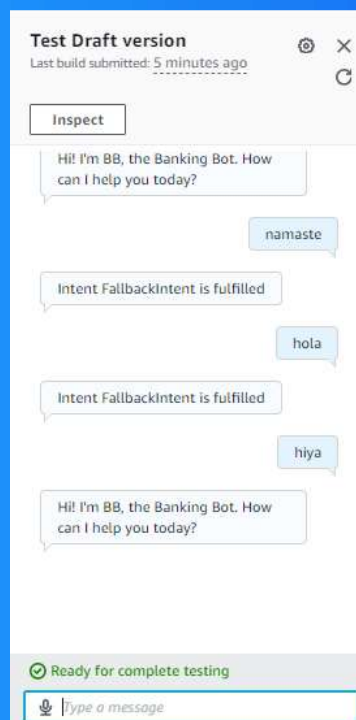# Build a Chatbot with Amazon Lex

Chander Thakur

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service that can be used to build conversational interfaces into any application using voice and text.

How I used Amazon Lex in this project

i used Amazon Lex to create a banker ChatBot

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

I didn't expect Creating a chatbot is so easy

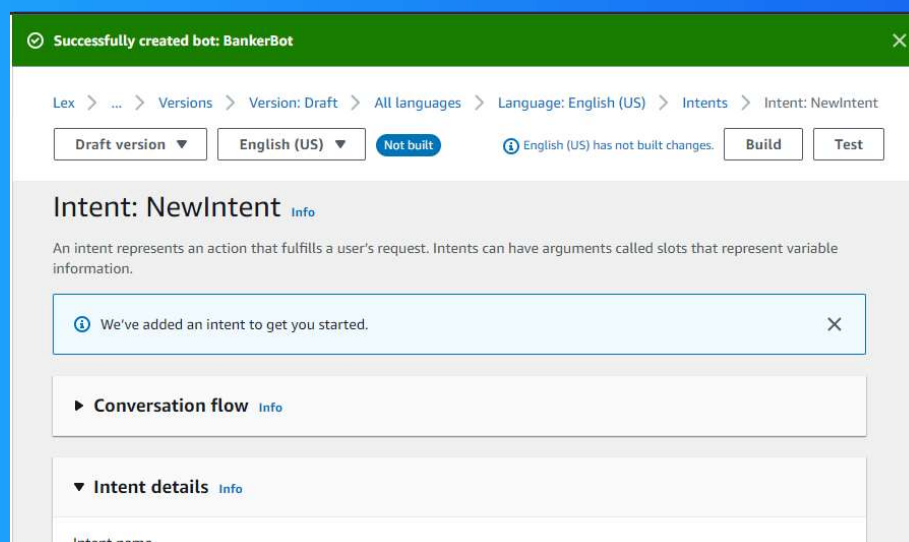## This project took me...

30 minutes

Setting up a Lex chatbot

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

While creating my chatbot, I also created a role with basic permissions because it is going to access other AWS services like Lambda

In terms of the intent classification confidence score, I kept the default value of 0.40. This means that the bot is 40% confident that it understands what the user is asking for
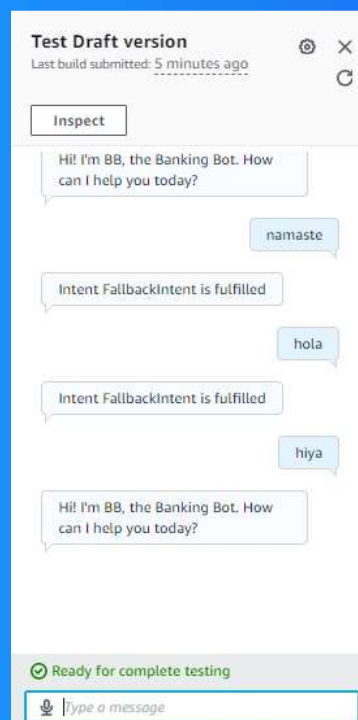
Intents

intent is what the user is trying to achieve by conversing with the Chatbot

I created my first intent, WelcomeIntent, to greet the user with a welcome message and introduce the chatBot
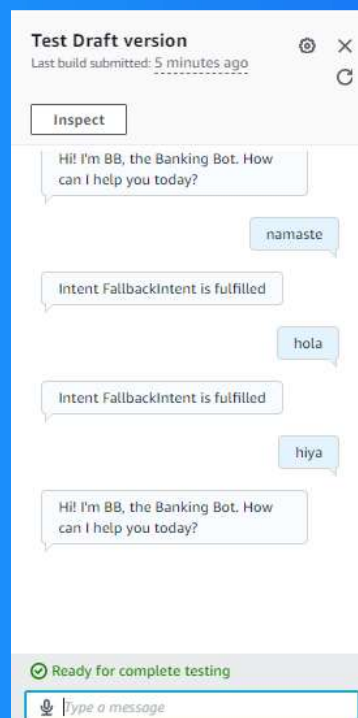
FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter messages related to intents i entered when i created the WelcomeIntent

My chatbot returned the error message `Intent FallbackIntent is fulfilled` when I entered a vague like query This error message occurred because the chatBot could not understand the intent of the phrases entered

Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the confidence threshold of the ChatBot is below 40%
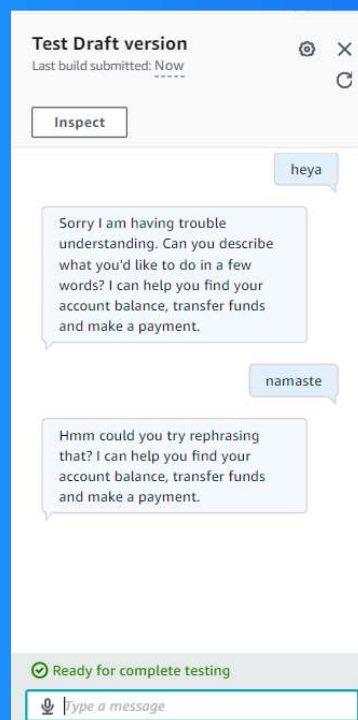
I wanted to configure FallbackIntent because i need a clear response when the Bot does not understand user's intent, and ask for a clearer query

Variations

To configure FallbackIntent, I added a message if the Fallbackintent is triggered

I also added variations! What this means for an end user is there will be multiple variations of responses if the fallbackIntent is triggered

Everyone should be in a job they love.

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