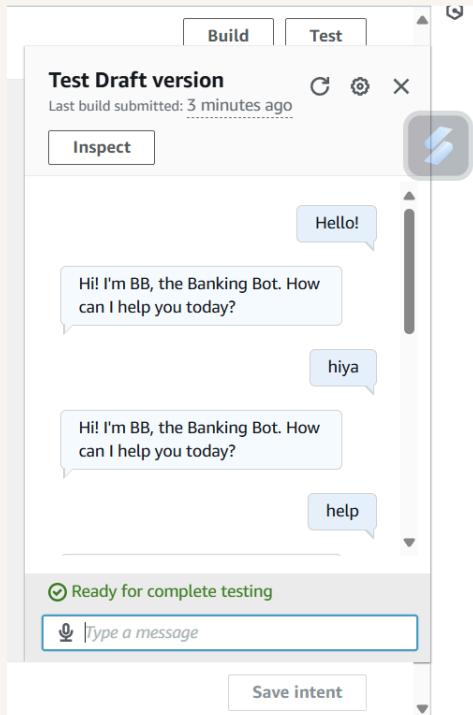


Build a Chatbot with Amazon Lex



Bhupendra Jogi USA



Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service from AWS for building conversational interfaces using voice and text. It enables natural language understanding, supports real-time conversations, and integrates seamlessly with AWS services. It's useful for creating chatbots,

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to build a chatbot named Bankerbot. Amazon Lex was utilized to define intents, such as handling user queries, providing information, or performing specific tasks related to banking.

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

One thing I didn't expect in this project was how seamlessly Amazon Lex creates a Chatbot .

This project took me...

It took me less than 20 minutes to finsih this project.

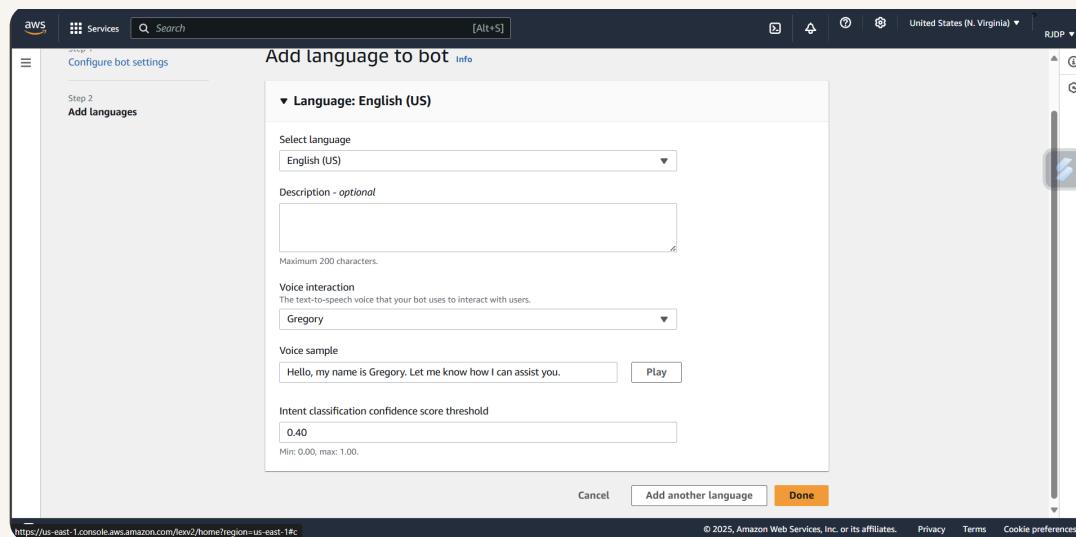


Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 1 minute.

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs the AWS services permission to call other on your behalf, later in this project series I'll be integrating Lex with another service called Lambda!

In terms of the intent classification confidence score, I kept the default value of 0.40. This means that the chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.

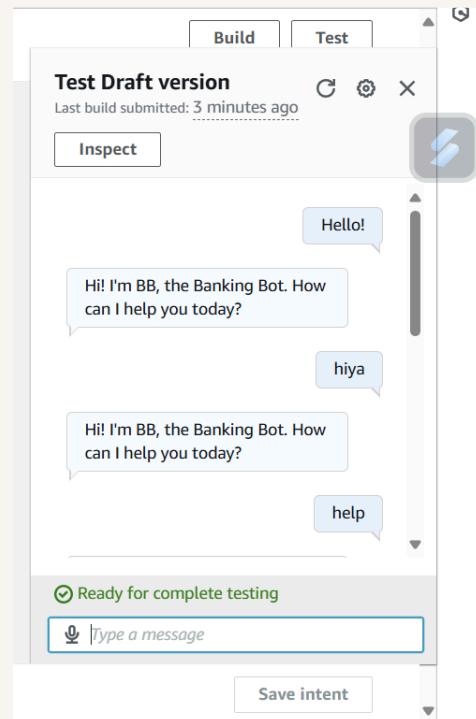




Intents

An intent is what the user is trying to achieve in their conversation with the chatbot. For example, checking a bank account balance; booking a flight; ordering food.

I created my first intent, WelcomeIntent, to greet people by saying, " Hi! I'm BB, the Banking Bot. How can I help you today?" when they say "hello" .





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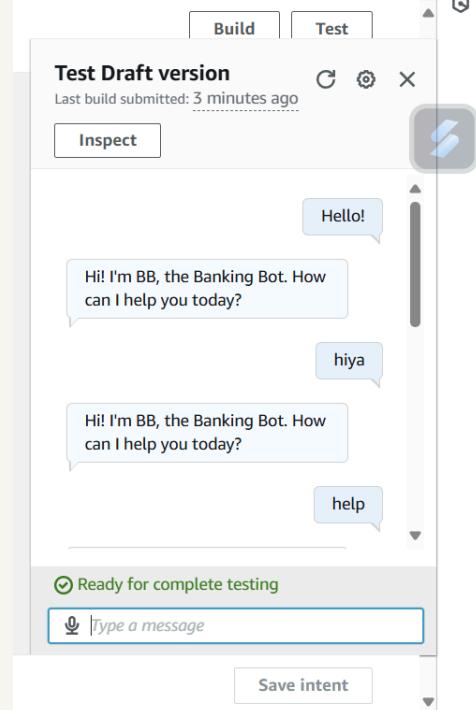
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FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter hi, hello, Help me, Hiya etc. which have the same utterance.

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered 'How are you', 'Good morning'. This error message occurred because Amazon Lex doesn't quite recognize the utterance of these phrases.





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Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when your chatbot has a confidence score below 40% for all the intents you've defined (in my case, it's just the WelcomeIntent for now), the FallbackIntent is triggered.

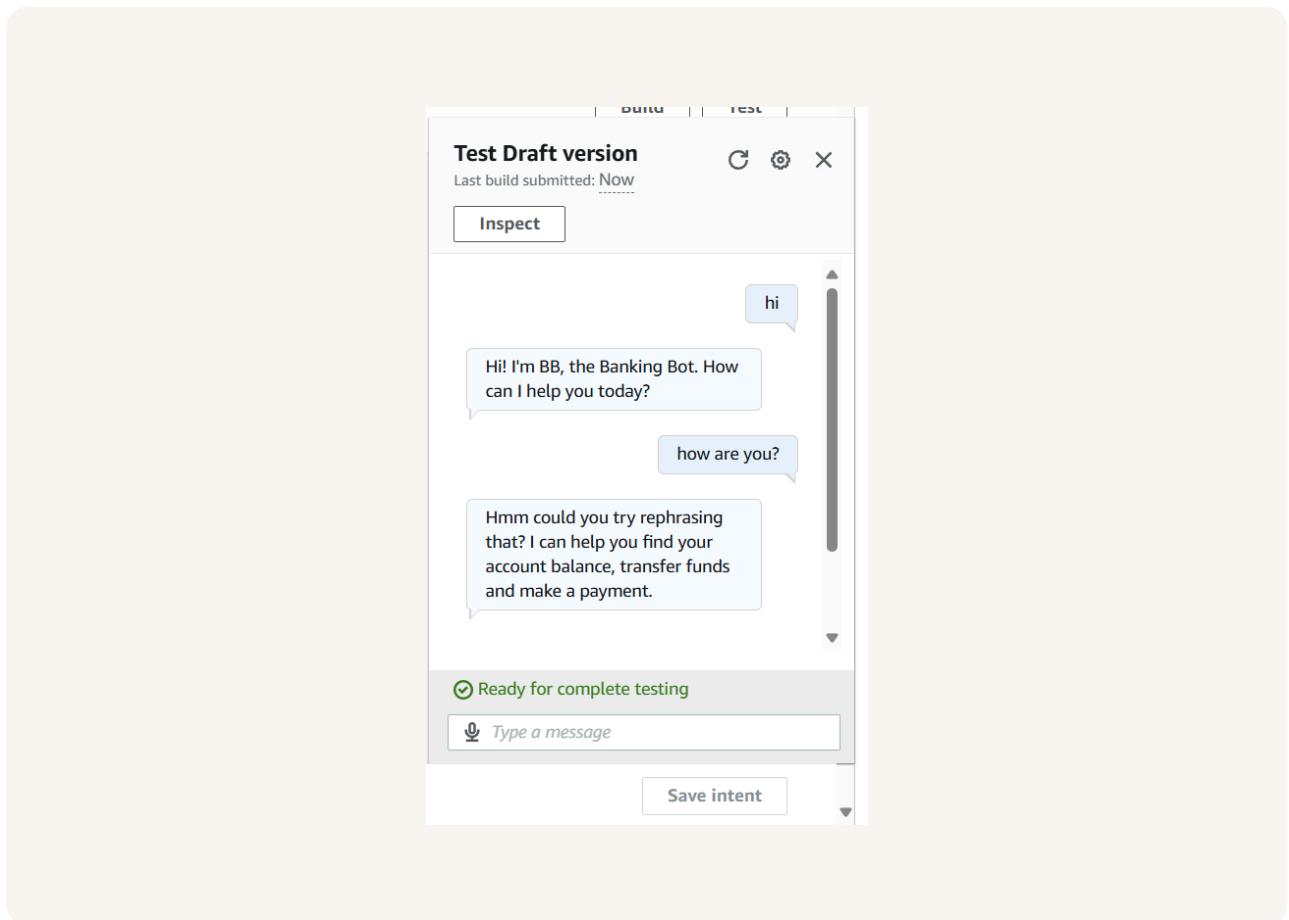
I wanted to configure FallbackIntent because It's often chatbot best practise to give a hint as to what kind of commands the bot can understand and respond to.

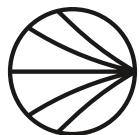


Variations

To configure FallbackIntent, I have provided this message to appear on FallbackIntent 'Hmm could you try rephrasing that? I can help you find your account balance, transfer funds and make a payment.'

I also added variations! What this means for an end user is that Variations will give your users a dynamic range of responses, making them sound more conversational!





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