Build a Chat Bot using Amazon Lex

Building a chat bot for a Pizza center

Steps to build a Chat Bot using Amazon Lex –

1. Go to console – search for **Amazon Lex** and click it
2. Click on **create bot** on your right side and launch
3. Configure bot settings-
   - Creation method – select on **create a blank bot**
   - Bot Configuration –
     - Name – OrderPizza
     - Description – default / specify this – this bot helps in ordering the pizza
   - IAM permissions – select **create a role with basic Amazon Lex Permissions**
   - COPPA – click on **No**
   - Idle session time out – default
   - Advance settings – default
   - Click on next – it will redirect you to language setting – verify whether its in **English-US** – If it is default in present ignore and click on **Done** again it will redirect to additional settings - agenda of chat bot
4. Conversation flow – this is to view ur settings firstly ignore it
5. Intent details
   - Name – **OrderPizza**
   - Description – **this bot helps in ordering pizza**
6. Contexts- default
7. Sample utternaces- in the text box beneath type ' hi,Hi,Hello,hello, i want to order pizza' and add it for each word using **Add utterance**
8. Initial response – default
9. Slots – default for now
10. Confirmation – toggle to active and by clicking it
    - Confirmation prompt- your order details are - {PizzaType} pizza with {PizzaCrust} crust, Appetizers - {Appetizers}
    - Decline responses - Your order has been cancelled ! please nudge me if you want to order again ?
    - Advance options - default
11. Fulfillment – default
12. Closing response – toggle to active and by clicking it
    - Message - Thank you ! {Name}

- More response – if you want to add add more / default
13. Code hooks - default
14. Click on save intent
15. Then on your left side you'll find **back to intent lists** click it you will find intents dashboard – review the intent 'OrderPizza '
16. On your left side you'll find **slot types** click on that
    - Click on **add slot type** on your right side – on your drop down select **add blank slot type**
    - Name - ==PizzaType==
    - click on add
    - it will redirect u to slot setting – select on **restrict to slot values**
    - add values and keys for each value click the value to **add value** on your right side
      value – ==small== , key – ==Small , small==
      value – ==Medium== , key – ==medium , Medium==
      value – ==Large== , key – ==Large, large==
    - click on **save slot type** and go back to slots dashboard by clicking on your left side using **slot types**
17. repeat it for 'PizzaCrust'
    - Click on **add slot type** on your right side – on your drop down select **add blank slot type**
    - Name - ==PizzaCrust==
    - click on add
    - it will redirect u to slot setting – select on **restrict to slot values**
    - add values and keys for each value click the value to **add value** on your right side
      value – ==Baked== , key – ==thick , Thick, thick crust, Thick Crust==
      value – ==Hand tossed== , key – ==Thin, thin, thin crust, Thin Crust==
    - click on **save slot type** and go back to slots dashboard by clicking on your left side using **slot types**
18. repeat it for 'Appetizers'
    - Click on **add slot type** on your right side – on your drop down select **add blank slot type**
    - Name - Appetizers
    - click on add
    - it will redirect u to slot setting – select on **restrict to slot values**
    - add values and keys for each value click the value to **add value** on your right side
      value – ==cake== , key – ==choco cake, vanila cake , cake , strawberry cake==
      value – ==coke== , key – ==coke, cola , cocacola==

- click on **save slot type** and go back to slots dashboard by clicking on your left side using **slot types**
- go on to intents dashboard on your left side using **intents** and click on **OrderPizza**

19. In the beginning we have skipped step - 9 now we will complete it

   click on to add slot –

   - name – Name , slot type – Amazon.firstname
     prompt – Hello ! May I know your name ?
   - name – PizzaType , slot type – PizzaType
     prompt – Welcome to the pizza center {Name}, which pizza would you like to prefer today ?
   - name – PizzaCrust , slot type – PizzaCrust
     prompt – Sure ! what crust would you like to have in your pizza ?
   - name – Appetizers , slot type – Appetizers
     prompt – would you like to have cake or coke with your pizza
   - name – DeliveryTime , slot type – Amazon.time
     prompt – May I know your preferred time for delivery ?
     - click on that prompt again you will find **advanced settings** in it click that
     - a tab will be opened on your right in that **scroll down to slot prompts** and click it
     - you will find **more prompt settings** click on it
     - **scroll down to slot prompt**, **enable preview toggle**
     - on the right side of that section you will find add button click on that and click on **add card group**
     - scroll down to card group section
       title : May I know your preferred time for delivery ?
       subtitle : default
     - enable buttons and add button
       20;30   -   8 pm
       21;00   -   9 pm
       21;30   -   9.30 pm
       Enter the values and keys as it is and you can add more as more as you want
     - click on **update prompts** and again click on **update slots** and again **save the intents**
     - on the right corner you have build and test , first click on **build**
     - after the build process then click on **test**

20. if chat bot is not responding accordingly there is no mistake in the steps you might have missed the steps create it once again , you may find the error not responding at the initial stage create it once again and it will work