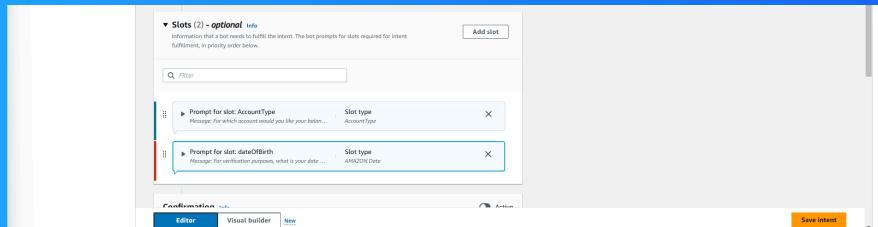




Build a Chatbot with Custom Slots



Ofori Yaw Marvin





Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an artificial intelligence (AI) service that allows developers to create conversational interfaces for applications using voice and text.

How I used Amazon Lex in this project

In this project, I gave Lex the ability to help users check their account balance using a new intent called CheckBalance. The chatbot will ask users for their birthday for verification.

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

I noticed Amazon Lex is only available in specific Availability Zones. I had to change AZs from eu-west-2 to eu-west-1 to deploy the application. This is a good lesson to learn as some AWS services are AZ bound.

This project took me...

On this project, I spent about 40 minutes developing and completing the project.



Ofori Yaw Marvin
NextWork Student

NextWork.org

Slots

Slots are pieces of information that a chatbot needs to complete a user's request. For example, if the intent is to book a table at a restaurant, the chatbot needs details like: restaurant name, date, time, number of people.

In this project, I created a custom slot type to fit my specific needs.

This slot type has restricted slot values, which means it makes sure that only the values that I specify will count as a valid.

The screenshot shows the 'Slot types' interface with a single entry named 'accountType'. The 'Slot type values' section contains the following entries:

- Checking
- Savings
- Credit
- american express X
- credit card X
- visa X
- mastercard X
- amex X

Below the list, there is a note about character limits and a checkbox for 'Use slot values as custom vocabulary'.

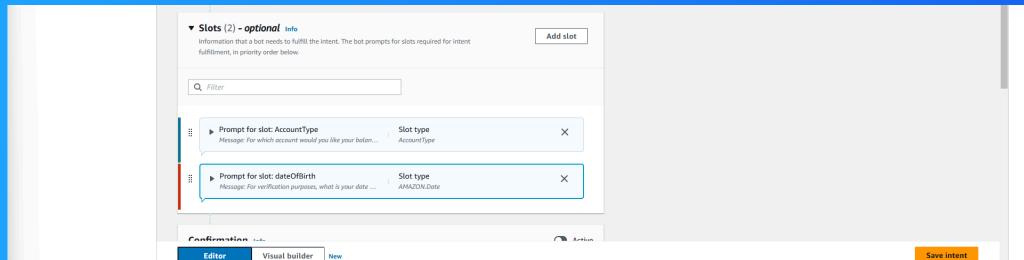


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Connecting slots with intents

I associated my custom slot with CheckBalance, which is to check the balance in the specified account type.





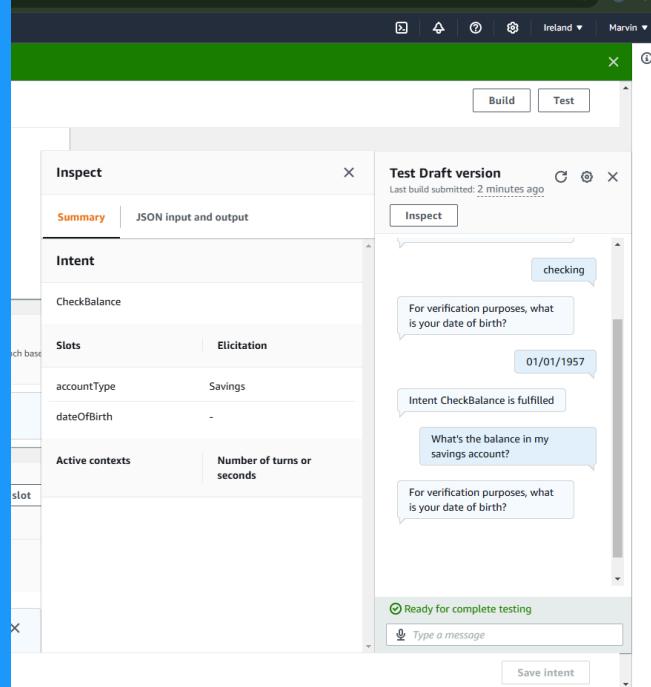
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Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by adding a slot with name, slot type, and Prompts. For example, the bot requests the day of birth of the user for verification purposes when the user requests for balance.

By adding custom slots in utterances, Amazon Lex prepared to look for slot values from the user's input.





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