



# Build a Chatbot with Custom Slots



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The screenshot shows a dark-themed interface for managing chatbot slots. At the top, a header reads "Slots (2) - optional" with an "Info" link and an "Add slot" button. Below this, a "Filter" input field is present. Two slots are listed:

- Prompt for slot: accountType**  
Message: For which account would you like your balan...  
Slot type: accountType
- Prompt for slot: dateOfBirth**  
Message: For verification purposes, what is your date ...  
Slot type: AMAZON.Date

# Introducing Today's Project!

I have created a basic chatbot with WelcomeIntent and FallbackIntent. And I added a new intent to this chatbot that allows the user to request their bank account balance.

## What is Amazon Lex?

Amazon Lex is a service for building conversational interfaces using voice and text. It's useful for creating chatbots, virtual assistants, and automated customer support with natural language understanding and seamless AWS integration.

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

I didn't expect that you can create your own slot types.

## This project took me...

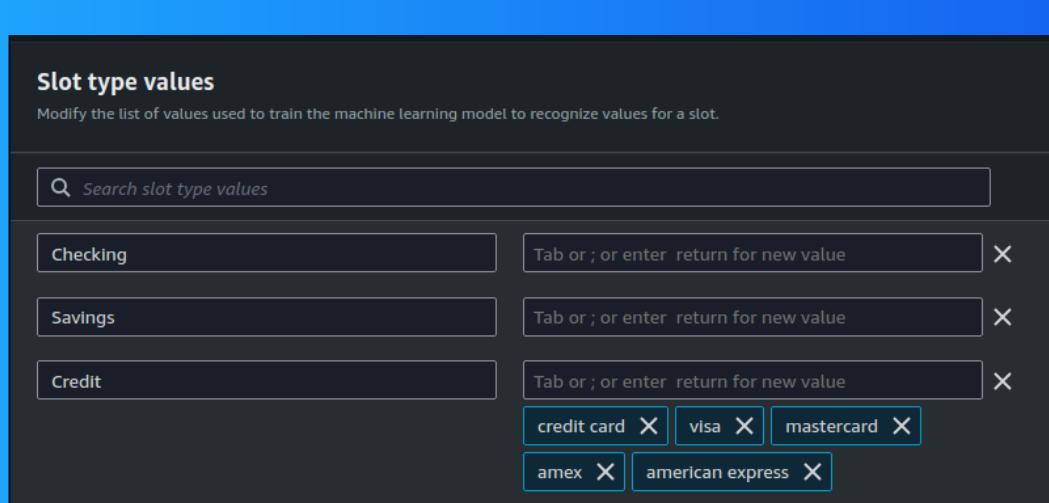
It took me about half an hour.

# Slots

Slots are pieces of information that a chatbot needs to complete a user's request. They are like blanks that need to be filled in a form.

By adding custom slots in utterances, my chatbot's users will save their time, as Lex will automatically fill in this information and it will not need to ask the user for it.

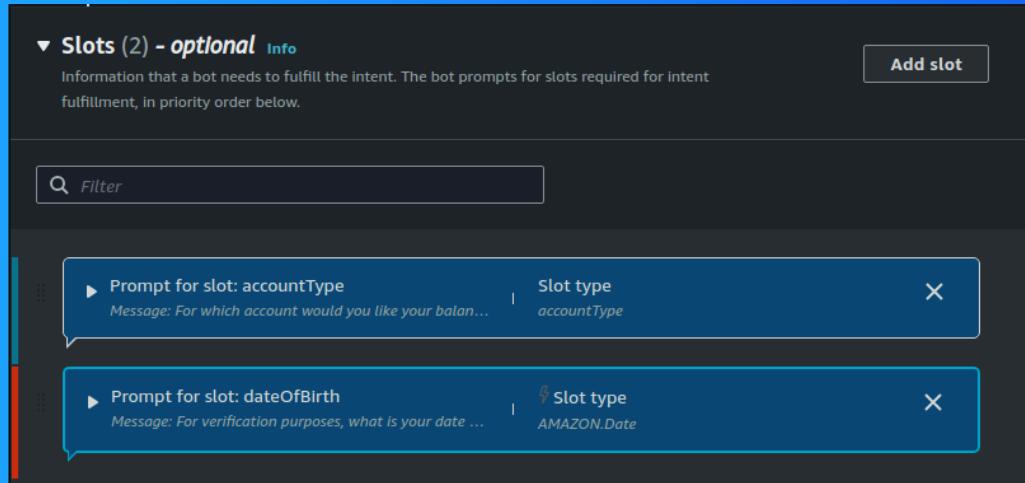
In this project, I created a custom slot type to store a user's bank account type.



# Connecting slots with intents

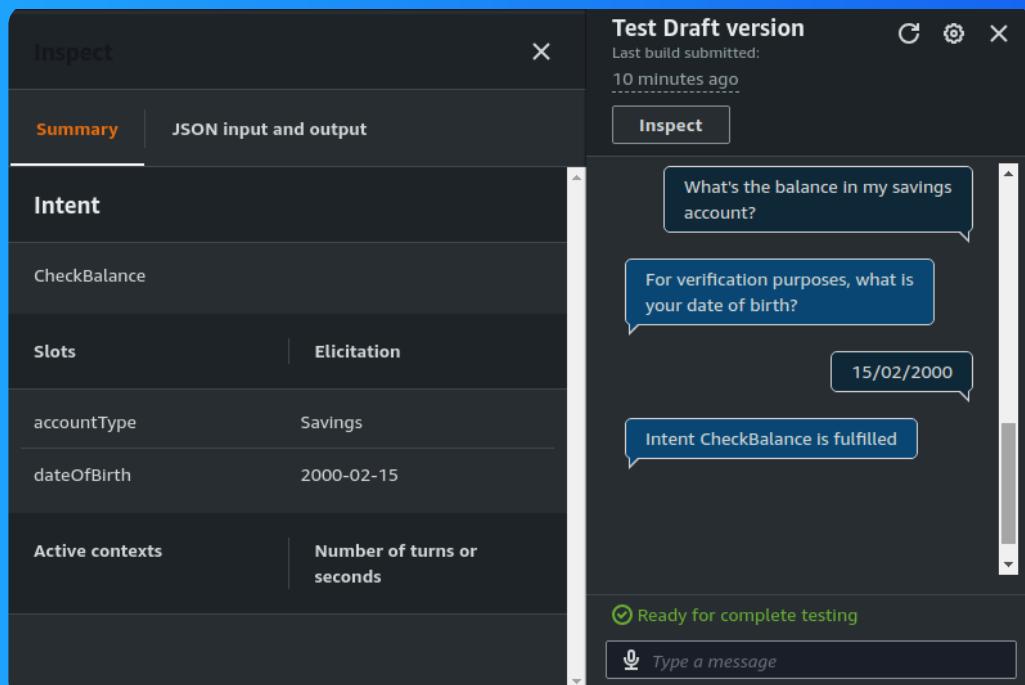
This slot type has restricted slot values, which means we don't want Lex to use ML to accept other values. We have a set list of bank account types that we offer - Checking, Savings, and Credit accounts - and we don't offer any other ones.

I associated my custom slot with CheckBalance, which is designed to check the user's bank account balance.



# Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by using text '{accountType}'. For example 'What's the balance in my {accountType} account?'





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