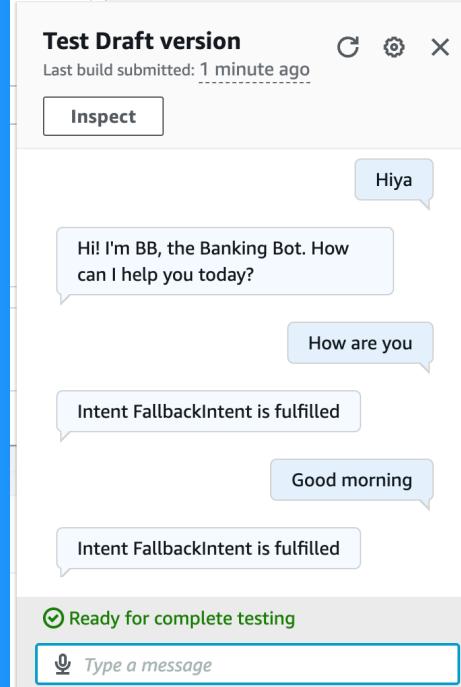




Build a Chatbot with Amazon Lex



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service that helps build chatbots with various preconfigured languages, intent and slot types!

How I used Amazon Lex in this project

I used the traditional basic bot option to build a Banker Bot to help customer check their balance and make transfers.

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

I didn't expect this project to be this simple and fun!

This project took me...

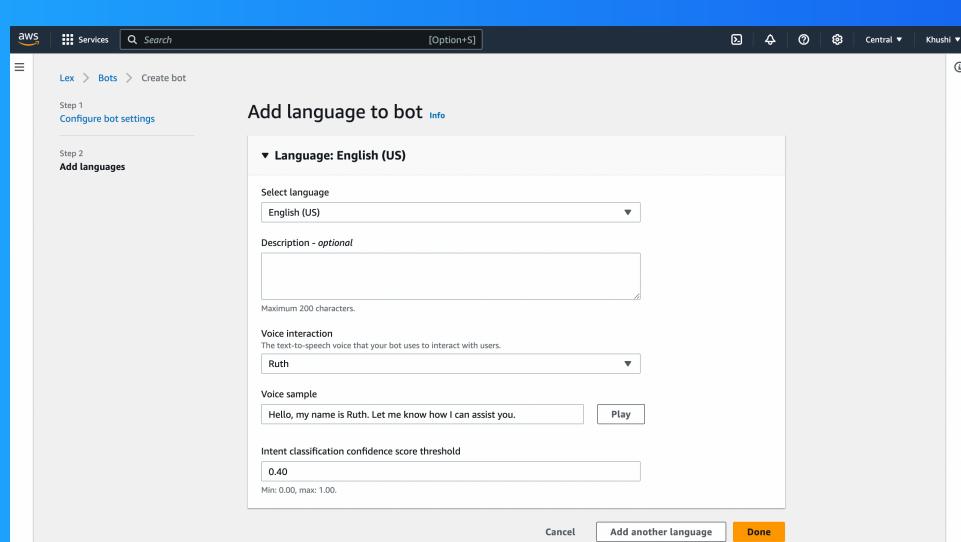
The project took me about 10 to 15mins to complete.

Setting up a Lex chatbot

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

While creating my chatbot, I also created a role with basic permissions to call other AWS services on my behalf, as later in this project series I'll be integrating Lex with another service called Lambda!

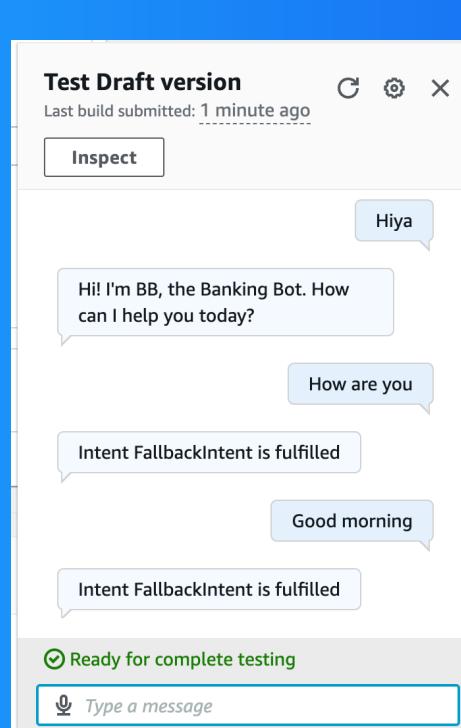
In terms of the intent classification confidence score, I kept the default value of 0.40. This means that my chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.



Intents

Intents are the phrases of what the user is trying to achieve in their conversation with the chatbot.

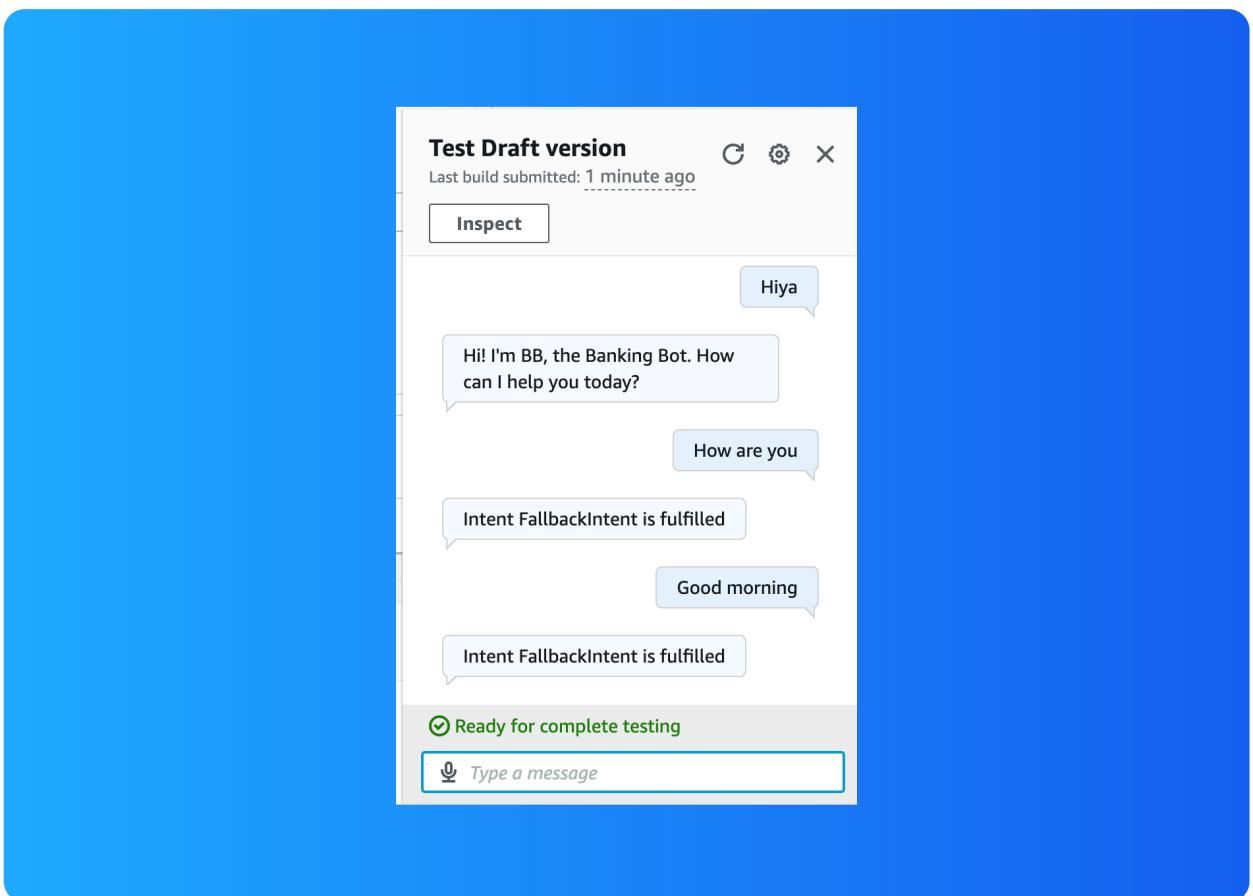
I created my first intent, WelcomeIntent, to welcome a user when they say Hello!



FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter Hi, Hello, I need help, Can you help me?, Help me and Hiya!

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered 'How are you?' or 'Good Morning'. This error message occurred because Amazon Lex doesn't quite recognize those utterances.



Configuring FallbackIntent

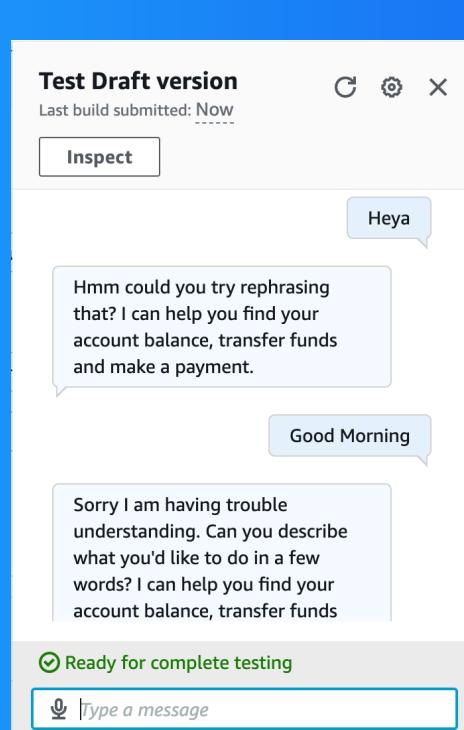
FallbackIntent is a default intent in every chatbot that gets triggered when my chatbot has a confidence score below 40% for all the intents I've defined (in this case, it's just the WelcomeIntent).

I wanted to configure FallbackIntent because its a best practise to give a hint as to what kind of commands the bot can understand and respond to.

Variations

To configure FallbackIntent, I edited and drafted an easier to understand message in the closing response.

I also added variations! What this means for an end user is it give them a dynamic range of responses, making it sound more conversational!





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