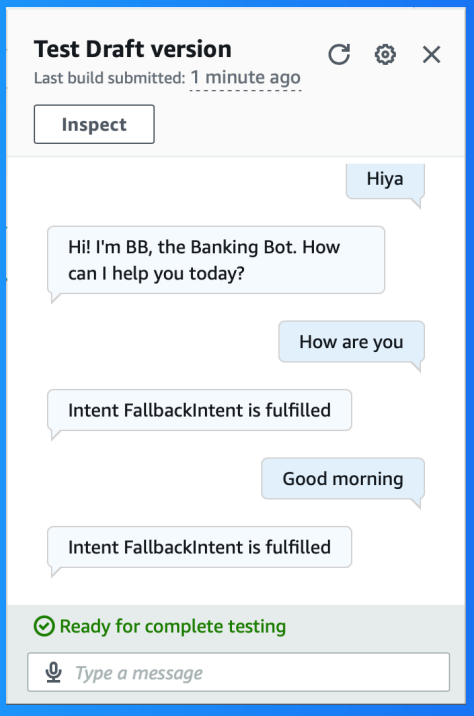
NextWork.org

Build a Chatbot with Amazon Lex

IM imly04@proton.me



IM
imly04@proton.me
NextWork Student
NextWork.org

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex uses Amazon's LLM that allows a company or an individual to create their own chatbot for a product or service such as a banker bot that allows customers to ask questions to the bot 24/7, it is easy to setup and highly customisable.

How I used Amazon Lex in this project

I used Amazon Lex to create a BankerBot that provides several responses when a response from the user is not understood and when a user is understood the BankerBot, the bot will use several responses as well.

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

How customizable the bot's responses and voice and how quick and easy to develop the bot.

This project took me...

The BankerBot took me 45 minutes to build and fully understand the whole configuration of the bot.

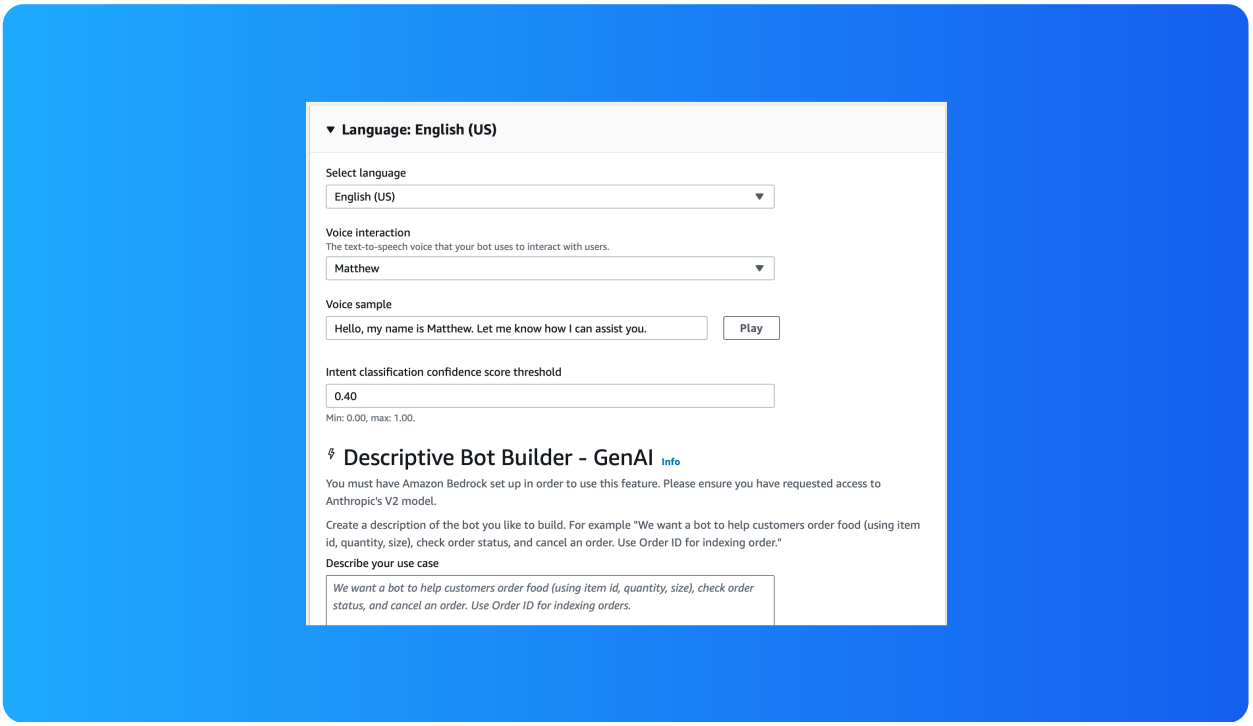
IM
imly04@proton.me
NextWork Student

Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 10 minutes.

While creating my chatbot, I also created a role with basic permissions because it needs to be able to build its database of information to assist individuals with their banking related questions.

'In terms of the intent classification confidence score, I kept the default value of 0.40. This means the chatbot will only need to understand 40% of the response from a human to produce their own response that will answer the humans question.

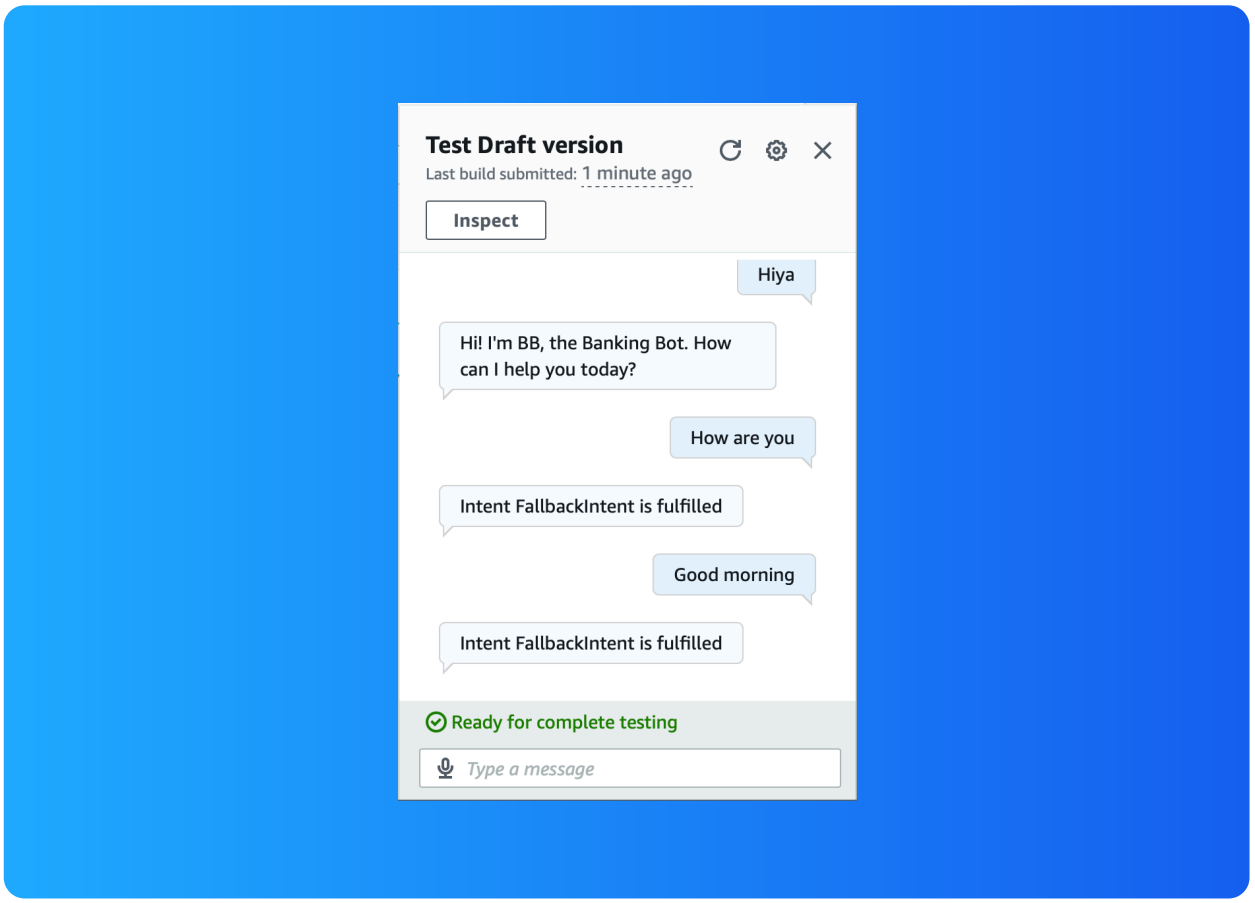


IM
imly04@proton.me
NextWork Student

Intents

Intents are what users are trying to achieve through their question to the AI, such as Can you help me, setup a loan application?

I created my first intent, WelcomeIntent, to welcome a user when they initiate a conversation with the BankerBot

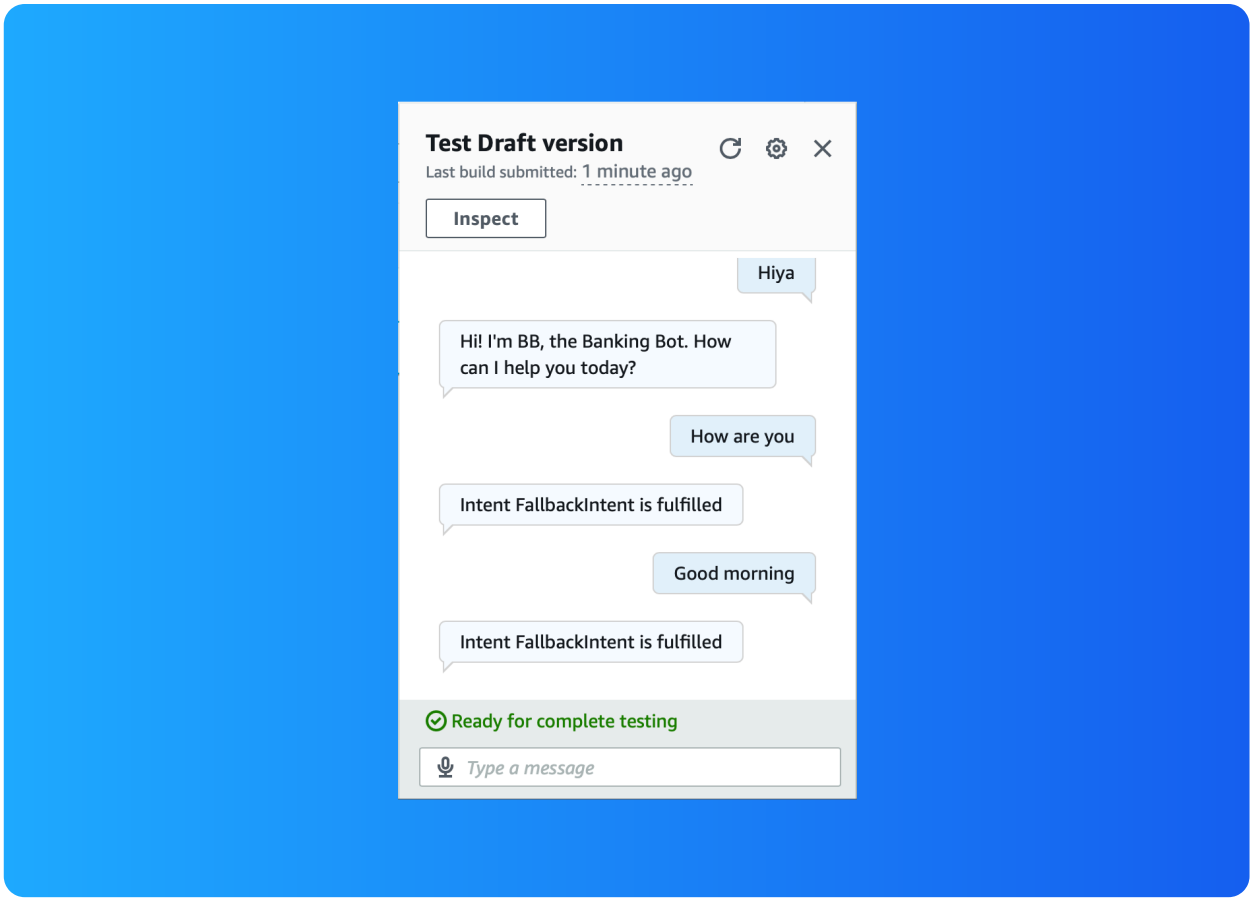


IM
imly04@proton.me
NextWork Student

FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter, Hi, Help me and Hiya.

My chatbot returned the error message `Intent FallbackIntent is fulfilled` when I entered 'How are you' or Good morning, This error message occurred because no other intent matches and the AI does not recognize and understand my utterance.



IM
imly04@proton.me
NextWork Student

Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the Chatbox is unable to understand the user prompt/question.

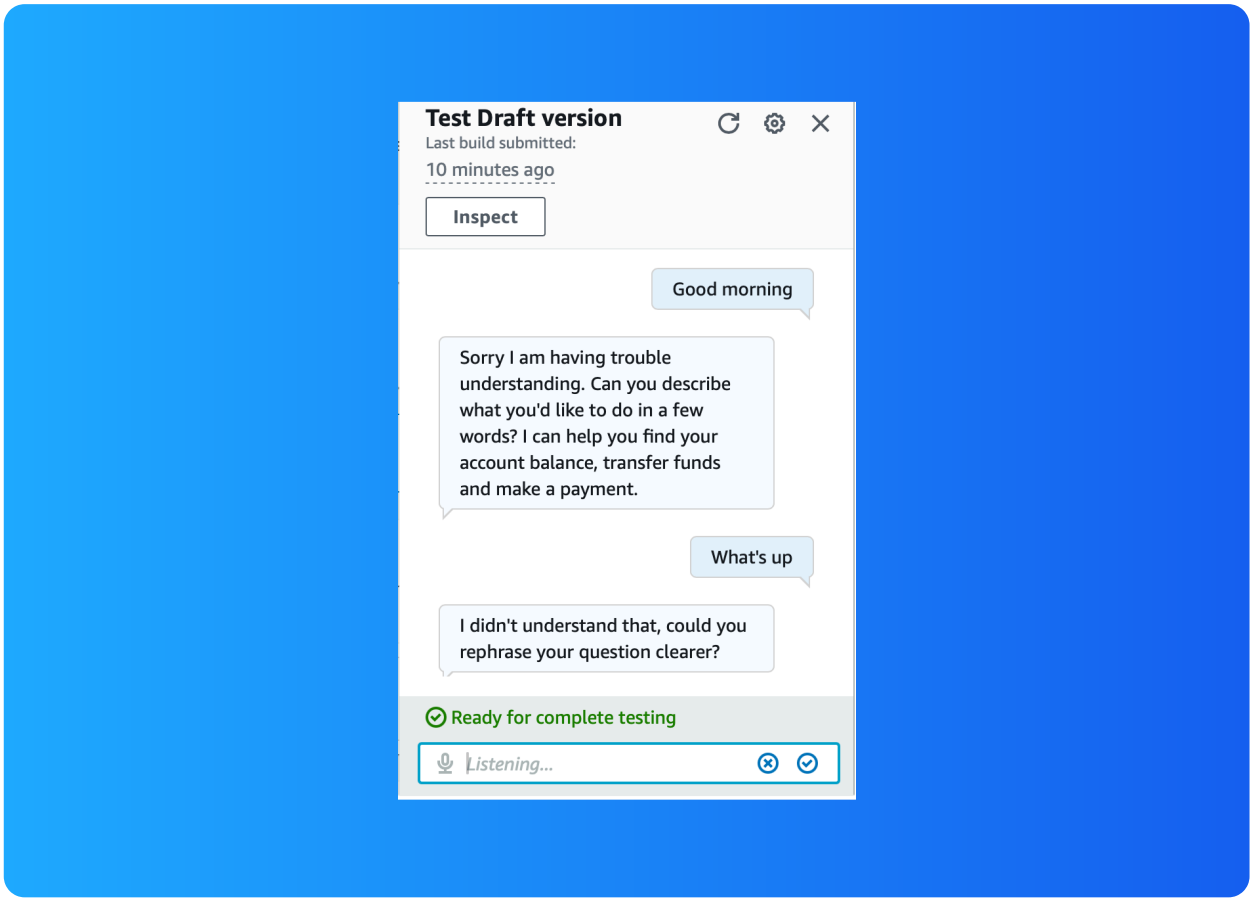
I wanted to configure FallbackIntent because it is important for the chatbot to be able to let the user know when it cannot understand their prompt/question/response.

IM
imly04@proton.me
NextWork Student
NextWork.org

Variations

To configure FallbackIntent, I went to the Intents section of the BankerBot and selected the FallbackIntent intent then created my own Closing Response.

I also added variations! What this means for an end user is a chatbot can have multiple responses to the users prompt/question/response making feel more realistic and human-like.



Everyone should be in a job they love.

Check out nextwork.org for more projects