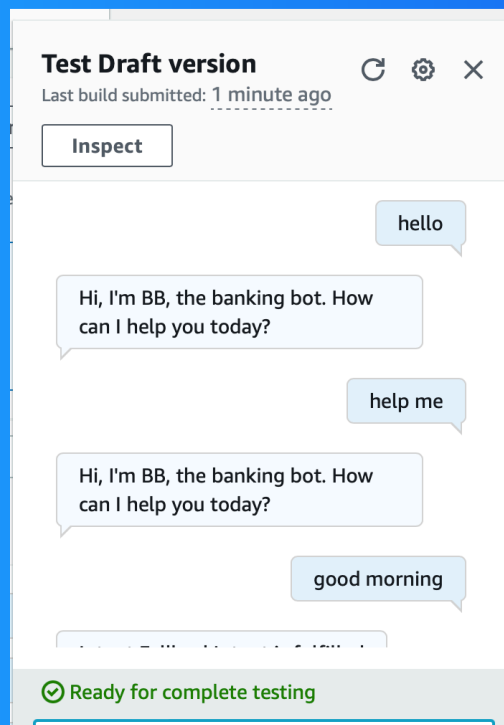


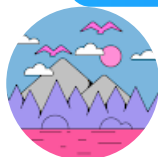
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Build a Chatbot with Amazon Lex



Kyra Edwards




Type a message

Kyra Edwards
NextWork Student

NextWork.org

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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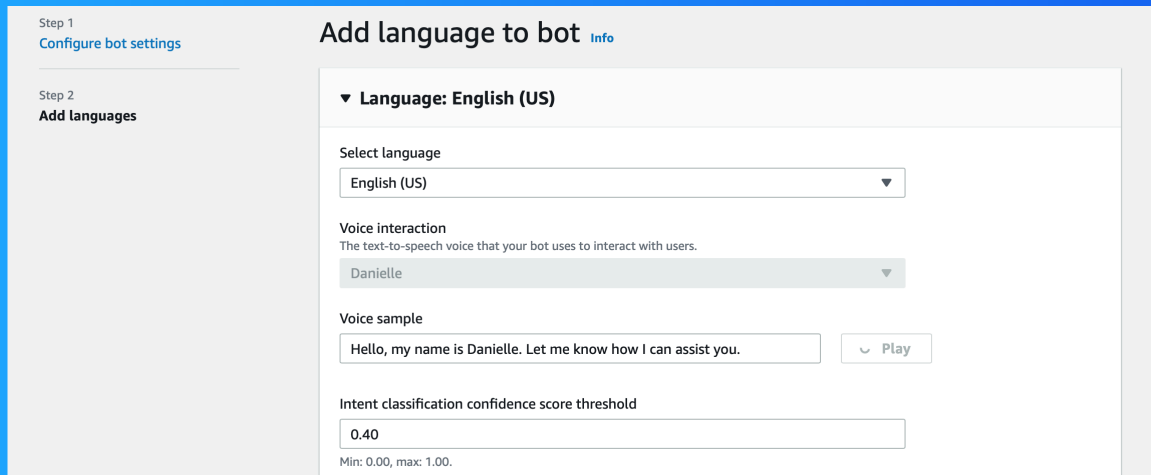
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Setting up a Lex chatbot

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.



The screenshot shows the 'Add language to bot' interface in the Amazon Lex console. On the left, a sidebar indicates 'Step 1: Configure bot settings' and 'Step 2: Add languages'. The main panel is titled 'Add language to bot' with an 'Info' link. Under the heading '▼ Language: English (US)', there are four sections: 'Select language' with a dropdown menu showing 'English (US)'; 'Voice interaction' with a description 'The text-to-speech voice that your bot uses to interact with users.' and a dropdown menu showing 'Danielle'; 'Voice sample' with a text input field containing 'Hello, my name is Danielle. Let me know how I can assist you.' and a 'Play' button; and 'Intent classification confidence score threshold' with a text input field showing '0.40' and a note 'Min: 0.00, max: 1.00.'.



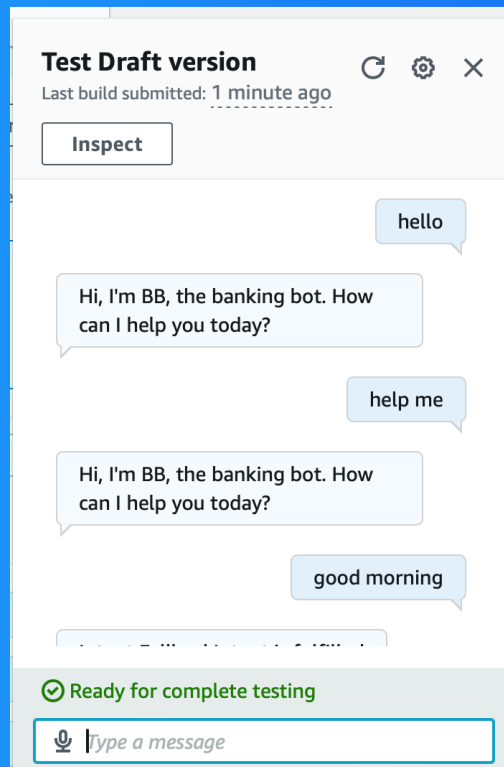
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Intents

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



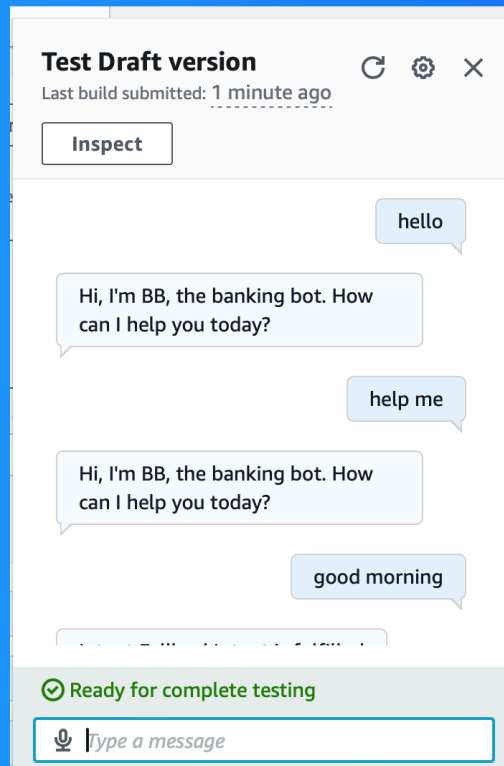
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FallbackIntent

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.