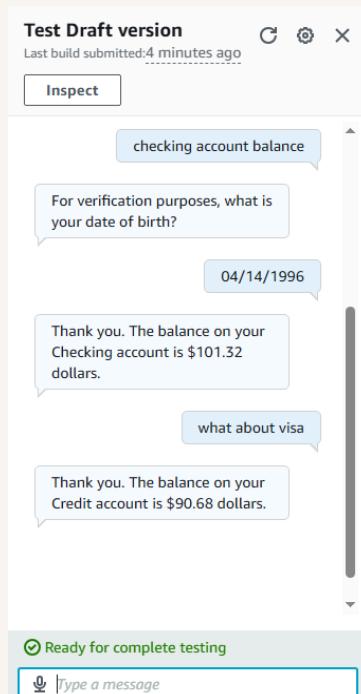




Save User Info with a Lex Chatbot



Haochen Min



A circular profile picture of a young man with red hair and a blue scarf, set against a dark background.

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex allows you to easily create a chatbot and integrate it with other AWS services.

How I used Amazon Lex in this project

Today I used Amazon Lex to update my chatbot with context tags so it retains information between intents.

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

In this project I did not expect a followup intent would be easier as opposed to modifying the original checkBalance intent.

This project took me...

This project took me about 30minutes.

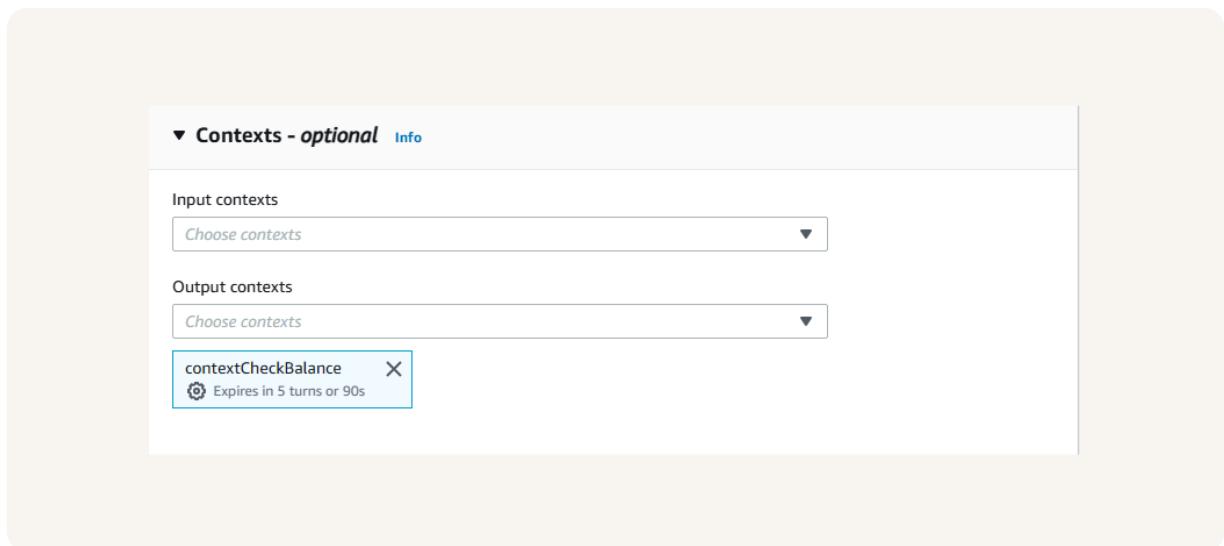


Context Tags

Context tags are used to store and check for specific information across different parts of a conversation. They help save the user from having to repeat certain information.

There are two types of context tags: Input context tags and output context tags. Input tags checks if the information is already provided before an intent activates. Output tags tells the chatbot to remember certain details after an intent.

I created a context tag called contextCheckBalance. This context tag was created in the CheckBalance intent. This tag stores information about the user's birthday.



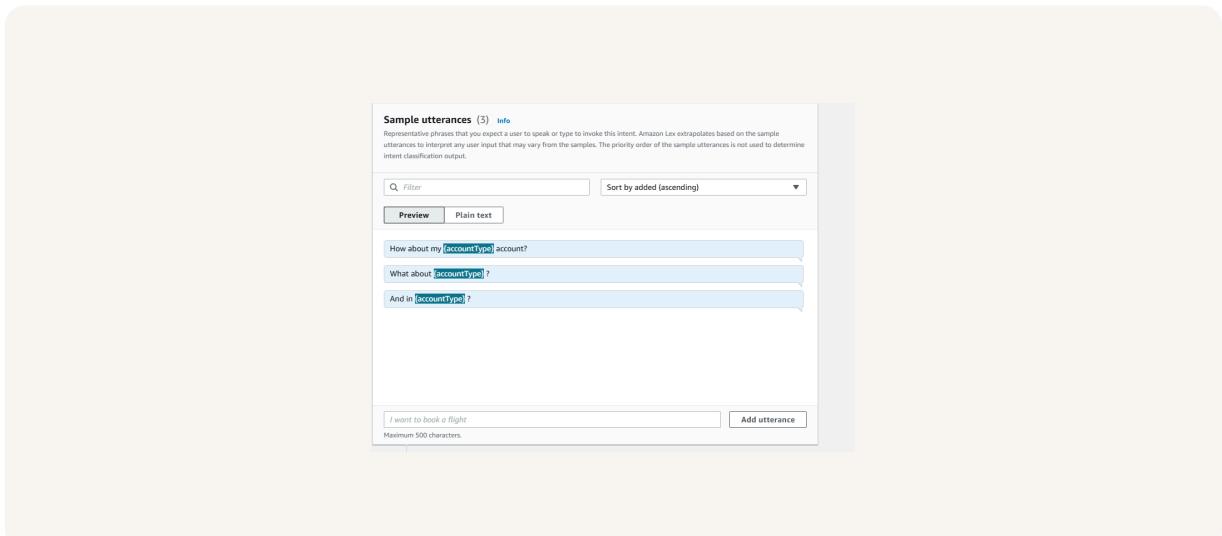
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FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to handle followup questions on the user's account without having to verify birthdate again.

This intent is connected to the previous intent I made, CheckBalance, because it also responds to the user's request for the balance in their accounts, while retaining their birthday information once they've answered it following CheckBalance's intent





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Input Context Tag

I created an input context, contextCheckBalance, that allows for the default value of FollowupCheckBalance's dateOfBirth to automatically be set to the one provided during CheckBalance's intent.

▼ Default values - optional

X

Provide a default value, #value for a context value or [variable] for session variable.

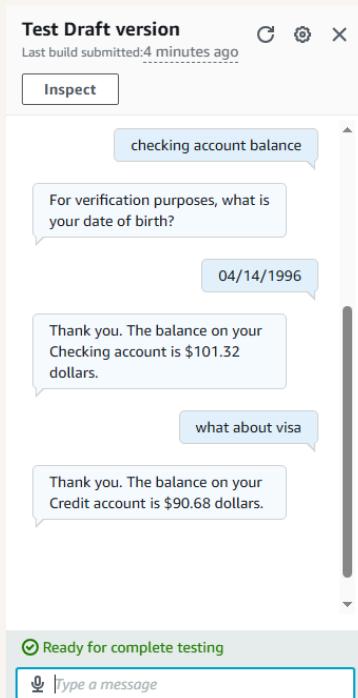
Add default value



The final result!

To see the context tags and followup intent in action, I immediately asked it for another account without asking prompting for its balance.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context the chatbot would not understand what I wanted.





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