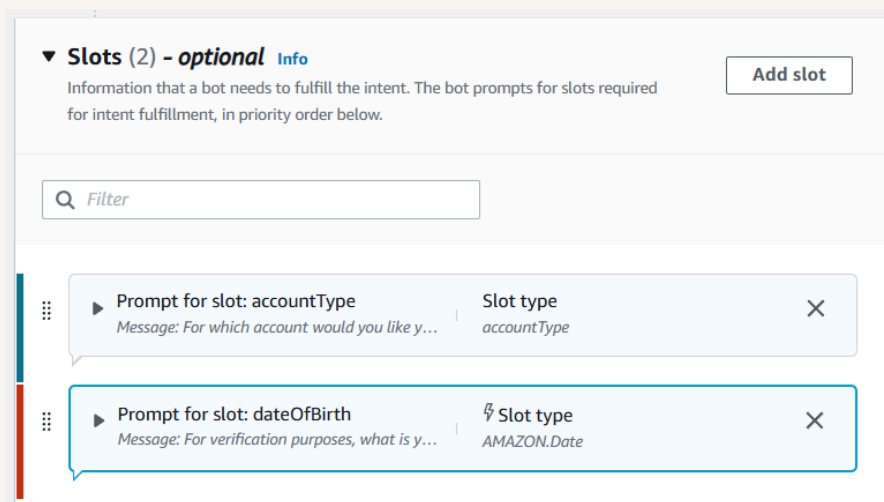




Add Custom Slots to a Lex Chatbot



lue





Introducing Today's Project!

Today, I used Amazon Lex to build a chatbot that checks users' bank account balances. I created a custom bot, set up slots for account type and birthday, defined a CheckBalance intent, and added utterances so the bot can collect and process user inf

What is Amazon Lex?

Amazon Lex is an AWS service to build chatbots using voice or text. It understands natural language, manages conversations, and integrates with AWS services, making chatbot creation easier and scalable for customer support and automation.

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

One thing I didn't expect in this project was how intuitive and flexible Amazon Lex's slot and intent system which made capturing and validating user inputs much easier than I anticipated, streamlining the bot-building process significantly.

This project took me...

This project took me about 30 mins to complete, including setting up slots, creating intents, and testing the chatbot's responses.



Slots

What is handy for typing the types of information the bot requires, say account type or birthday? Slots in Amazon Lex are placeholders used to capture specific pieces and guarantee a bot fetches everything to process the request made by a user.

Custom slots allow users to enter specific values for your use case into the bot, making it more relevant and specific. Using the custom slots, you can define the exact entries that you want to capture, enhancing both accuracy and user experience.

In this project, I created a custom slot type to...

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Checking	Tab or ; or enter return for new value	×
Savings	Tab or ; or enter return for new value	×
Credit	Tab or ; or enter return for new value	×
	Credit card	×
	Visa	×
	Mastercard	×
	Amex	×
	American express	×

Tab or ; or enter return for new value

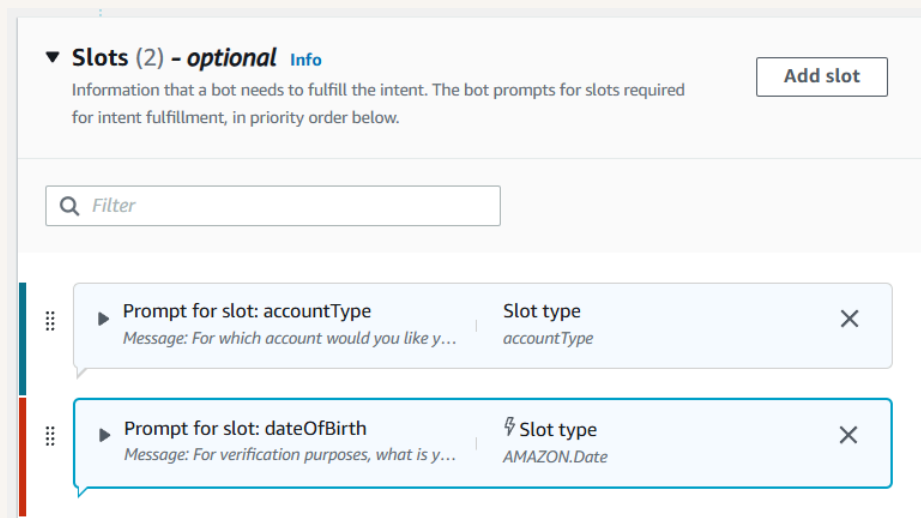
Add value



Connecting slots with intents

"Restrict to slot values" means the slot only accepts inputs that exactly match predefined values or synonyms. If enabled, Lex rejects any other input and prompts the user again, ensuring only valid, specific responses are accepted for that slot.

This intention called CheckBalance assists users in getting their bank balance by asking the account type and birthday via slots and collecting those to get verified by BankerBot and read the user's balance.





Slot values in utterances

I added slot placeholders like {accountType} and {birthday} in CheckBalance's sample utterances so Lex can capture these values when users speak, ensuring the bot collects needed info to check the account balance.

