



NextWork.org

# Save User Info with your Chatbot



Kunal Parkhade

The screenshot shows the NextWork.org chatbot builder interface. At the top, a green banner indicates "Successfully built language English (US) in bot: BankerBot". Below this, there are tabs for "Draft version" and "English (US)" with a "Successfully built" button. The main area contains sections for "Prompts to confirm the intent" and "Fulfillment". Under "Fulfillment", there are fields for "On successful fulfillment" (Message: "Your request completed successfully") and "In case of failure" (Message: "Something went wrong"). To the right, a "Test Draft version" window is open, showing a conversation transcript. The user asks "For verification purposes, what is your date of birth?", and the bot responds "12/12/1992". The user then asks "how about savings", and the bot responds "Thank you. The balance on your Savings account is \$136.16 dollars." A checkbox labeled "Ready for complete testing" is checked, and a text input field says "Type a message".



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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 used in Amazon Lex in today's project for remembering the information which user filled while interaction. If follow up question would be asked, then it will give answer.

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

There is nothing

## This project took me...

This project takes around 30 minutes.



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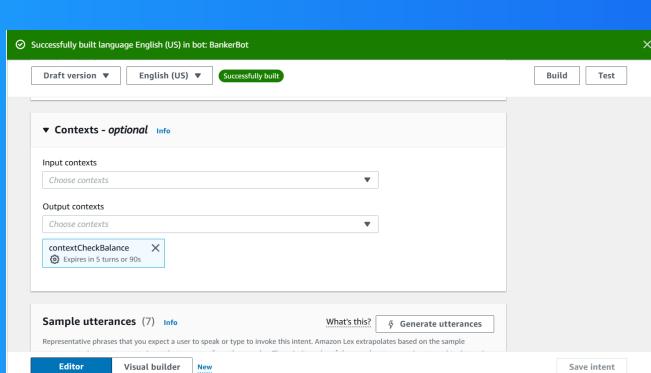
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# Context Tags

Context tags are used to store and check for specific information across different parts of conversation. It does not repeat the question which was already asked.

There are two types of context tags: Output and Input context tag.  
Output context tag: Remember certain details after an intent is finished.  
Input context tag: Check if specific details are already available before intent activates.

I created a context tag called contextCheckBalance. This context tag was created in the intent 'CheckBalance'. This tag stores information about balance.

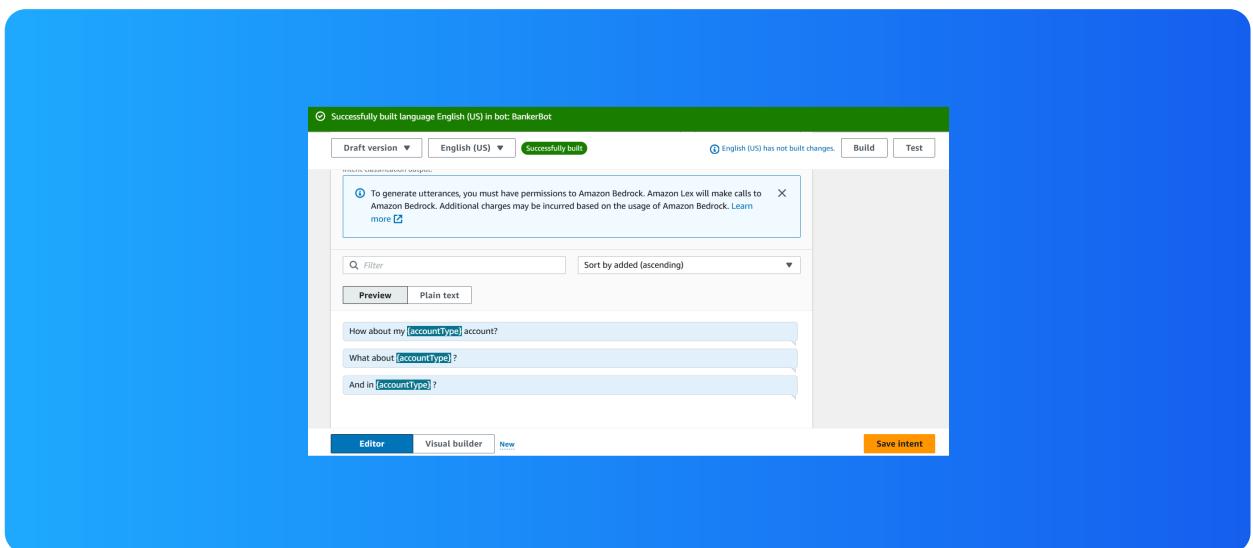




# FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to ask follow up question like what about my other account balances.

This intent is connected to the previous intent I made, CheckBalance, because output context in CheckBalance is same as input context in CheckBalance and using Fulfilment



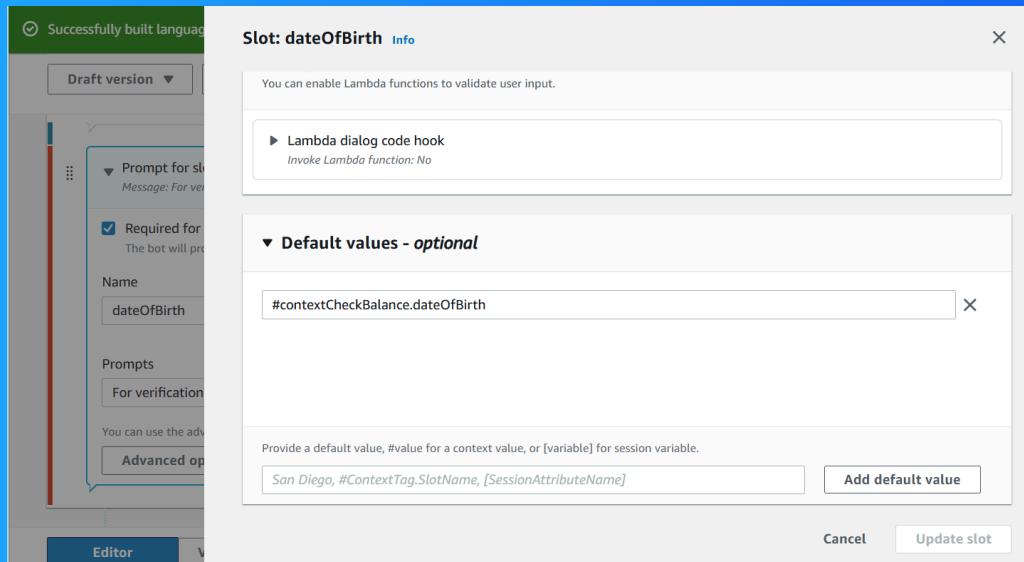


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# Input Context Tag

I created an input context, contextCheckBalance, that checks date of Birth is already there or not.





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# The final result!

To see the context tags and followup intent in action, I will ask the chatbot about other accounts balance.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context then it will raise an error.

The screenshot shows the NextWork platform interface. On the left, there's a sidebar with a green header bar indicating "Successfully built language English (US) in bot: BankerBot". Below this are sections for "Prompts to confirm the intent" and "Fulfillment info". The "Fulfillment info" section includes fields for "On successful fulfillment" (Message: "Your request completed successfully") and "In case of failure" (Message: "Something went wrong"). On the right, a "Test Draft version" window is open, showing a conversation transcript. The user asks "For verification purposes, what is your date of birth?", and the bot responds with "12/12/1992". The user then asks "how about savings", and the bot responds with "Thank you. The balance on your Savings account is \$136.16 dollars." A green status bar at the bottom of the test window says "Ready for complete testing".



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