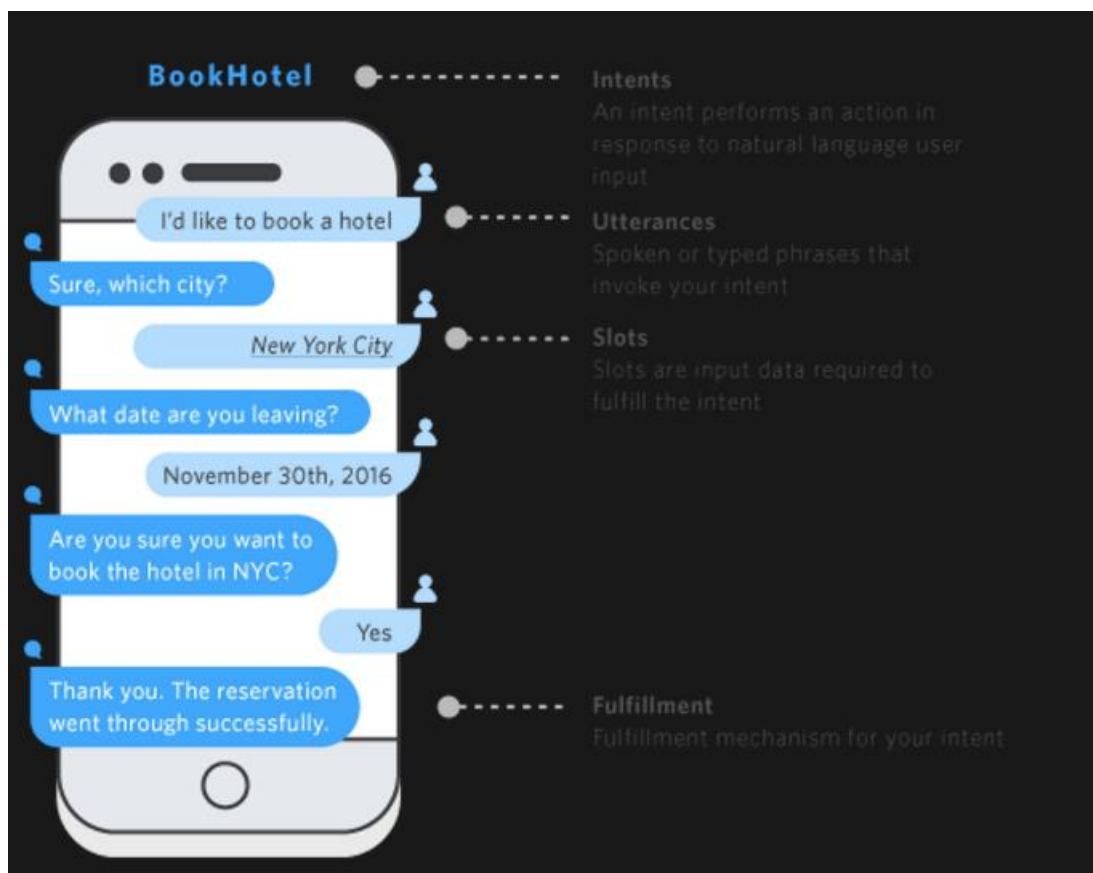


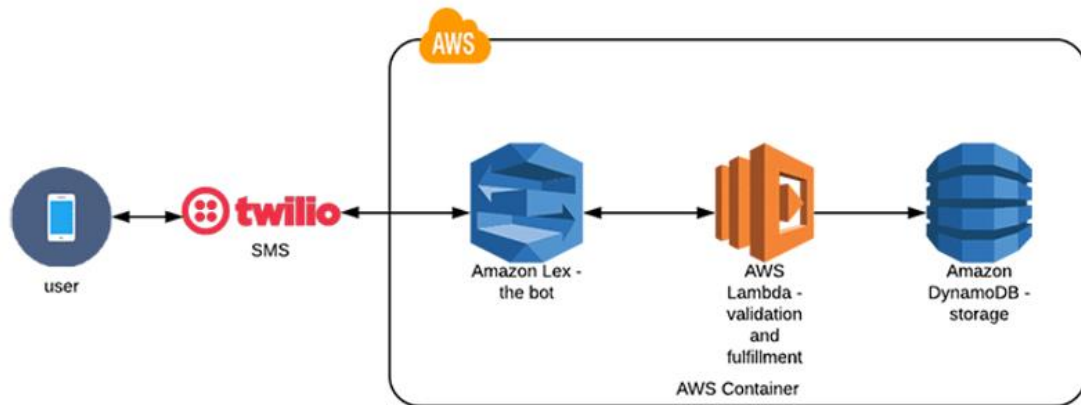
# Conversational AI and Chatbots

Conversational AI is a **type of artificial intelligence that enables consumers to interact with computer applications like other humans.**

## Amazon Lex



Amazon Lex Chatbot + Messaging Service + AWS Lambda + DynamoDB (or any Database)



**Amazon Lex integrates with AWS Lambda**, which you can use to easily trigger functions to execute your back-end business logic for data retrieval and updates.

Once built, **your bot can be deployed directly to chat platforms, mobile clients, and IoT devices.**

## Intent :-

An intent represents an action that the user wants to perform

For example, you might create an intent that orders pizzas, books hotel, check balance, apply for a loan, payment issue, etc

**Sample utterances** – How a user might convey the intent.

For example, a user might say, "Can I order a pizza" or "I want to order a pizza."

## Slot :-

A *slot* is an information that Amazon Lex needs to fulfill an intent. Each slot has a ***slot type***. You can create your custom slot types or use built-in slot types.

For example, the `OrderPizza` intent requires slots such as `pizza size` and `pizza type`.

## Slot type :-

**Each slot has a type. You can create your slot type or use built-in slot types.**

For example, you might create and use the following slot types for the `OrderPizza` intent:

- `Size` – With enumeration values `Small`, `Medium`, and `Large`.
- `Crust` – With enumeration values `Thick` and `Thin`.

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### Intent:

#### **BookHotel**

#### **Sample utterances:**

Book a hotel

I want a make hotel reservations

Book a 3 night stay in Mumbai

Book a {Nights} night stay in {Location}

### Slots

## **Location**

Prompts: What city will you be staying in?

## **CheckInDate**

Prompts: What day do you want to check in?

## **Nights**

Prompts: How many nights will you be staying?

## **RoomType**

Prompts: What type of room would you like, queen, king, or deluxe?

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## **Confirmation prompt**

Okay, I have you down for a {Nights} night stay in {Location} starting {CheckInDate}. Shall I book the reservation?

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## **Decline response**

Okay, I have canceled your reservation in progress.

