

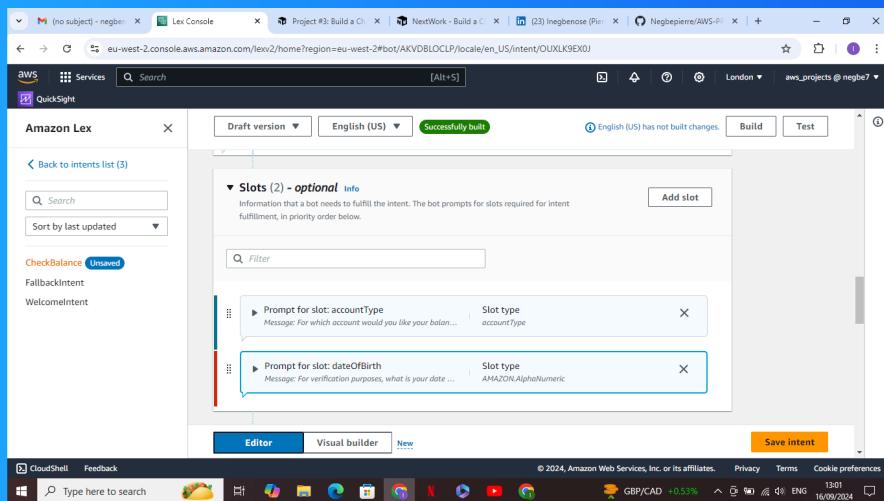


NextWork.org

Build a Chatbot with Custom Slots



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building conversational chatbots that understand natural language inputs. It's useful for automating customer support, creating virtual assistants, and enabling interactive voice responses (IVR).

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to build a conversational chatbot capable of handling banking queries like checking account balance. The bot understands user inputs, collects relevant slot values, and triggers the appropriate responses.

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

I did not expect that amazon lex would be able to as specific as it was , this is a very important feature as it would make the lives of people using the chat-box easier

This project took me...

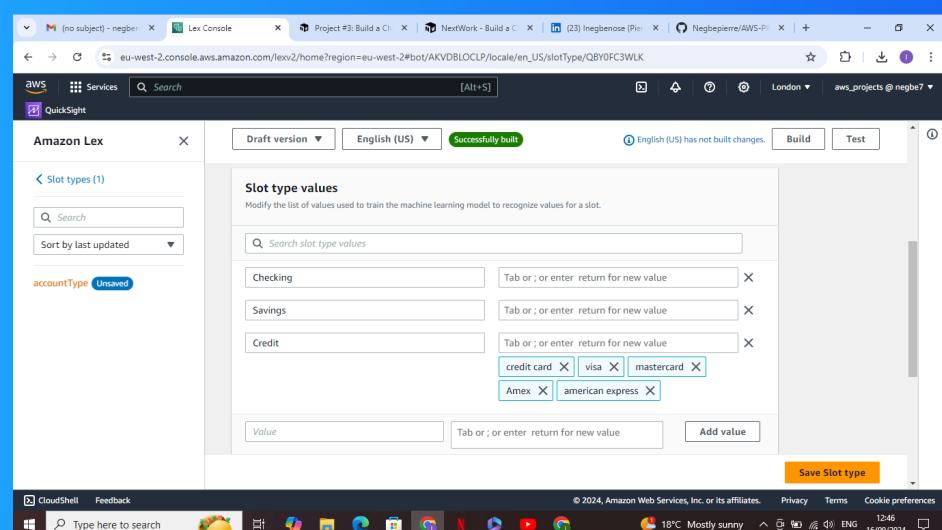
it took me around 50 minutes

Slots

Slots are parameters that your chatbot can collect from user input to fulfill an intent. For example, in a restaurant bot, slots could be used to gather information like the type of cuisine, reservation time, and number of guests

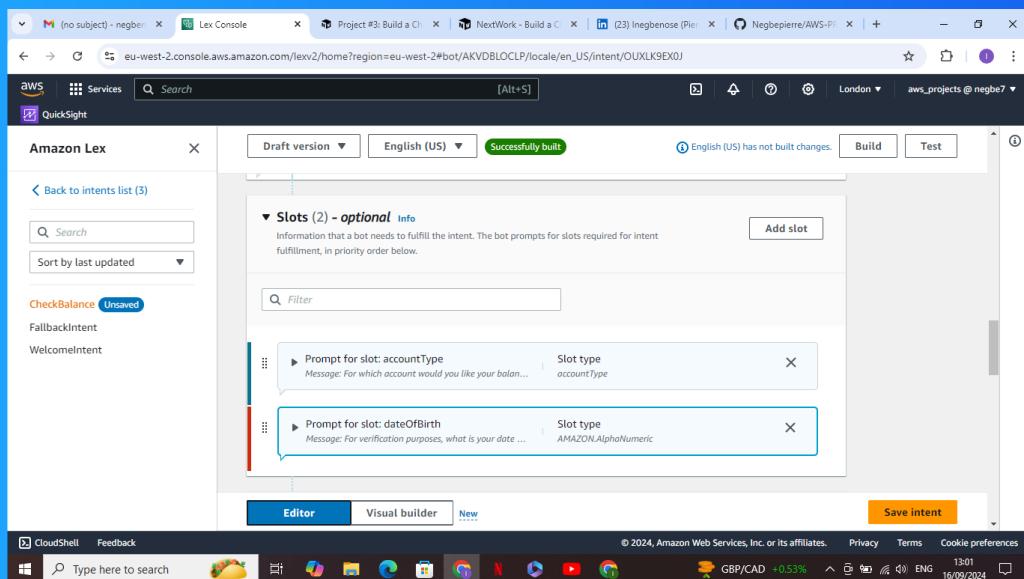
In this project, I created a custom slot type to allow the chatbot to recognize specific user inputs, like account types (checking, savings, credit) or card types (Visa, Mastercard). This enables better user interaction and more precise responses.

This slot type has restricted slot values, which means the chatbot will only accept inputs that match one of the predefined values for the slot. This ensures that users' responses are validated against a controlled list of acceptable entries.



Connecting slots with intents

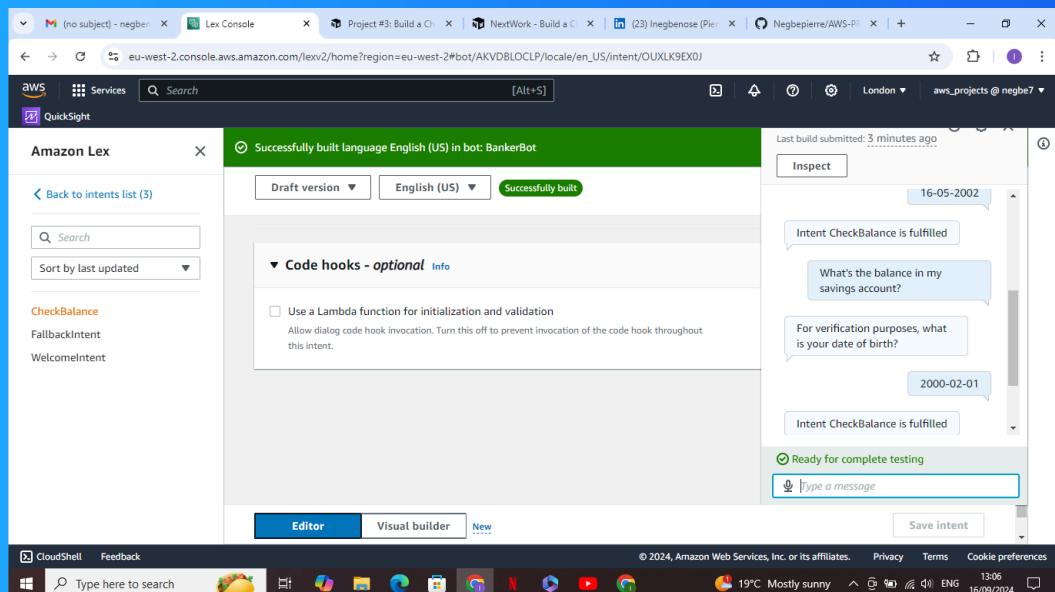
The CheckBalance intent is designed to retrieve the account balance from the user. I associated my custom slot with CheckBalance, which asks for the account type (like checking, savings, or credit) and the user's date of birth for verification purposes.



Slot values in utterances

I included slot values in some of the utterances (i.e., user inputs) by embedding dynamic values to guide the chatbot's responses. For example, "What's the balance in my {accountType} account?" uses the slot value for accountType (checking, savings,

By adding custom slots in utterances, I allowed the chatbot to respond dynamically based on specific user inputs. This enhances personalization, as it can tailor answers depending on the account type or other relevant details





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