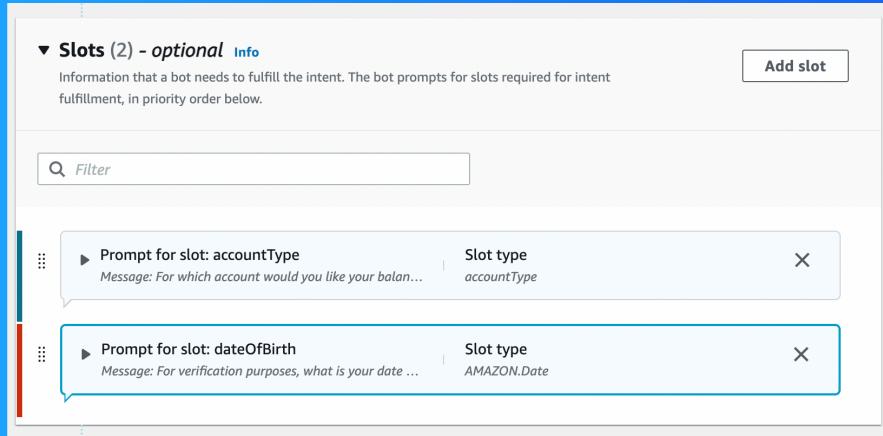




Build a Chatbot with Custom Slots



khushinewgrad@gmail.com





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khushinewgrad@gmail.c...

NextWork Student

NextWork.org

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building conversational interfaces using voice and text. It enables developers to create chatbots that can handle user interactions naturally, powered by automatic speech recognition and natural language understanding!

How I used Amazon Lex in this project

In today's project, I learnt how to set up an intent that helps your users check their account balance!

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

That one can make its own custom slots!

This project took me...

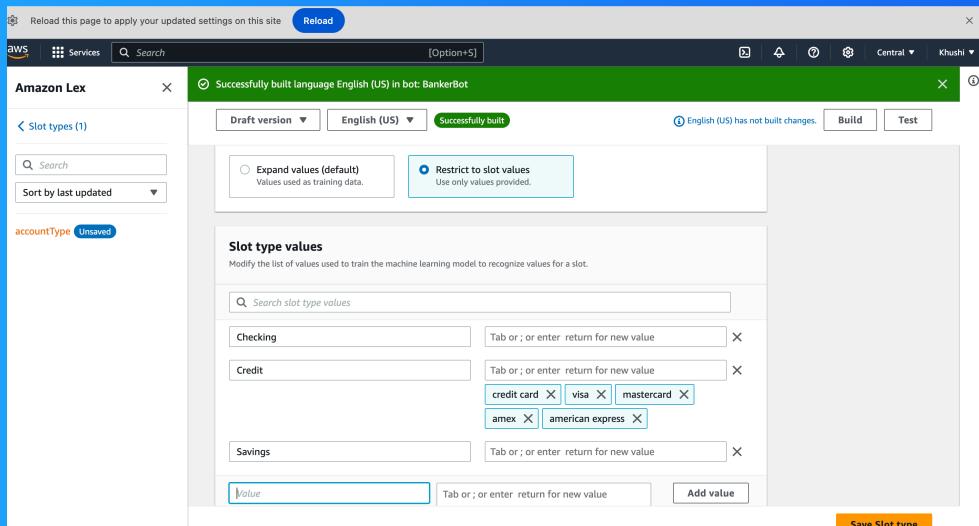
It took about 15mins for me to complete this project!

Slots

Slots are pieces of information that a chatbot needs to complete a user's request.

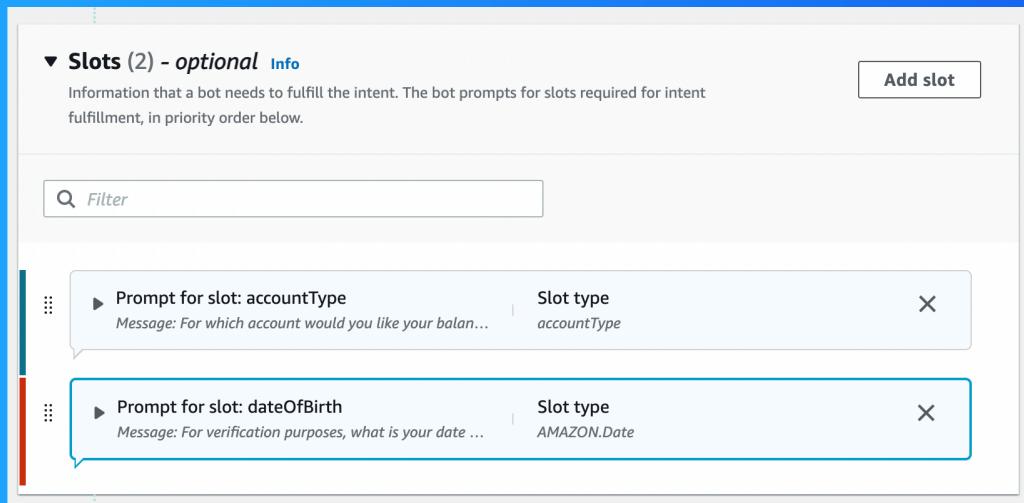
In this project, I created a custom slot type to make sure that only the values that I specify will count as a valid accountType!

This slot type has restricted slot values, which means that BankerBot will only offer customers 3 types of accounts - I don't want Amazon Lex to recognise any alternatives.



Connecting slots with intents

I associated my custom slot with CheckBalance, which intents to check the balance in the specified account type.



Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by using curly braces to represent each slot. For example: How much do I have in {accountType} ?

By adding custom slots in utterances, it allows me to make the bot more flexible and accurate in understanding user input.

The screenshot shows the NextWork platform interface. On the left, there is an 'Inspect' panel with tabs for 'Summary' (which is selected) and 'JSON input and output'. The 'Summary' tab displays the 'Intent' as 'CheckBalance' and 'Slots' as 'accountType: Savings, dateOfBirth: -'. Below this, 'Active contexts' and 'Number of turns or seconds' are listed. On the right, there is a 'Test Draft version' section. It shows a conversation log with the following messages:
User: I want to check my balance please.
Bot: For which account would you like your balance?
User: checking
Bot: For verification purposes, what is your date of birth?
User: 15/10/2002
Bot: Intent CheckBalance is fulfilled
Status: Ready for complete testing



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