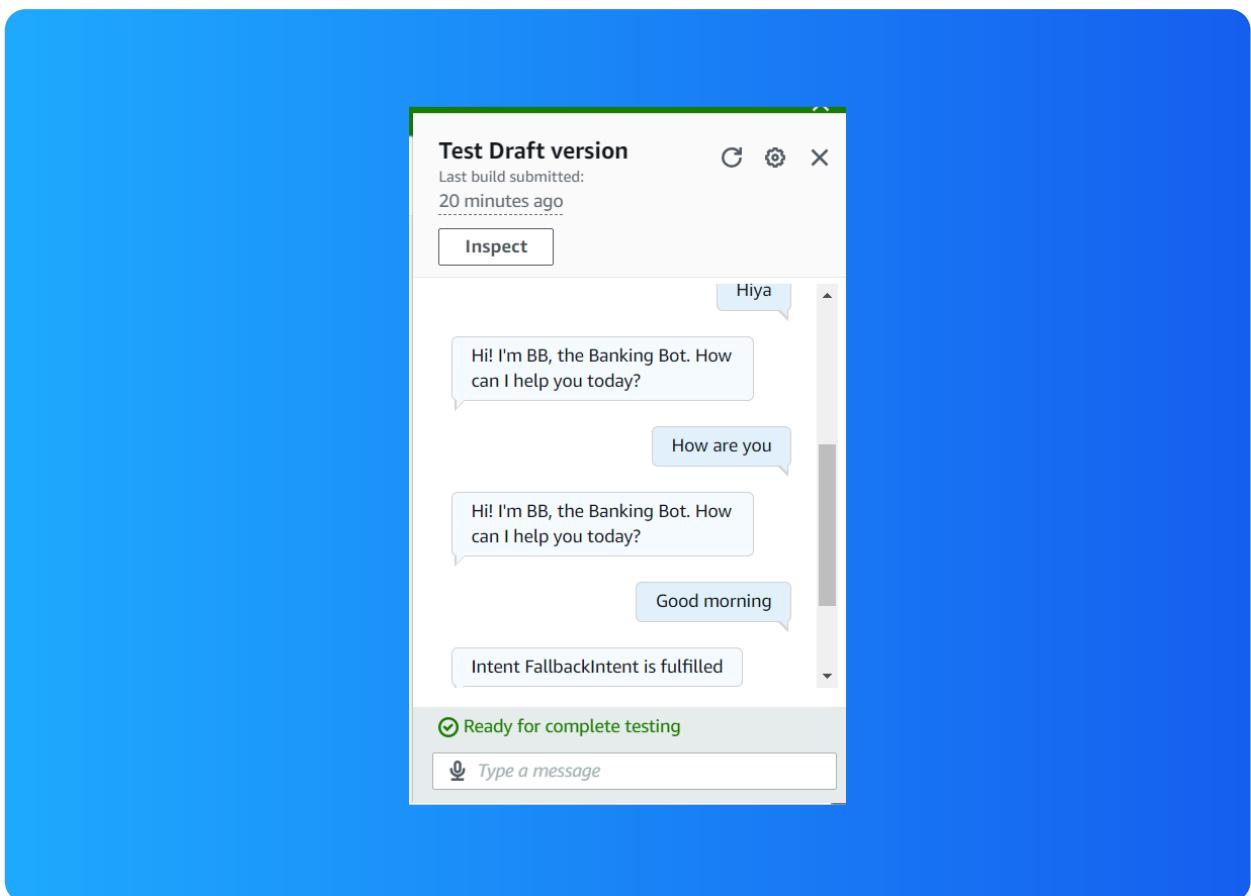
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# Intents

Intents are what the users are trying to achieve in their conversations with the chatbot

I created my first intent, WelcomeIntent, to greet users when they interact with the chatbot for the first time. This intent is triggered when users say phrases like "hello" or "hi." It provides a warm welcome.





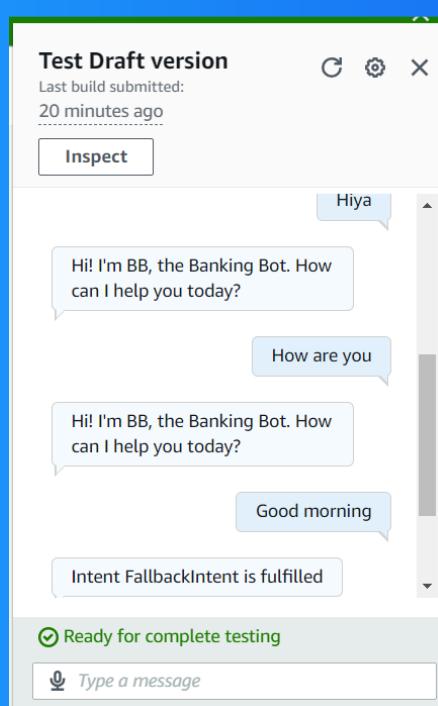
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# FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter greetings like "hello," "hi," "hey," "good morning," and "greetings."

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered Good morning. This error message occurred because the chatbot did not recognize "Good morning" as a valid input for any defined intent, including WelcomeIntent.





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# Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot cannot confidently match the user's input to any predefined intent.

I wanted to configure FallbackIntent because it ensures that my chatbot can handle unrecognized inputs gracefully. It provides a fallback response, guiding users to rephrase their request or offering help.



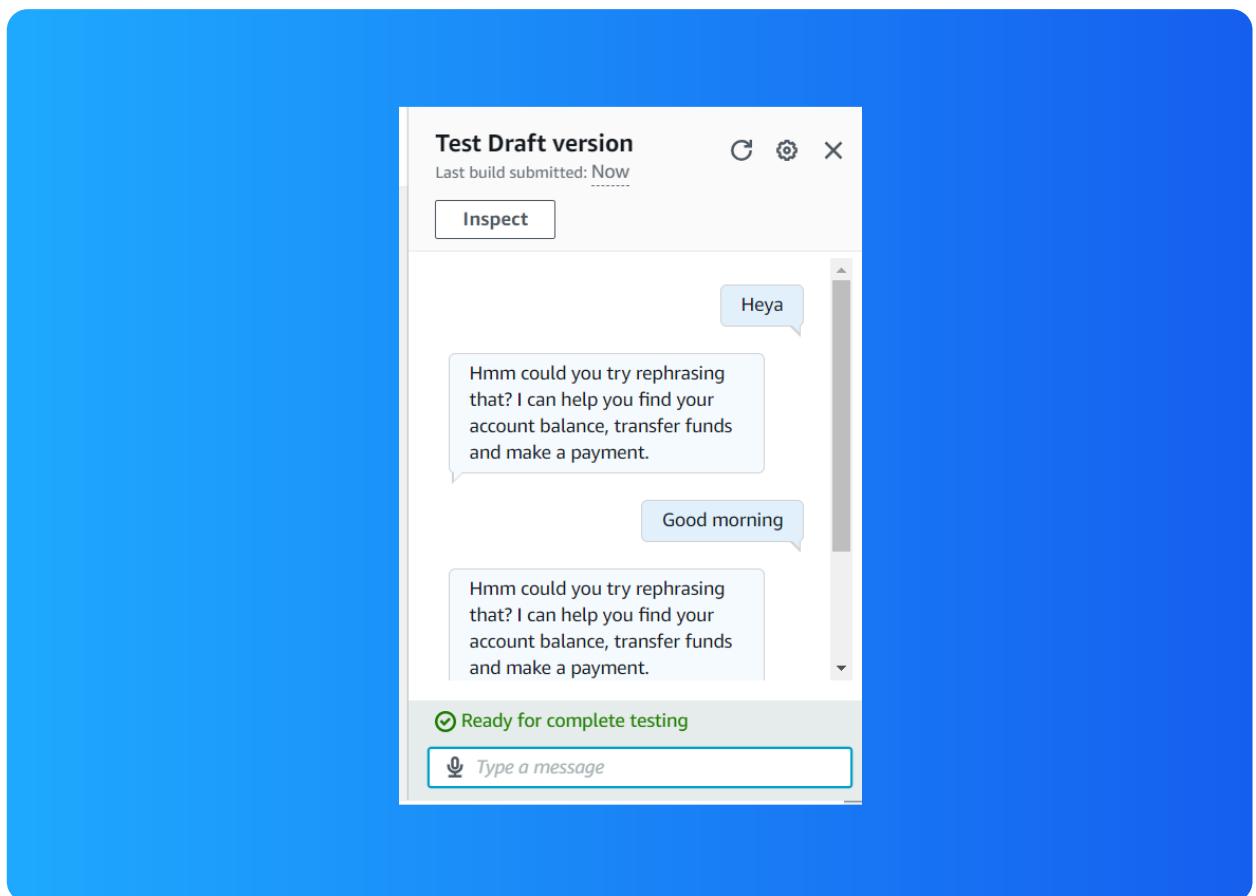
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# Variations

To configure FallbackIntent, I added sample fallback responses and set it as the default for unrecognized inputs.

I also added variations! What this means for an end user is that the chatbot can respond in different ways to the same input, making the conversation feel more natural and engaging.





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