

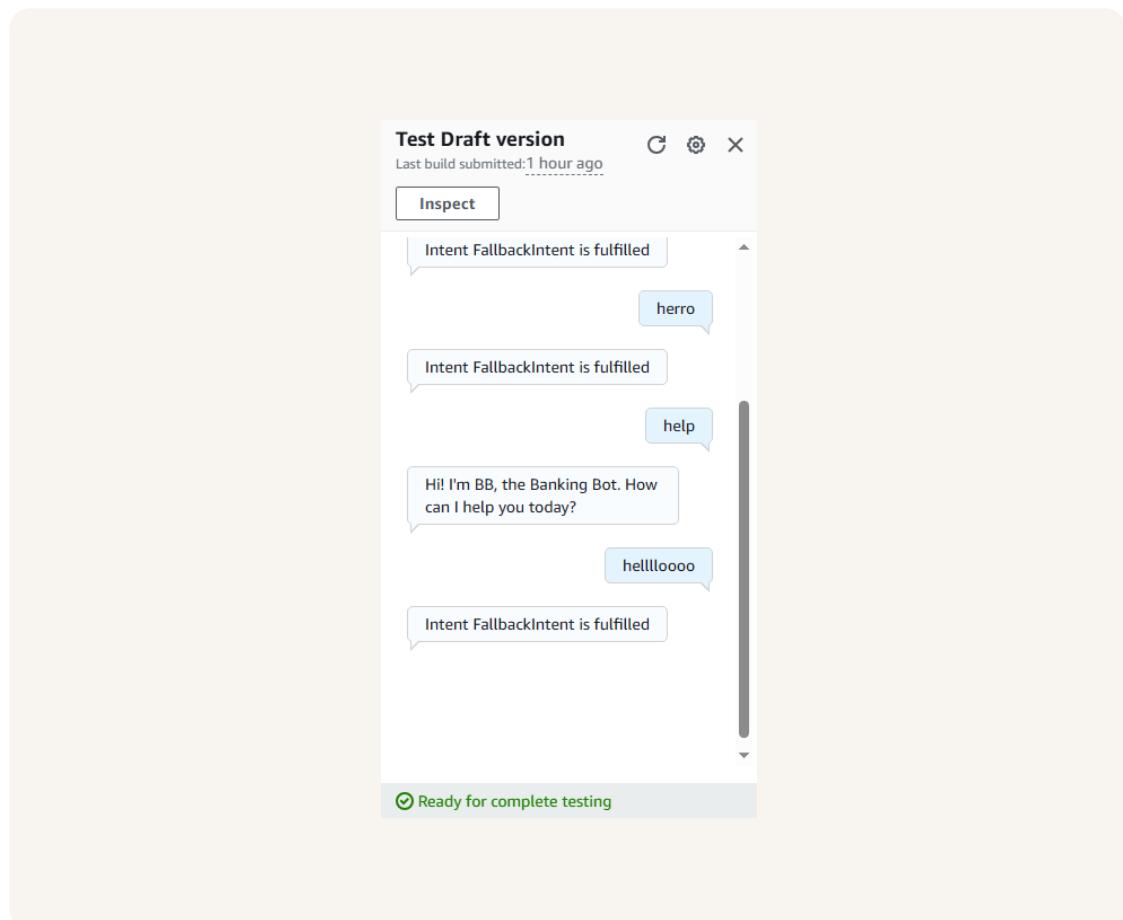


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Build a Chatbot with Amazon Lex



Haochen Min



A circular profile picture of a young man with red hair and a brown jacket, set against a blue and white background.

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an AWS service that allows users to build an AI chat bot.

How I used Amazon Lex in this project

Services I used were Amazon Lex. Key concepts I learnt include building a welcome intent, fallback intent, and initial response.

One thing I didn't expect was...

One thing I didn't expect in this project was how simple Amazon Lex was to set up.

This project took me...

This project took me approximately 20 minutes. It was most rewarding to test the chat bot out after each new intent.



Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 2 minutes

While creating my chatbot, I also created a role with basic permissions because it requires access to other AWS services

In terms of the intent classification confidence score, I kept the default value of 0.40. This means the bot must understand at least 40% of the user's input to give a response.

▼ Language: English (US)

Select language

Description - optional

Maximum 200 characters.

Voice interaction
The text-to-speech voice that your bot uses to interact with users.

Voice sample

Intent classification confidence score threshold

Min: 0.00, max: 1.00.

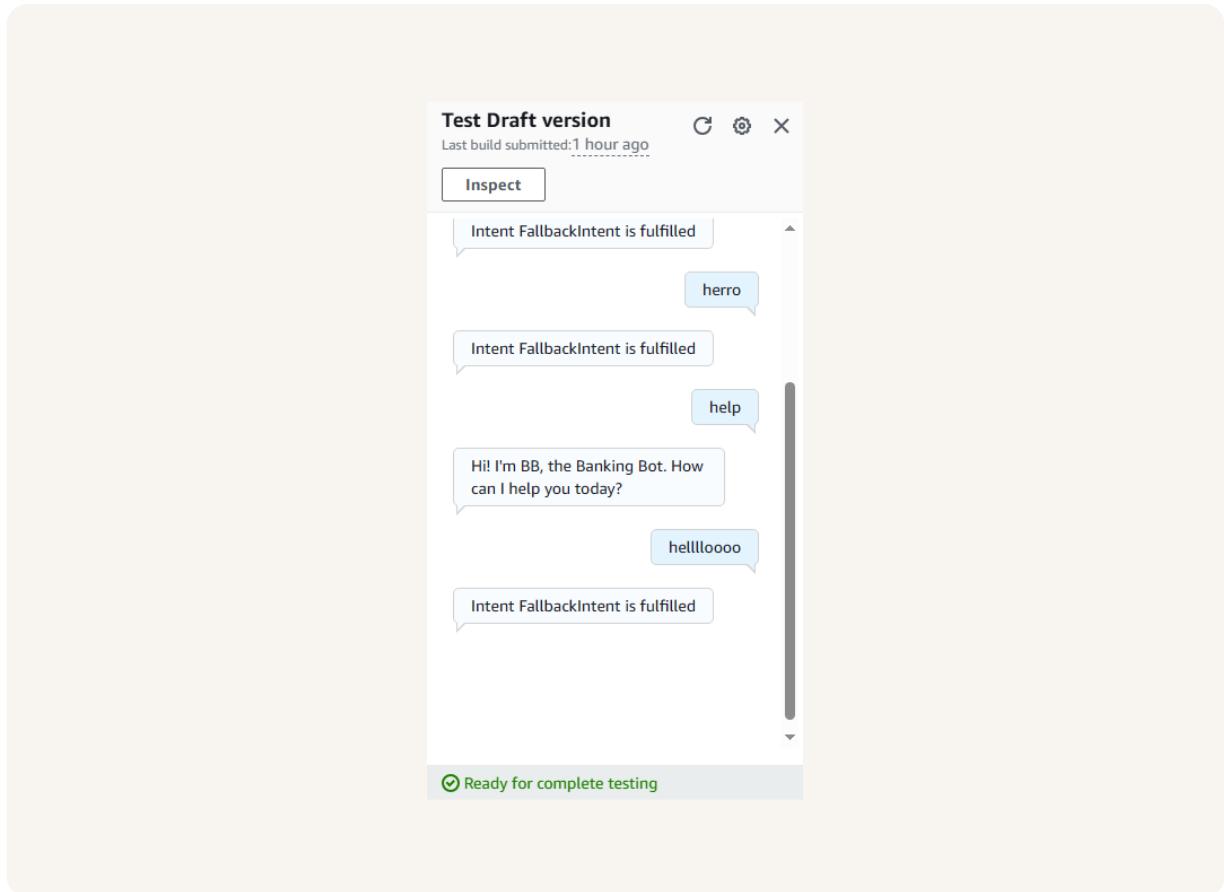
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Intents

Intents are what a user is trying to achieve from messaging with the chat bot

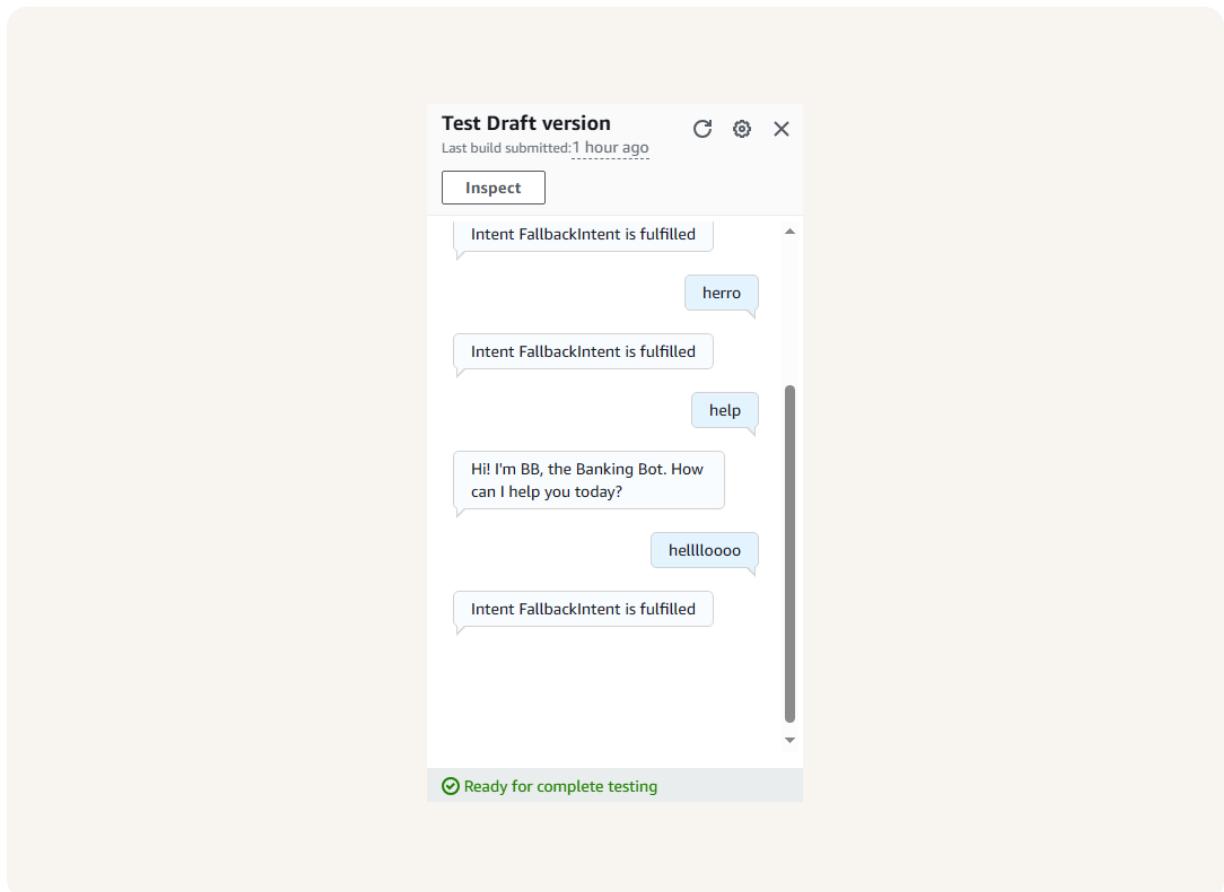
I created my first intent, WelcomIntent, to welcome a user when they say hello.



FallbackIntent

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

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered heya, herro, hellllooo. This error message occurred because it did not recognize my utterance.



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Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when it does not recognize the user's utterance.

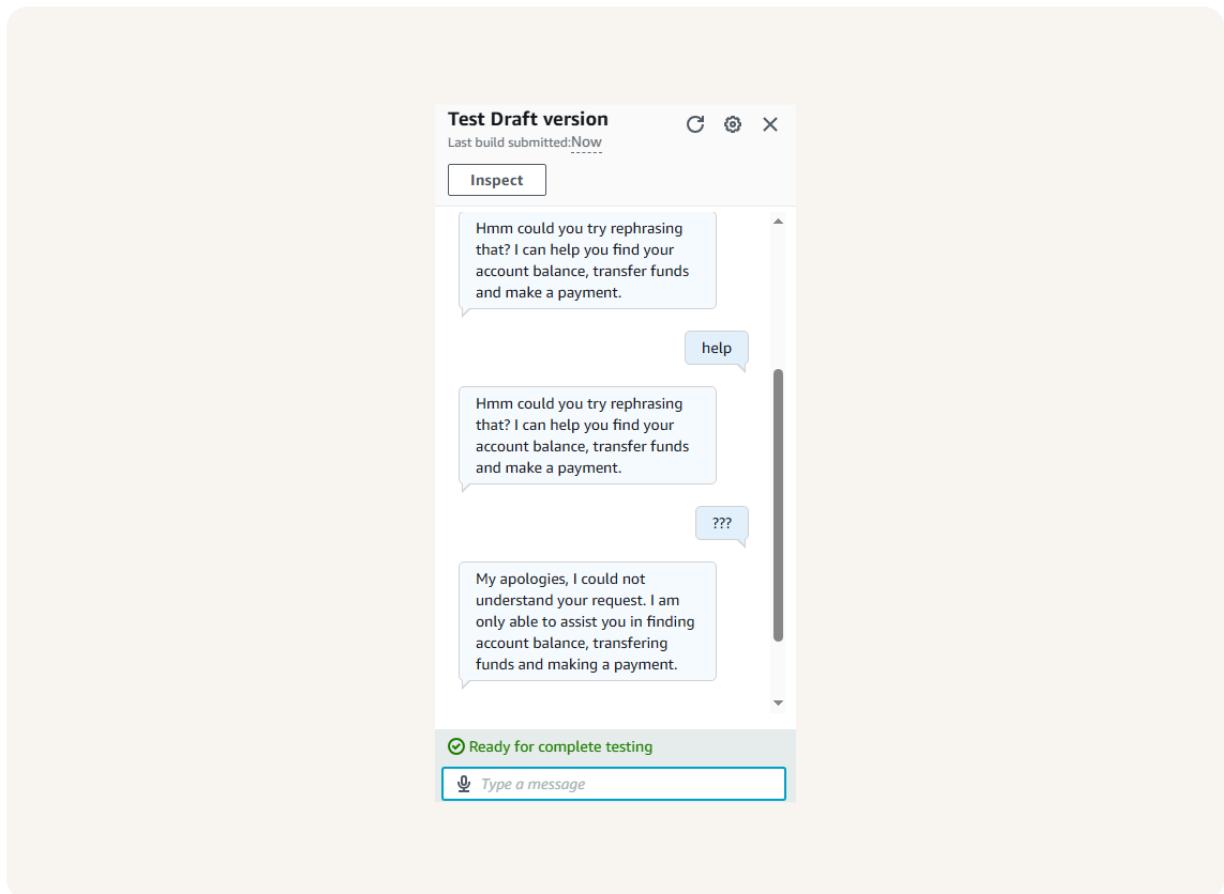
I wanted to configure FallbackIntent because it otherwise displays "Intent Fallback is fulfilled" and should instead return a message informing the user that it did not understand them and to direct them towards what it can do.



Variations

To configure FallbackIntent, I added a message and message variations for the bot to respond with if it did not understand the user's utterances.

I also added variations! What this means for an end user is a variation in responses with the same meaning.





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