



Save User Info with your Chatbot



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Test Draft version
Last build submitted: Now

Inspect

For verification purposes, what is your date of birth?

01/10/2000

Thank you. The balance on your Savings account is \$11.68 dollars.

What about Checking?

Thank you. The balance on your Checking account is \$228.01 dollars.

Ready for complete testing

Type a message

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a tool that allows anyone to create a chatbot that can be used by customers/users 24/7, it can act as a virtual assistant and automate tasks for users, with high customisation and ease of use.

How I used Amazon Lex in this project

I used Amazon Lex to create a BankerBot and store the user's birthday when asking about other accounts associated with their banking.

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

The importance of understanding how a bot can use previous conversation information to speed up a conversation and make the user/customer more satisfied.

This project took me...

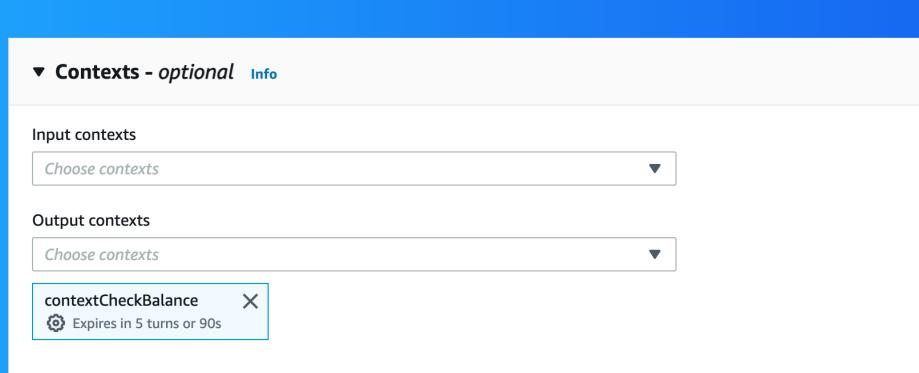
An hour and a half.

Context Tags

Context tags are used to store different parts of a conversation when interacting with a chatbot, there are two types of context tags which are output and input tags.

There are two types of context tags, one is for storing inputs while the other is for storing outputs. Output tags remember certain details after a intent is asked such as checked balance. Input tags remember what has already been submitted.

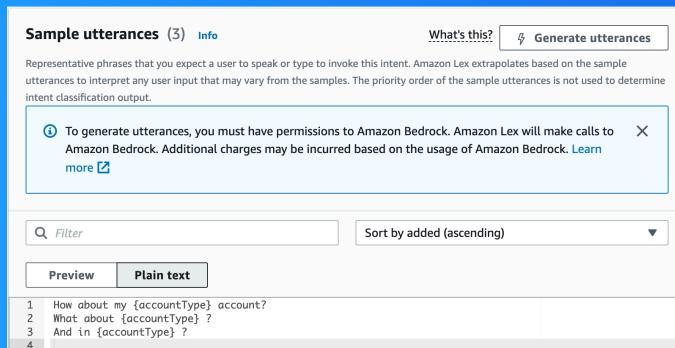
I created a context tag called contextCheckBalance, This context tag was created in the intent CheckBalance. This tag stores information about the user's birthday.



FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to ask follow up questions without requesting the user to input their birthdate for verification.

This intent is connected to the previous intent I made, CheckBalance, because the Amazon Lex takes the information given in the Check balance phase and it can be reused in the FollowCheckBalance phase to allow for seamless conversation.



Input Context Tag

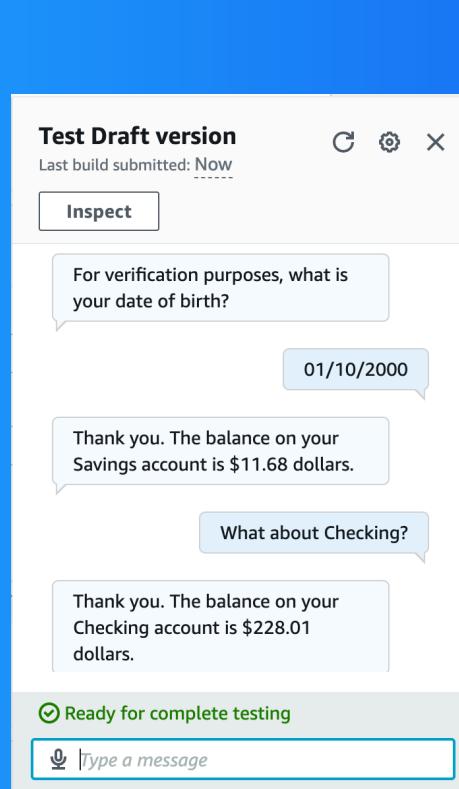
I created an input context, contextCheckBalance, that carries over the information from the CheckBalance intent specifically birthdate

The screenshot shows a mobile application interface with a blue header bar. Below the header, there is a white card-like area with rounded corners. At the top of this area, there is a section titled "▼ Default values - optional". Inside this section, there is a text input field containing the value "#contextCheckBalance.dateOfBirth". To the right of this input field is a small "X" icon. Below the input field, there is a placeholder text: "Provide a default value, #value for a context value, or [variable] for session variable.". At the bottom of the card, there is a text input field containing the placeholder text "San Diego, #ContextTag.SlotName, [SessionAttributeName]" and a button labeled "Add default value".

The final result!

To see the context tags and followup intent in action, I asked the chatbot 'What about Checking?' after asking it about my savings account.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context the bot would produced an error response.





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