

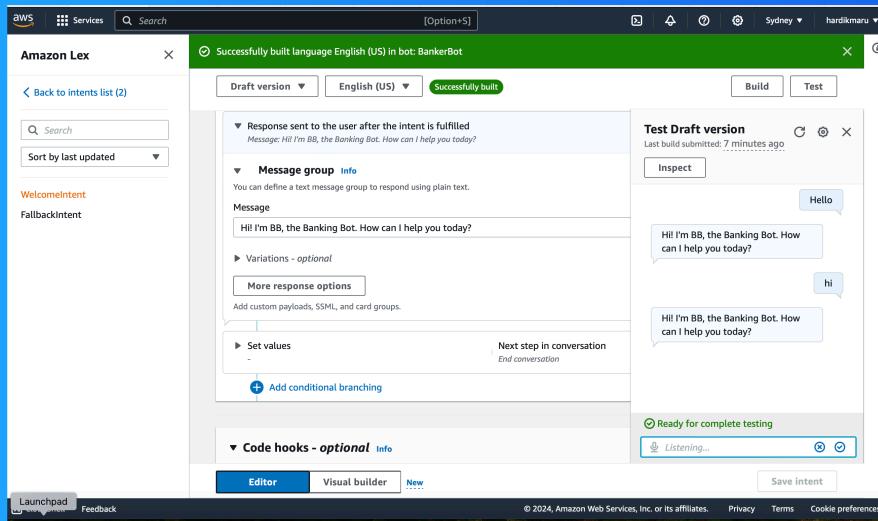


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Build a Chatbot with Amazon Lex



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex provides the chatbot automation for the large and small scale business services.

How I used Amazon Lex in this project

It allows me to demonstrate own AWS AI service knowledge set with the investors who invest in their consulting or contracting firms small and big projects.

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

I want more automation. However it would be possible by defining user centric rules.

This project took me...

Just 25 minutes to accomplish.

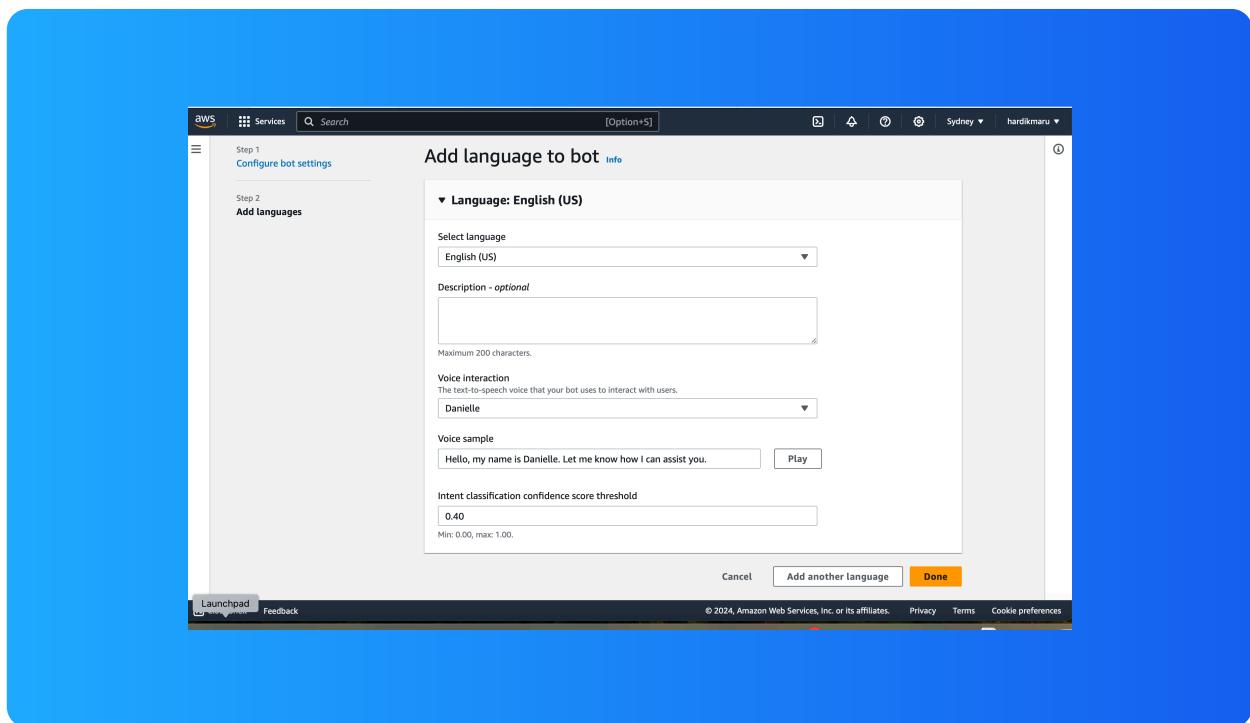


Setting up a Lex chatbot

It takes few quick steps to accomplish the tasks.

It allows you to set the child privacy.

Chatbot needs to be at least 40% confident that it understands what the user is asking.





Intents

Intents are predefined setup for the chatbot conversation. It shares the user centric information.

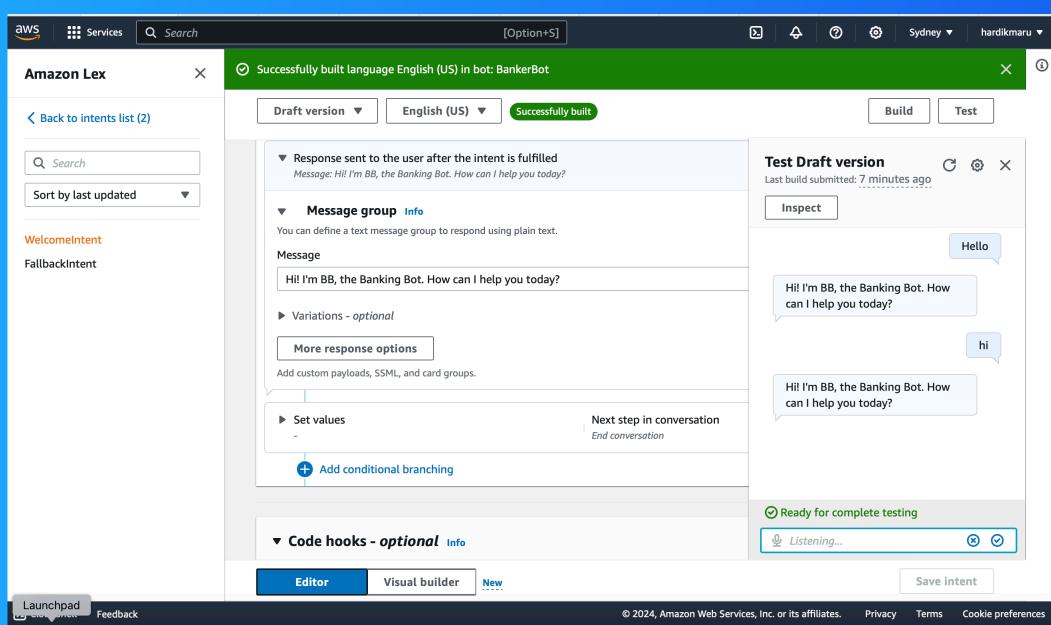
Hello, Hi, how're you!

The screenshot shows the Amazon Lex console interface. At the top, a green banner indicates "Successfully built language English (US) in bot: BankerBot". The main area displays the "WelcomeIntent" configuration. Under the "Message group" section, there is a message template: "Hello I'm BB, the Banking Bot. How can I help you today?". Below this, under "Variations - optional", there is a "More response options" button. In the "Set values" section, there are buttons for "Next step in conversation" and "End conversation". The "Code hooks - optional" section is also present. On the right side, a "Test Draft version" window is open, showing a conversation transcript with the bot responding to the user's greeting. A status bar at the bottom right says "Ready for complete testing".

FallbackIntent

It completely depends on the user predefined setups.

It cause error, when that chat boat not recognize the greetings intent.





Configuring FallbackIntent

If that chatbot did not get given response or there were no predefined response set to intent for the users input at that moment fallbackIntent get triggered. If user type KEMCHO-MAJAMA it fallbackIntent get triggered?

It would be default response for undefined rules.



Variations

I can configure it in closing response.

It allows to developer to set various response for the closing response.

The screenshot shows the Amazon Lex console interface. On the left, there's a sidebar with 'WelcomeIntent' and 'FallbackIntent'. The main area displays a message group configuration for the 'WelcomeIntent'. It includes a 'Message' section with the text: 'Sorry I am having trouble understanding. Can you describe what you'd like to do in a few words? I can help you find your account balance, transfer funds and make a payment.' Below this is a 'Variations - optional' section containing the text: 'Hmm could you try rephrasing that? I can help you find your account balance, transfer funds and make a payment.' To the right, a 'Test Draft version' window is open, showing a simulated conversation. The user says 'Hello', and the bot responds with 'Hi! I'm BB, the Banking Bot. How can I help you today?'. The user then says 'Share some bank detail.', and the bot responds with the same message about account balance, transfer funds, and payment. At the bottom of the test window, there's a checkbox labeled 'Ready for complete testing' which is checked.



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