

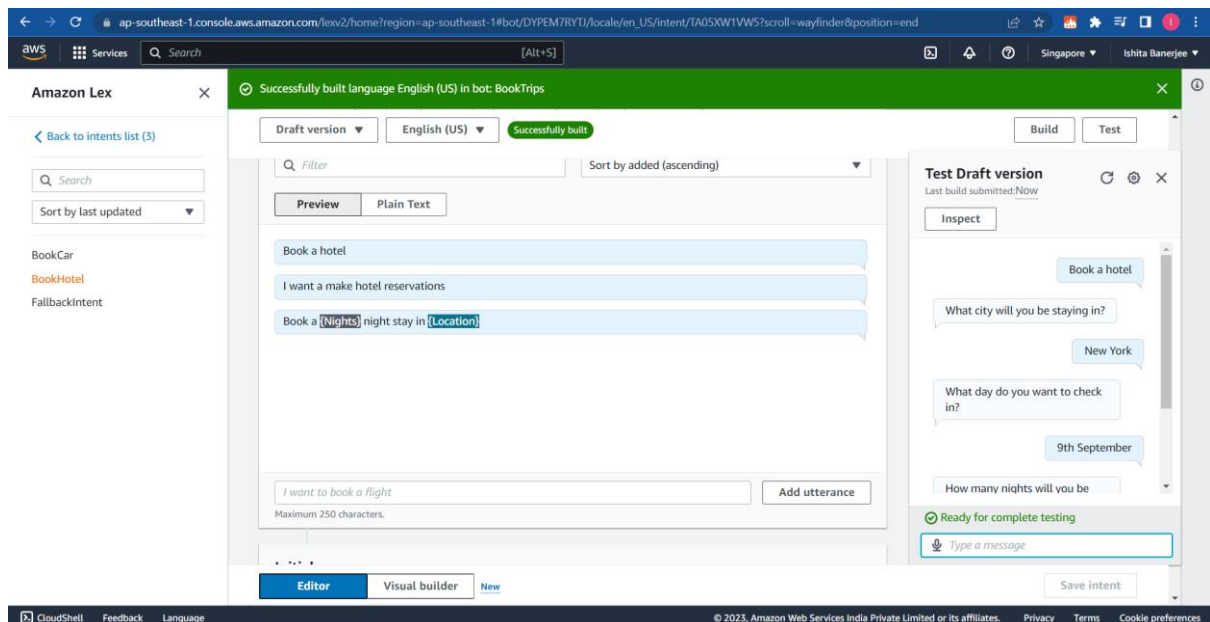
Amazon Web Services Major Project:

Create a Chat bot using Amazon Lex Tool.

Intent of the chat bot: Book Hotel

- 1) All the information must be conveyed to the user after booking room and must be informed to the user the price of the hotel room and day of stay.
- 2) Using this chat bot user must aware of types of Available rooms (Classic, Duplex etc) - Choose your own Category as well.
- 3) All events must be in flow for fulfilment of the intent.

CASE-1



Amazon Lex

Successfully built language English (US) in bot: BookTrips

Draft version English (US) Successfully built

Build Test

Back to intents list (3)

Search

Sort by last updated

BookCar

BookHotel

FallbackIntent

Preview Plain Text

Filter Sort by added (ascending)

Book a hotel

I want a make hotel reservations

Book a [Nights] night stay in [Location]

I want to book a flight

Maximum 250 characters.

Add utterance

Editor Visual builder New

Test Draft version

Last build submitted: 2 minutes ago

Inspect

How many nights will you be staying?

3

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

queen

Okay, I have you down for a 3 night stay in New York starting 2023-09-09. Shall I book the

Ready for complete testing

Type a message

Save intent

Amazon Lex

Successfully built language English (US) in bot: BookTrips

Draft version English (US) Successfully built

Build Test

Back to intents list (3)

Search

Sort by last updated

BookCar

BookHotel

FallbackIntent

Preview Plain Text

Filter Sort by added (ascending)

Book a hotel

I want a make hotel reservations

Book a [Nights] night stay in [Location]

I want to book a flight

Maximum 250 characters.

Add utterance

Editor Visual builder New

Test Draft version

Last build submitted: 3 minutes ago

Inspect

like, queen, king or deluxe?

queen

Okay, I have you down for a 3 night stay in New York starting 2023-09-09. Shall I book the reservation?

YES

Intent BookHotel is fulfilled

Ready for complete testing

Type a message

Save intent

CASE-2

The screenshot shows the AWS Lambda console for a bot named 'BookTrips'. The top bar indicates the region is 'ap-southeast-1'. The main content area has a green header 'Successfully built language English (US) in bot: BookTrips'. Below this, there are tabs for 'Draft version', 'English (US)', and 'Successfully built'. The 'Draft version' tab is active, showing a list of utterances under the 'Preview' tab. The utterances are: 'Book a hotel', 'I want a make hotel reservations', and 'Book a [Nights] night stay in [Location]'. There is an 'Add utterance' button and a text input field with the placeholder 'I want to book a flight' and a character limit of 250. The right panel shows the 'Test Draft version' interface with a chat history and a 'Type a message' input field. The chat history shows a conversation: 'Book a hotel' (user), 'What city will you be staying in?' (bot), 'Newyork' (user), 'What city will you be staying in?' (bot), 'New York' (user), 'What day do you want to check in?' (bot). The bottom bar includes 'CloudShell', 'Feedback', 'Language', and a copyright notice for Amazon Web Services India Private Limited.

This screenshot shows the same AWS Lambda console interface for the 'BookTrips' bot. The 'Draft version' tab is active, and the list of utterances remains the same. The 'Test Draft version' panel on the right shows a different conversation flow: 'What day do you want to check in?' (bot), '9th September' (user), 'How many nights will you be staying?' (bot), '3' (user), and 'What type of room would you like, queen, king or deluxe?' (bot). The 'Ready for complete testing' status is still present. The bottom navigation bar and footer are identical to the first screenshot.

ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/locale/en_US/intent/TA05XW1VW5?scroll=wayfinder&position=end

Services Search [Alt+S]

Successfully built language English (US) in bot: BookTrips

Draft version English (US) Successfully built Build Test

Fulfilment Info Active

Run a lambda function to fulfill the intent and inform users of the status when it's complete.

On successful fulfillment Message: Your Booking Details have been sent to you ...

In case of failure Message: Something went wrong,we'll get it resolved

On successful fulfillment Your Booking Details have been sent to you on your email.

In case of failure Something went wrong,we'll get it resolved

Advanced options Configure success, failure and timeout responses.

Closing response Info Active

You can define the response when closing the intent.

Test Draft version Last build submitted:9 minutes ago

Inspect

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

king

Okay, I have you down for a 3 night stay in New York starting 2023-09-09. Shall I book the reservation?

NO

Okay, I have cancelled your reservation in progress.

Ready for complete testing

Type a message

Save intent

Editor Visual builder New

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SETUP

ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/locale/en_US/intent/TA05XW1VW5?scroll=wayfinder&position=end

Services Search [Alt+S]

Lex > Bots > Bot: BookTrips > Versions > Version: Draft > All languages > Language: English (US) > Intents > Intent: BookHotel

Draft version English (US) Successfully built Build Test

Intent: BookHotel Info

An intent represents an action that fulfils a user's request. Intents can have arguments called slots that represent variable information.

Conversation flow Info

Initial request - sample utterance

Book a hotel

e.g. I'd like to check on my insurance claim status.

Acknowledge intent - initial response

What city will you be staying in?

Prompt for more information - slot

<city>

Capture information - slot value

e.g. Okay, got it.

Capture success information - slot capture success response

e.g. I'm having trouble understanding you.

Capture failure information - slot capture failure response

What day do you want to check in?

Prompt for more information - slot

<date>

Editor Visual builder New

Save intent

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ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/loc/en_US/intent/TA05XW1VW5?scroll=wayfinder&position=end

Services Search [Alt+S] Singapore Ishita Banerjee

Draft version English (US) Successfully built Build Test

Conversation flow

How many nights will you be staying?

Prompt for more information - slot

<number>

Capture information - slot value

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

Prompt for more information - slot

queen

Capture information - slot value

Okay, I have you down for a (Nights) night stay in (Location) starting (CheckinDate). Shall I book the reservation?

Confirm intent - confirmation prompt

e.g. Thank you for the information. We have started the process.

Notify that fulfillment was started - fulfillment updates

e.g. We are still working on it. Thank you for your patience.

Provide fulfillment status - fulfillment updates

Your Booking Details have been

3 of 5 4 of 5

Intent details

Editor Visual builder New

Save intent

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ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/loc/en_US/intent/TA05XW1VW5?scroll=wayfinder&position=end

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Draft version English (US) Successfully built Build Test

Conversation flow

Something went wrong, we'll get it resolved

Fulfillment failed to complete - failure response

e.g. Sorry, we are having issues with the process. We will get back to you.

Fulfillment timed out - timeout response

Thank you, have a good day

Send final response - closing response

5 of 5

Intent details

Editor Visual builder New

Save intent

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← → ↺

ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTI/locale/en_US/intent/TA05XW1VW5?scroll=wayfinder&position=end

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Draft version ▾ English (US) ▾ Successfully built

Build Test

▼ Intent details [Info](#)

Intent name

BookHotel

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Description - optional

Intent to book a hotel on StayBooker

Maximum 200 characters.

ID: TA05XW1VW5

▼ Contexts - optional [Info](#)

Input contexts

Choose contexts ▾

Output contexts

Choose contexts ▾

Editor Visual builder [New](#)

Save intent

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Draft version ▾ English (US) ▾ Successfully built

Build Test

Sample utterances (3) [Info](#)

Representative phrases that you expect a user to speak or type to invoke this intent. Amazon Lex extrapolates based on the sample utterances to interpret any user input that may vary from the samples. The priority order of the sample utterances is not used to determine intent classification output.

🔍 Filter

Sort by added (ascending) ▾

Preview Plain Text

Book a hotel

I want a make hotel reservations

Book a **(Nights)** night stay in **(Location)**

I want to book a flight

Add utterance

Editor Visual builder [New](#)

Save intent

CloudShell Feedback Language

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ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/locale/en_US/intent/TA05XW1VWS?scroll=wayfinder&position=end

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Draft version English (US) Successfully built Build Test

Initial response Info

You can provide messages to acknowledge the user's initial request. You can also configure the next step in the conversation and branch based on conditions.

► Response to acknowledge the user's request
Message: -

▼ Slots (4) - optional Info

Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.

Filter

► Prompt for slot: Location Message: What city will you be staying in?	Slot type AMAZON.City	×
► Prompt for slot: CheckInDate Message: What day do you want to check in?	Slot type AMAZON.Date	×

Editor Visual builder New Save intent

ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/locale/en_US/intent/TA05XW1VWS?scroll=wayfinder&position=end

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Draft version English (US) Successfully built Build Test

▼ Slots (4) - optional Info

Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.

Filter

► Prompt for slot: Location Message: What city will you be staying in?	Slot type AMAZON.City	×
► Prompt for slot: CheckInDate Message: What day do you want to check in?	Slot type AMAZON.Date	×
► Prompt for slot: Nights Message: How many nights will you be staying?	Slot type AMAZON.Number	×
► Prompt for slot: RoomType Message: What type of room would you like, queen, ki...	Slot type RoomTypeValues	×

Editor Visual builder New Save intent

← → ↻

ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM7RYTJ/locale/en_US/intent/TA05XW1VW5?scroll=wayfinder&position=end

🔍 Search [Alt+S]

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Draft version English (US) Successfully built

Build Test

Confirmation Info

Active

Prompts help to clarify whether the user wants to fulfil the intent or cancel it.

Prompts to confirm the intent

Responses sent when the user declines the intent

Message: Okay, I have you down for a [Nights] night s...

Message: Okay, I have cancelled your reservation in pr...

Fulfilment Info

Active

Run a lambda function to fulfil the intent and inform users of the status when it's complete.

On successful fulfilment

In case of failure

Message: Your Booking Details have been sent to you ...

Message: Something went wrong,we'll get it resolved

On successful fulfilment

In case of failure

Your Booking Details have been sent to you on your email.

Something went wrong,we'll get it resolved

Advanced options

Configure success, failure and timeout responses.

Editor Visual builder New

Save intent

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🔍 Search [Alt+S]

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Draft version English (US) Successfully built

Build Test

Closing response Info

Active

You can define the response when closing the intent.

Response sent to the user after the intent is fulfilled

Set values

Next step in conversation

Message: -

-

End conversation

Add conditional branching

Code hooks - optional Info

☐ Use a Lambda function for initialisation and validation

The Lambda function is executed at every turn of the conversation. You can use this function to initialise values or validate user input.

Editor Visual builder New

Save intent

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VISUAL BUILDER

ap-southeast-1.console.aws.amazon.com/lexv2/home?region=ap-southeast-1#bot/DYPEM/RJT/version/DRAFT/locale/en_US/designer/TA05XW1VW5

Services Search [Alt+S]

Lex > Bots > Bot: BookTrips > Versions > Version: DRAFT > All languages > Language: English (US) > Intents > Intent: BookHotel

Draft version English (US) Successfully built English (US) has not built changes. Build Test

Start Get slot value Condition Confirmation Fulfillment Closing response Code hook Wait for user input Go to intent End conversation

Start

Get slot value

Condition

Confirmation

Fulfillment

Closing response

Code hook

Wait for user input

Go to intent

End conversation

Editor Visual builder New Save intent

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