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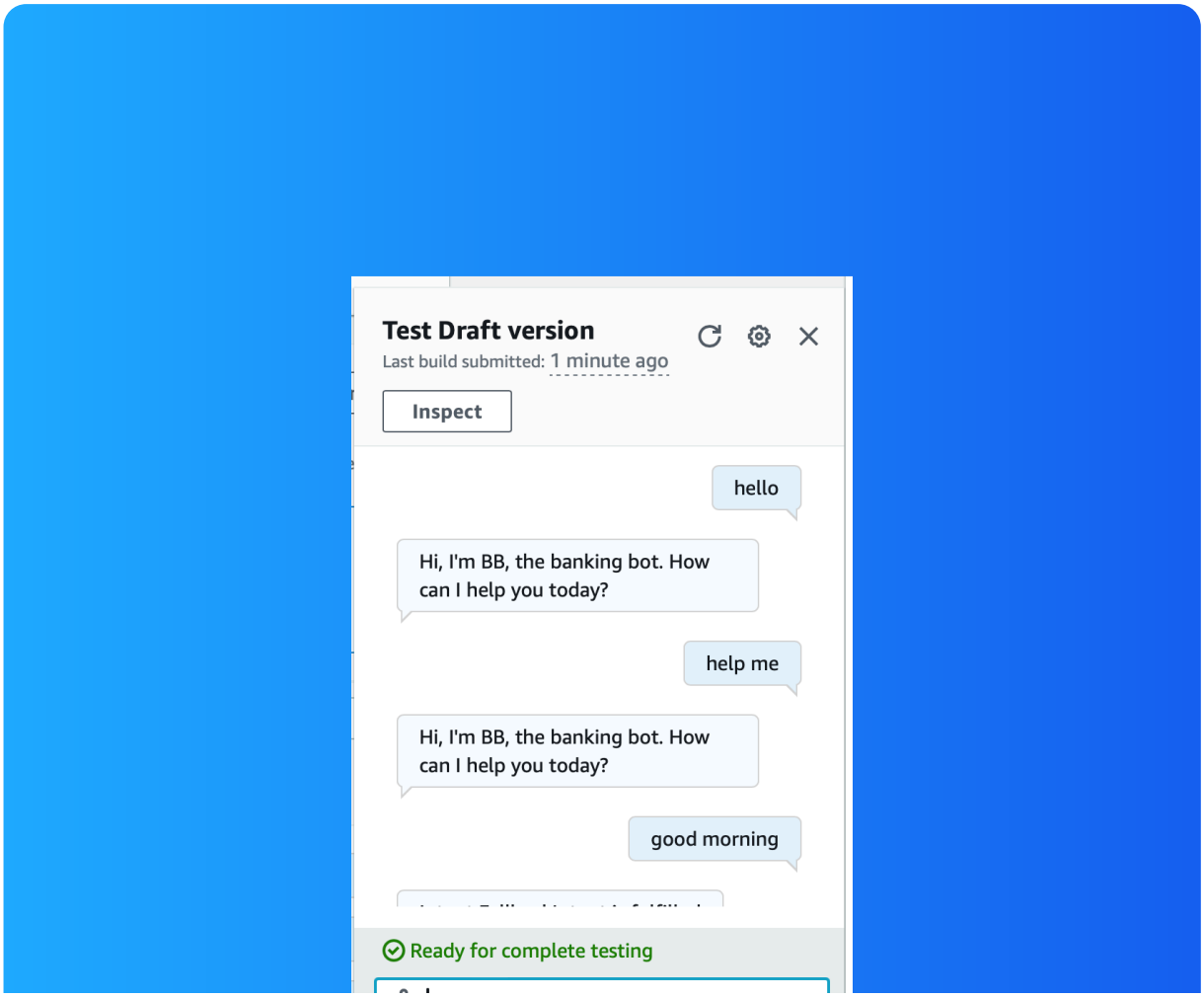
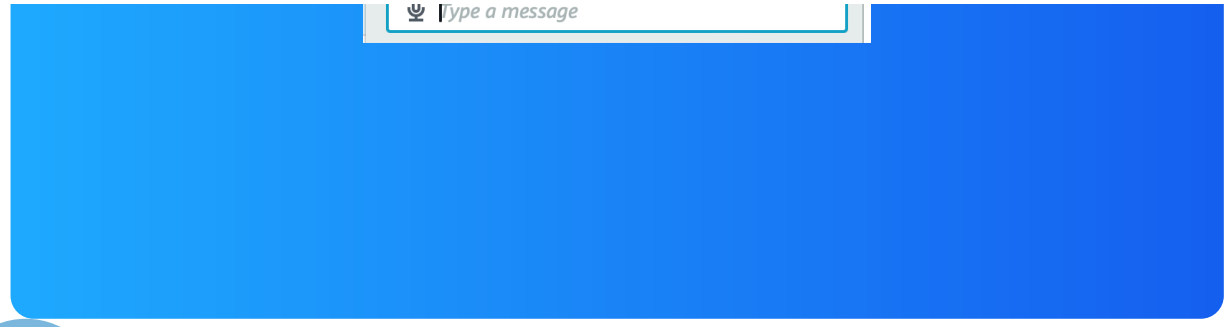
Build a Chatbot with Amazon Lex

Kyra Edwards





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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a fully managed service for building conversational interfaces into any application using voice and text

How I used Amazon Lex in this project

I used Amazon Lex to build a simple chatbot. So far it can just respond to greeting responses but I'll build the actual banker bot version more and more

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

I didn't expect the bot to be so easy to make. I expected very heavy coding to make even the simplest things work.

This project took me...

This project took around 50 minutes to complete. I just had to learn what everything meant in order to complete what I needed for a response from the bot.

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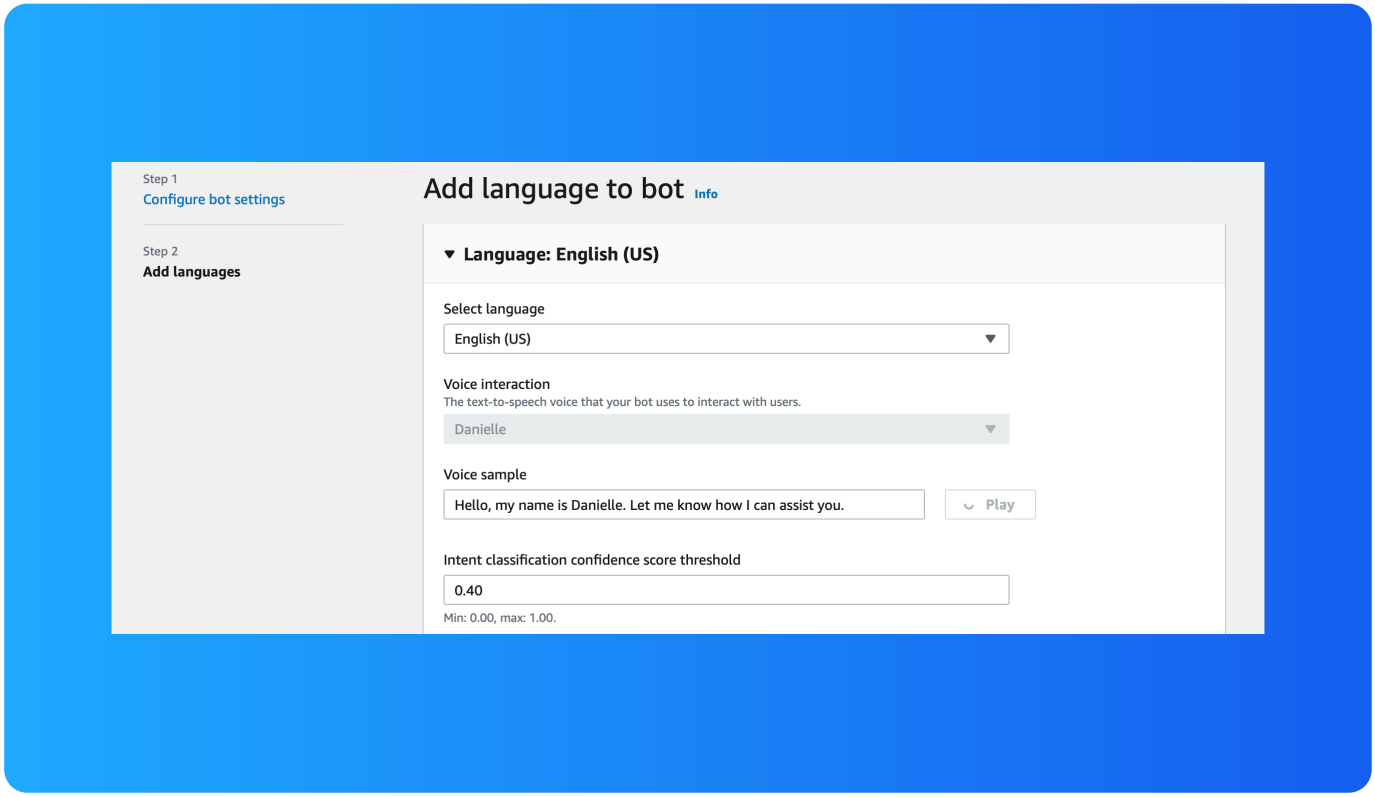
Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me 5 minutes!

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs the permission to call other AWS services on your behalf

In terms of the intent classification confidence score, I kept the default value of 0.40. This means the chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.



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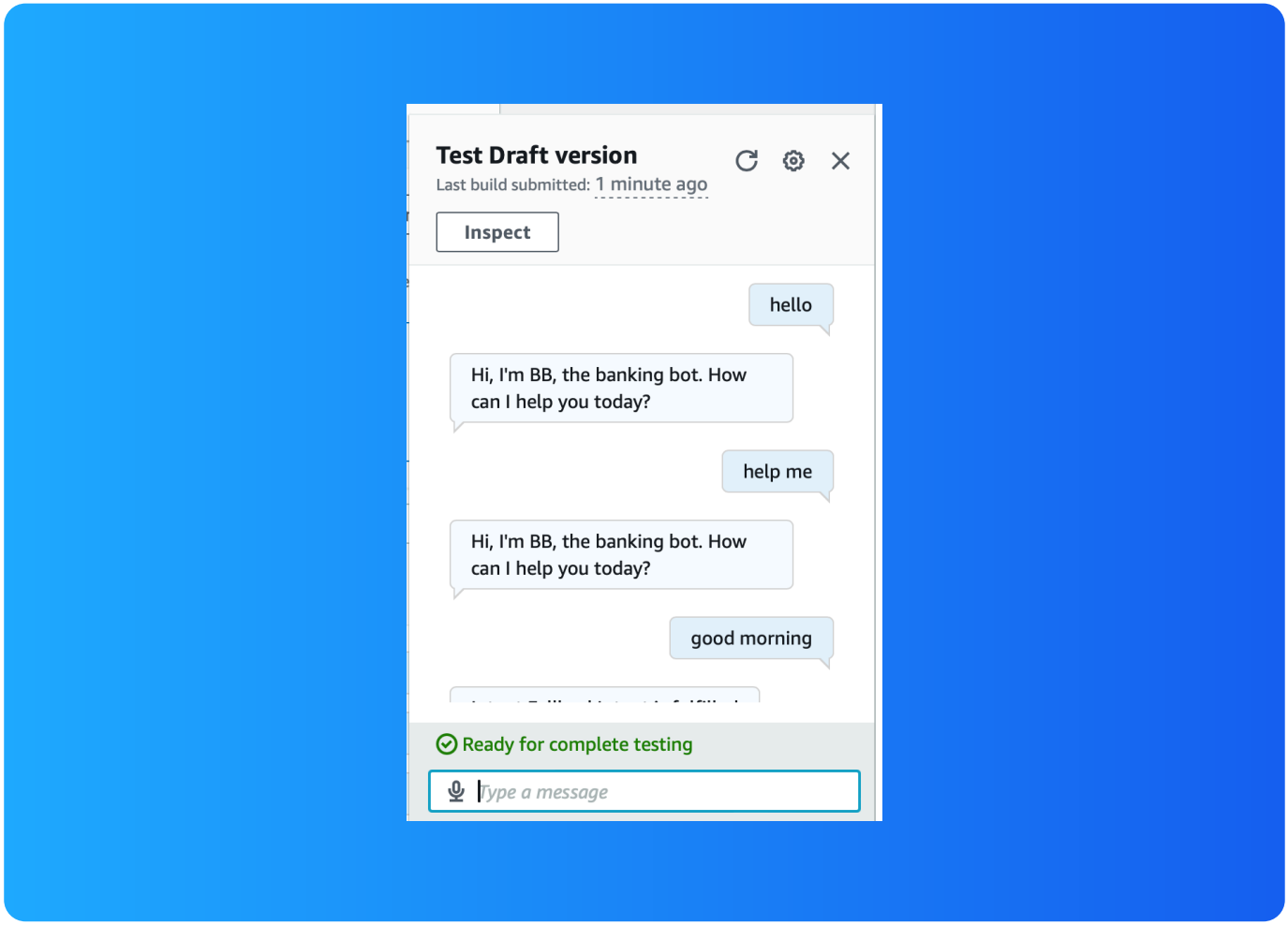
Intents

Intents are what the user is trying to achieve in their conversation with the chatbot.

I created my first intent, WelcomeIntent, to greet users when they first talk to the BankerBot



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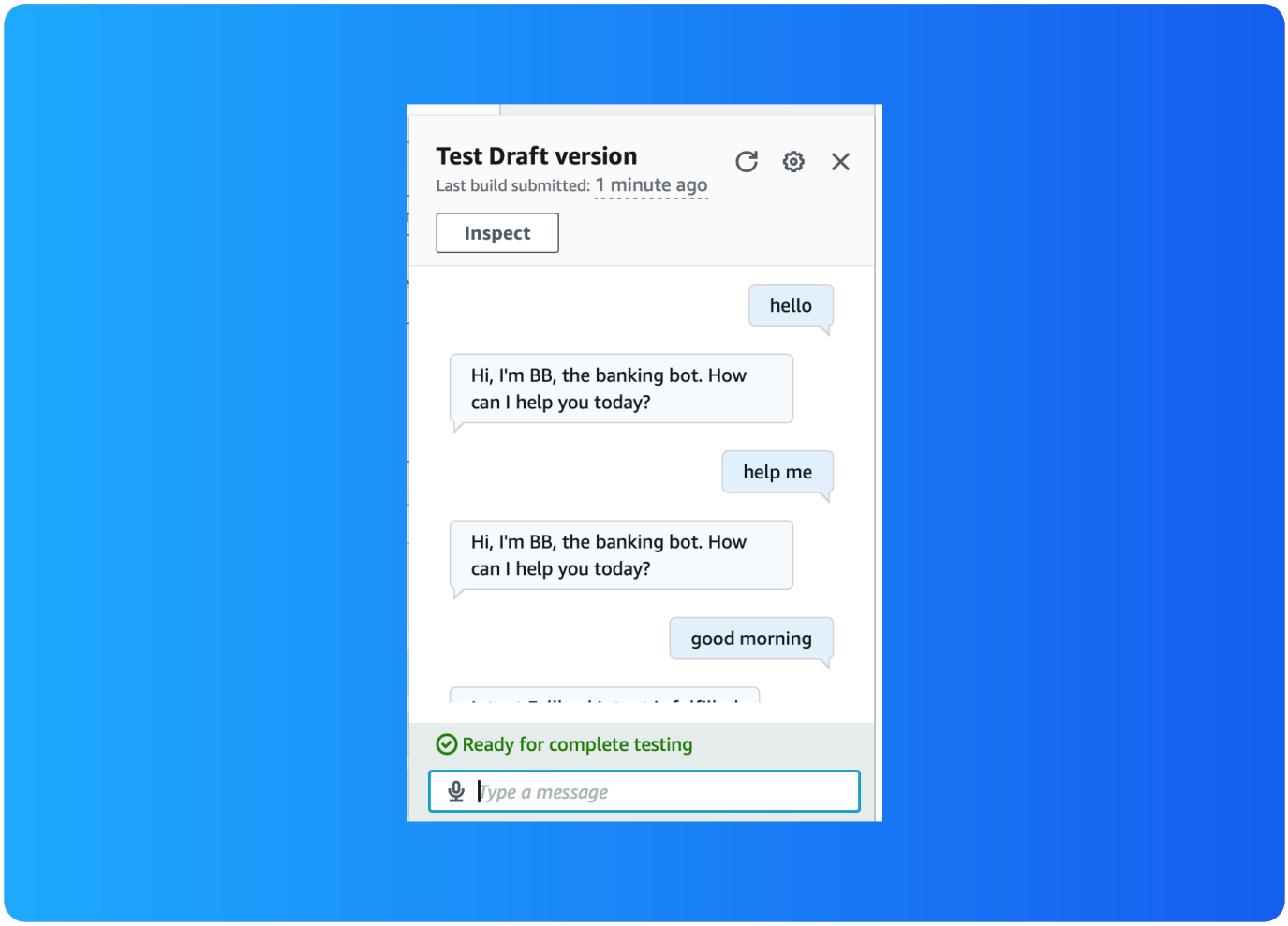
FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter hello, hi, I need help, and can you help me

My chatbot returned the error message `Intent FallbackIntent is fulfilled` when I entered good morning. This error message occurred because Amazon Lex doesn't quite recognize the utterance



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Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot doesn't understand the user input

I wanted to configure FallbackIntent because It's often chatbot best practice to give a hint as to what kind of commands the bot can understand and respond to

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Variations

To configure FallbackIntent, I clicked FallbackIntent on the left side and scrolled down to the messages. I then came up with what I wanted the chat bot to say when it doesn't understand the user input

I also added variations! What this means for an end user is there are variations of the same Message in the main Message box. When Amazon Lex needs to return a Fallback response, it will randomly choose a message from the group and return that.