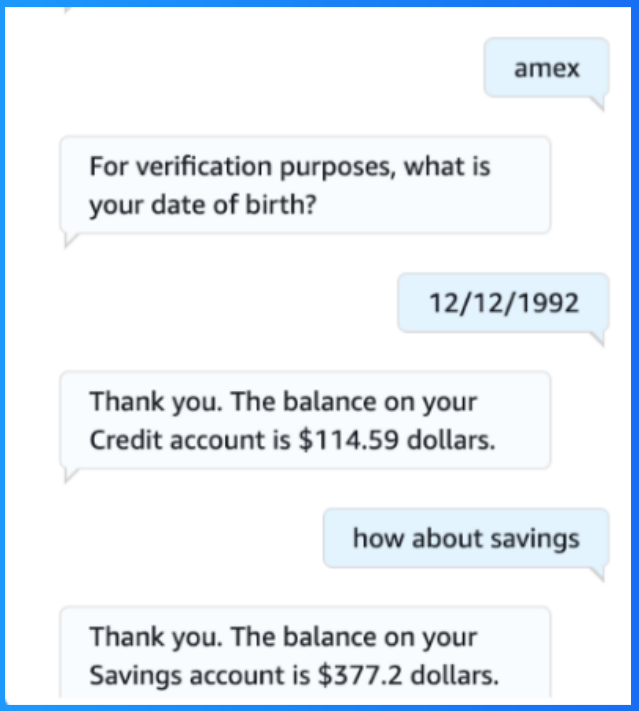
NextWork.org

Save User Info with your Chatbot

Gloria



G
Gloria
NextWork Student

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a powerful AWS service that lets you build smart chatbots and conversational interfaces with ease. It uses AI to understand user intent, supports voice and text interactions, and simplifies creating intelligent ommunication tools

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to create a chatbot that helps users check their account balances. It captures user details like account type and date of birth, manages context between intents.

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

One thing I didn’t expect in this project was how easily Amazon Lex could manage context between intents, like carrying over user details, without needing extra coding. This made the chatbot interactions much smoother and more intuitive.

This project took me...

This project took me approximately 20 minutes to complete, thanks to the intuitive interface of Amazon Lex, which made setting up intents, slots, and utterances straightforward and efficient

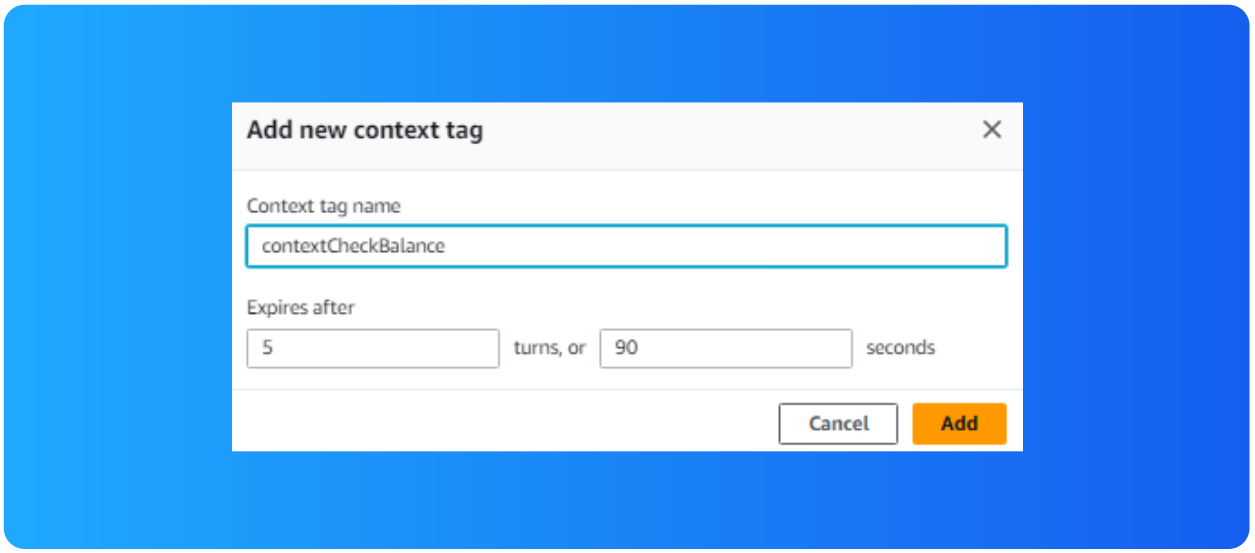
Gloria
NextWork Student

Context Tags

Context tags are labels used in Amazon Lex to track the state of a conversation. They help the bot understand what stage the user is at, enabling it to manage context and provide relevant responses or follow-up questions from previous chats.

There are two types of context tags:Output context, which saves details like account type from BalanceCheck for use later, and Input context, which checks if details like date of birth are already stored before starting an intent, avoiding repitition

I created a context tag called contextCheckBalance. This context tag was created in the CheckBalance intent. This tag stores information about the user's account type, allowing the chatbot to reuse this detail in follow-up chats without asking again

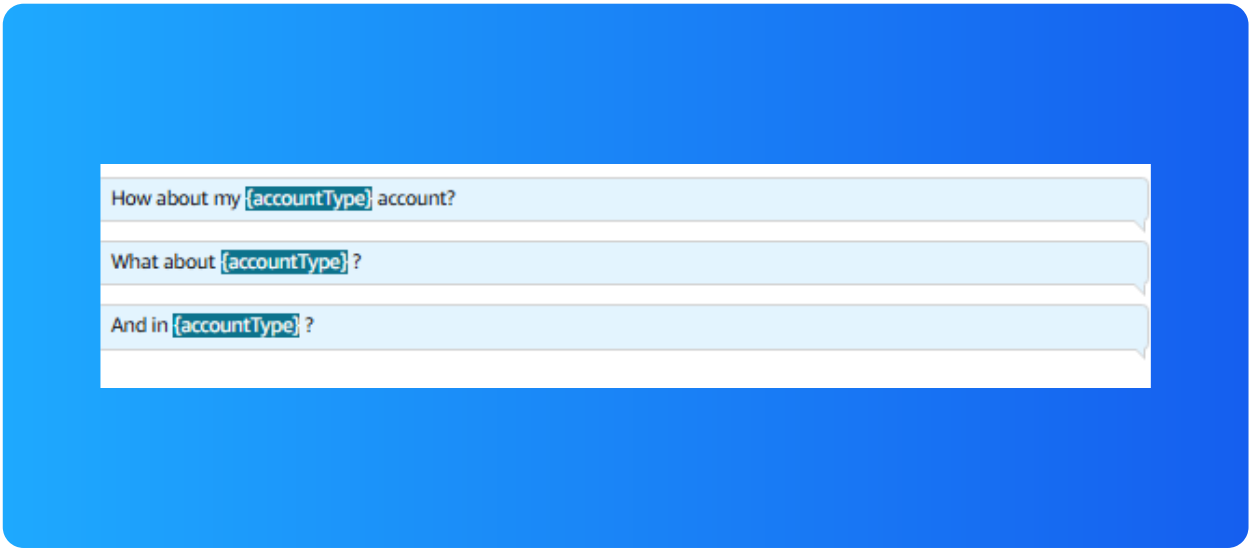


Gloria
NextWork Student

FollowUpCheckBalance

I created a new intent called FollowupCheckBalance.The purpose of this intent is to handle follow-up questions after the balance inquiry, such as verifying additional details like the user's date of birth, using context tags to ensure smooth chats

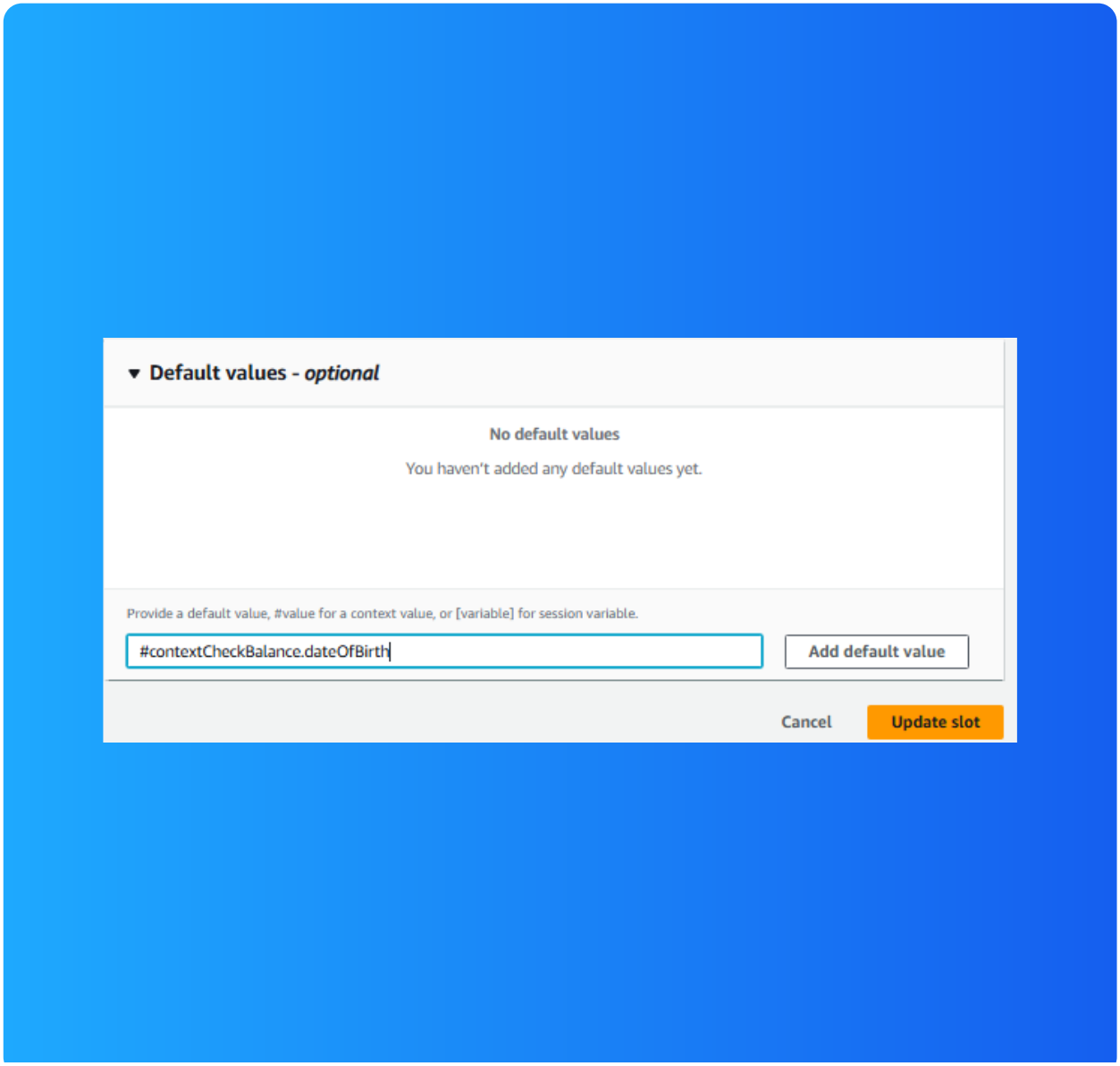
This intent is connected to the previous intent I made, CheckBalance, because it uses the output context tag from CheckBalance to access stored details, like account type, and adds additional checks, such as verifying the user's date of birth.



Gloria
NextWork Student

Input Context Tag

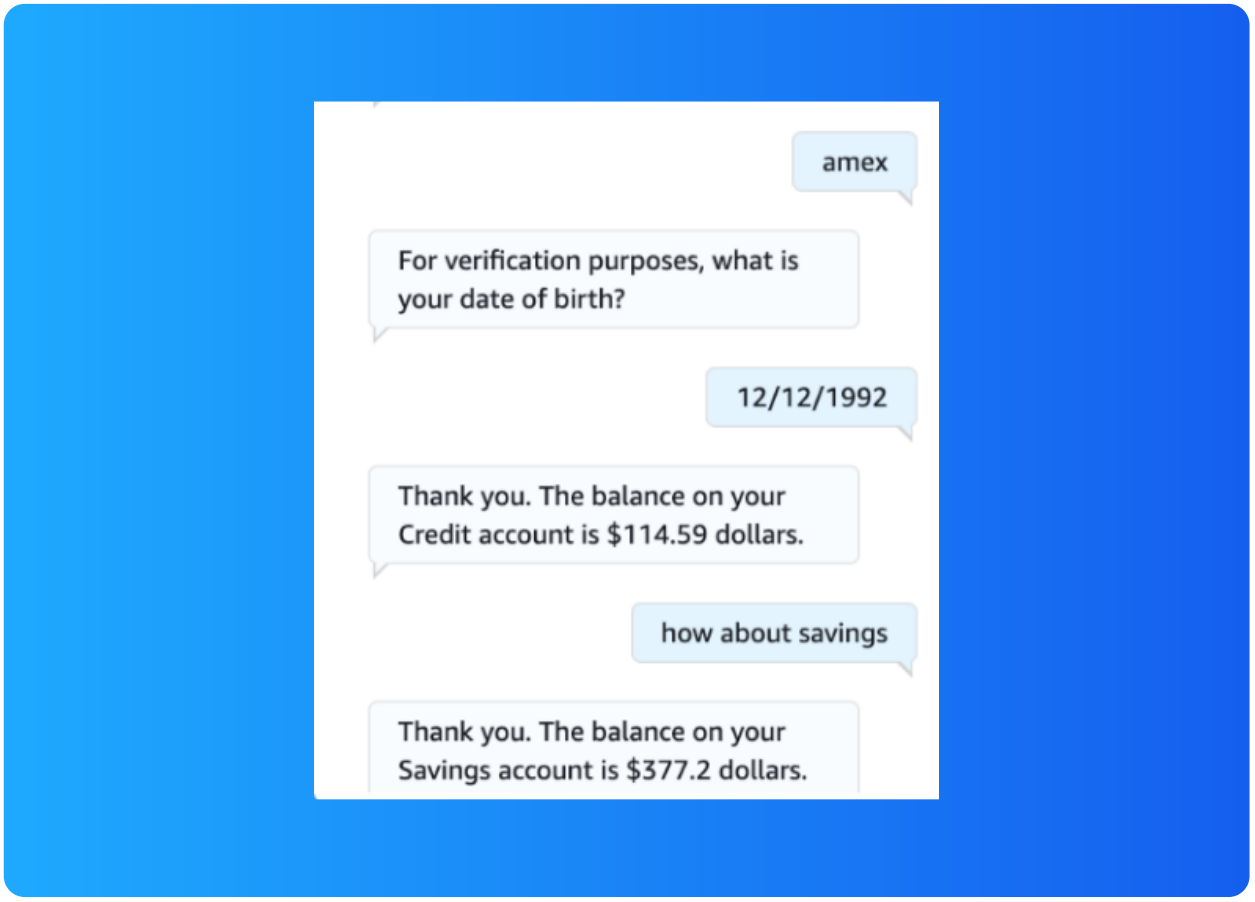
I created an input context, contextCheckBalance, that ensures the FollowupCheckBalance intent only activates if the output context from CheckBalance is present. This connection allows the chatbot to use stored details, like account type for chats



The final result!

To see the context tags and follow-up intent in action, I asked my bot for a balance in my account again after the initial request. The bot triggered the FollowupCheckBalance intent and used the saved context, so it didn't ask for my birthday again

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context, the chatbot wouldn't have the required details, like account type or date of birth, causing it to either fail or ask for those details again.



Everyone should be in a job they love.

Check out nextwork.org for more projects