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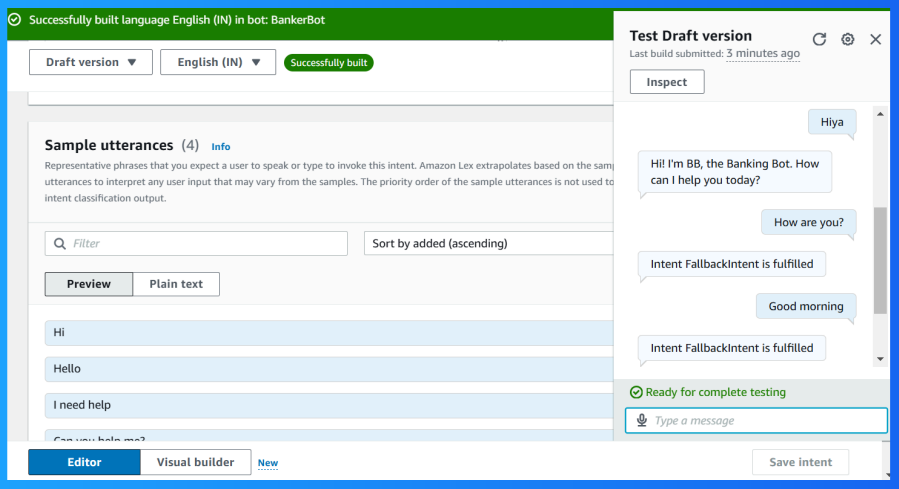
Build a Chatbot with Amazon Lex

Kunal Parkhade



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an AWS service to build chatbot that will take the user input in text or voice format and it will give response accordingly. It is useful because it provides end-to-end solution to build, publish, deploy and monitor chatbots.

How I used Amazon Lex in this project

I have used Amazon Lex in today's project for welcoming the user before doing conversation regarding balance account.

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

The one thing I didn't expect in this project is that I can test also after just building the chatbot.

This project took me...

This project takes time of 30 minutes

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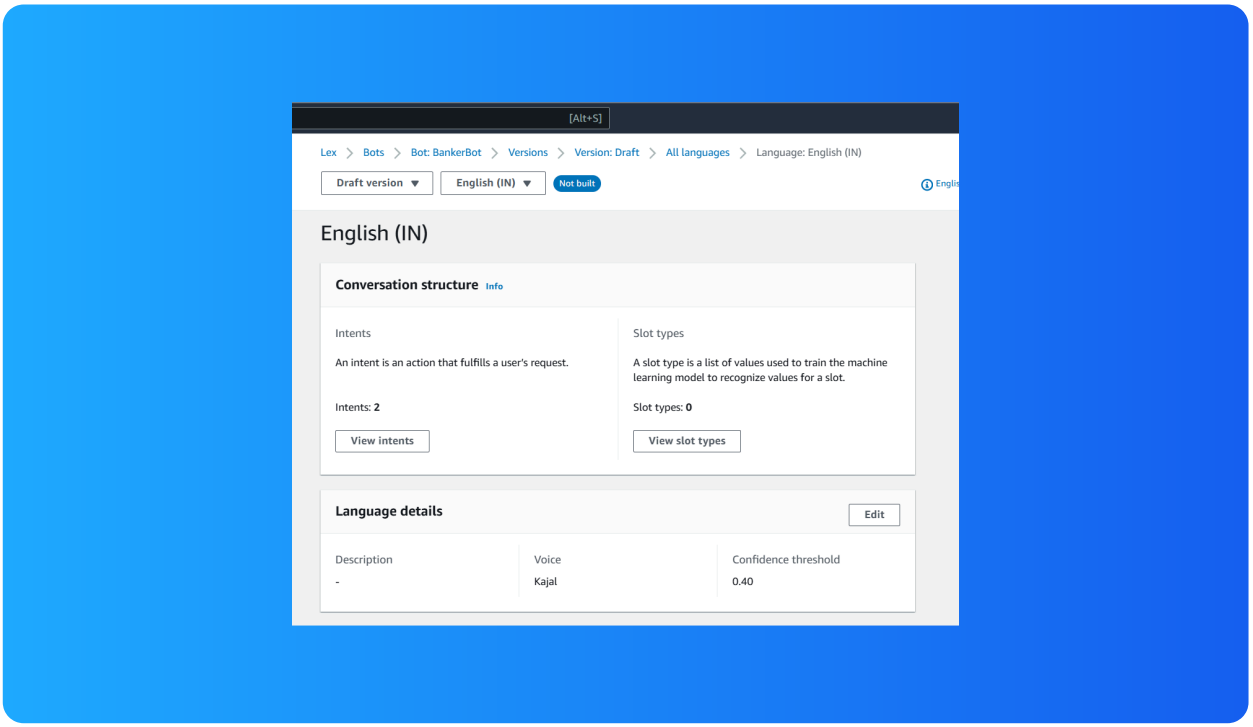
Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me around 5 minutes.

While creating my chatbot, I also created a role with basic permissions because Amazon Lex will need to call other AWS sevices.

In terms of the intent classification confidence score, I kept the default value of 0.40. This means chatbot will be 40% confident of understanding user prompt and act accordingly.



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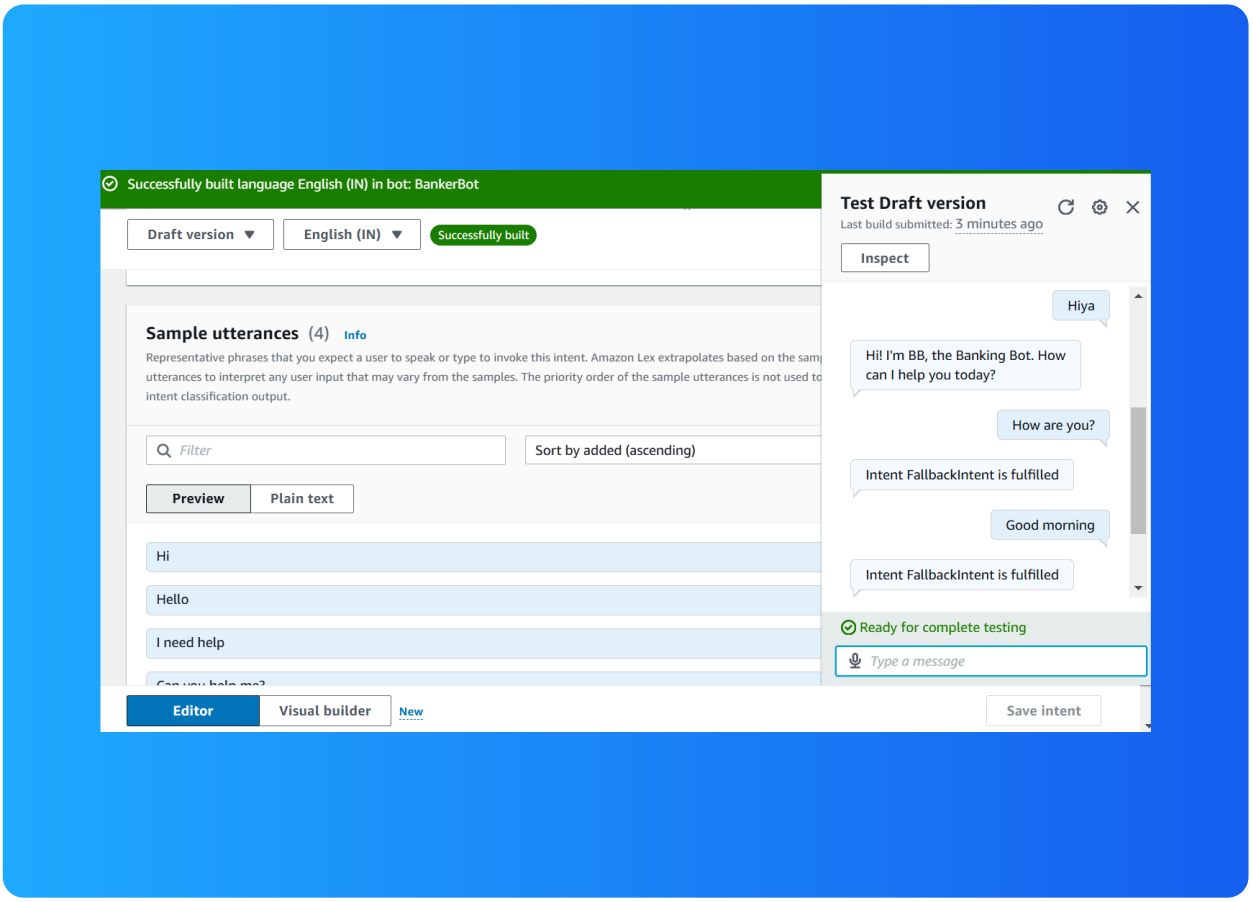
Intents

Intents are like what do you want from chatbot conversation to do.

I created my first intent, WelcomeIntent, to welcome a user when they say hello.



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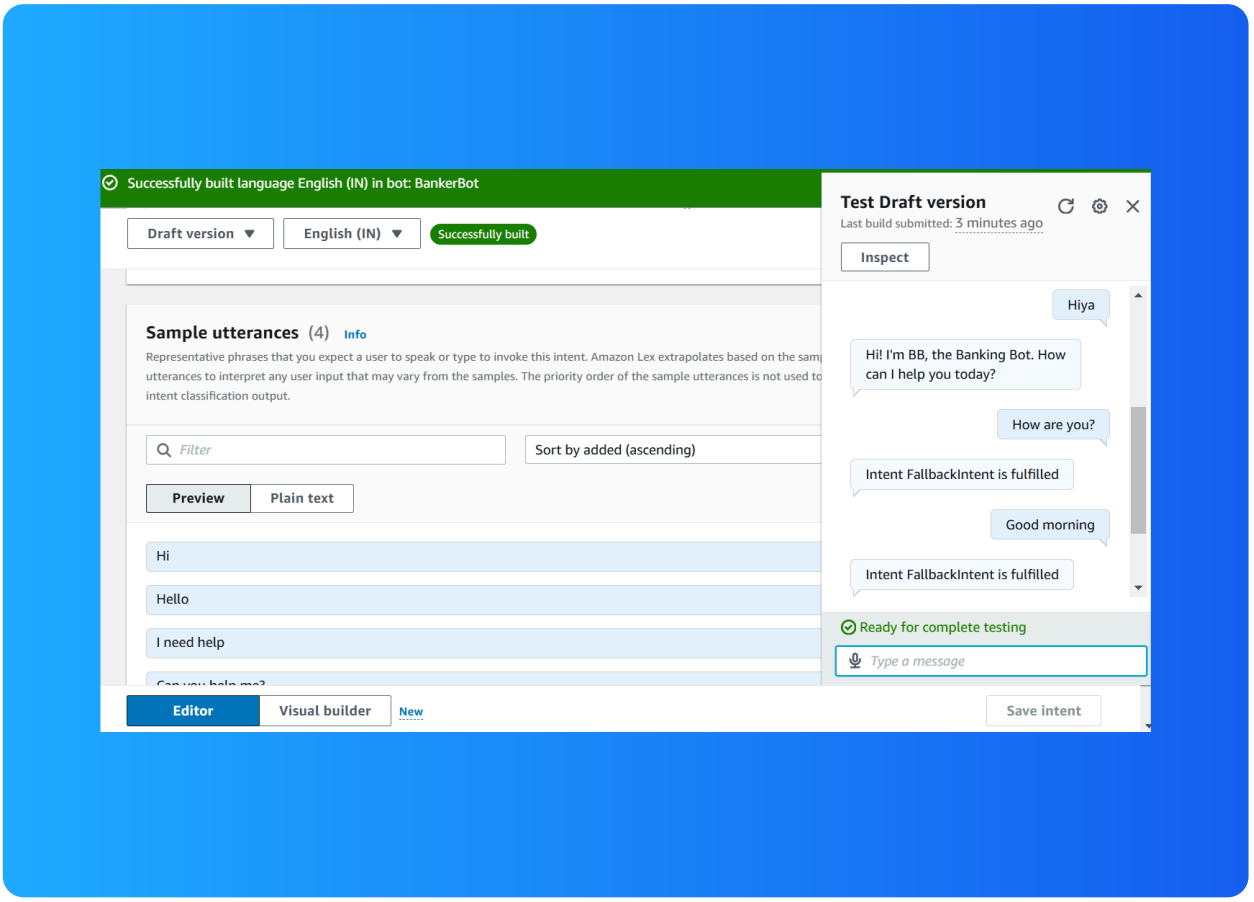
FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter 'Hello'.

My chatbot returned the error message `Intent FallbackIntent is fulfilled` when I entered 'How are you?'. The error message occurred because I didn't include 'How are you' in my sample utterances.



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Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when your defined utterances does not match with user prompts.

I wanted to configure FallbackIntent because I wanted to know what will happen If I type something random then what will happen

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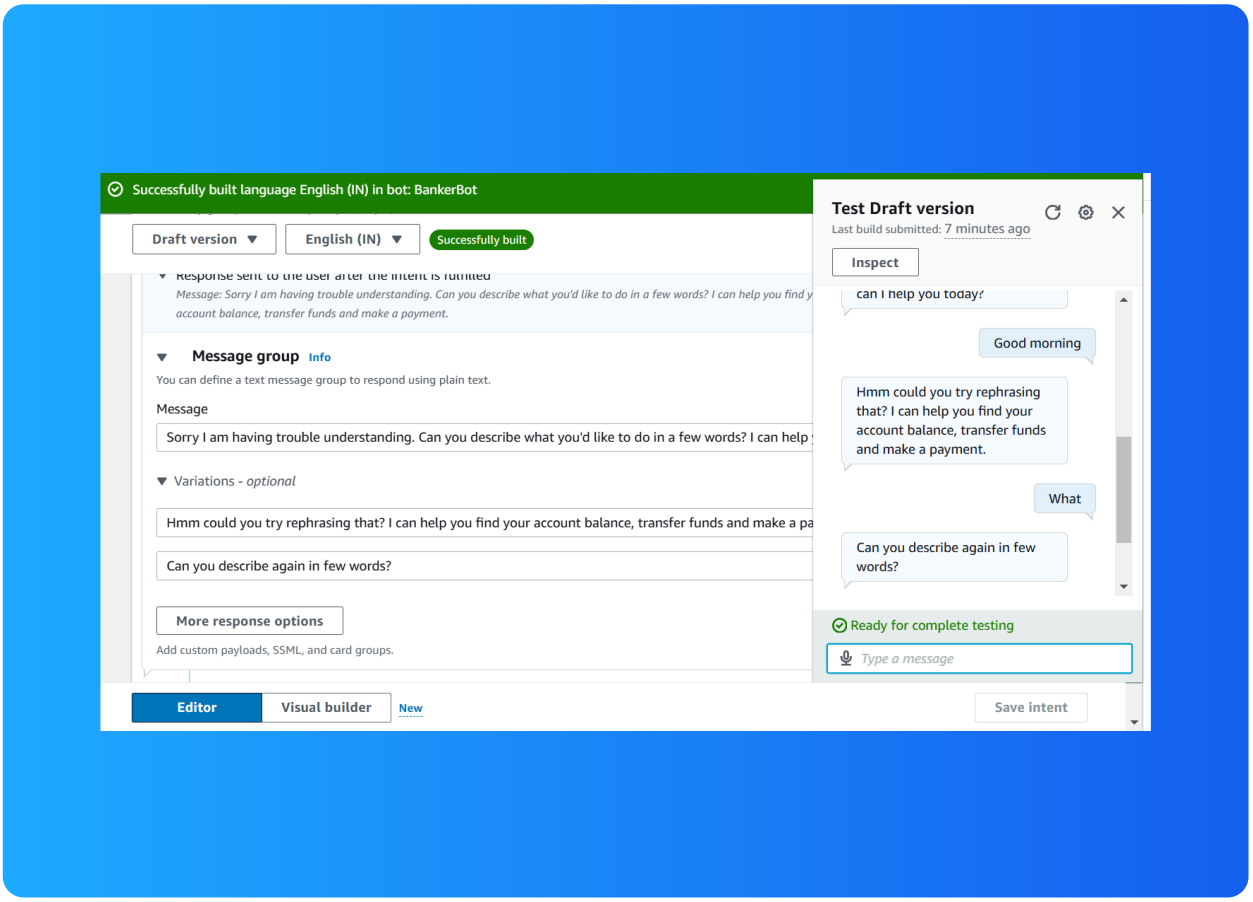
Variations

To configure FallbackIntent, I defined Closing response for FallbackIntent and also added variations in it for making them sound more conversational.

I also added variations! What this means for an end user is that they will get dynamic range of responses.



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