How I built a chatbot with Amazon Lex

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Real-Sahil

What is Amazon Lex?

What it does:

- It allows users to setup the AI generative chatbots.

Why it's useful:

- It is ML based cloud solution, and makes it easier to setup and train the bots.

How I'm using it in today's project:

- In this project I'm using Amazon Lex to create , bot to help answer the users FAQs.
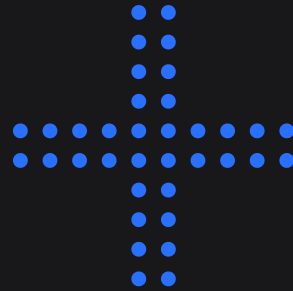
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Set up a Lex chatbot

- I created Dot-Bot from scratch and used most default settings on Lex.

- In terms of the **intent classification confidence score,** I kept the default value of 0.40, which keeps the conversation realistic and less glitchy.
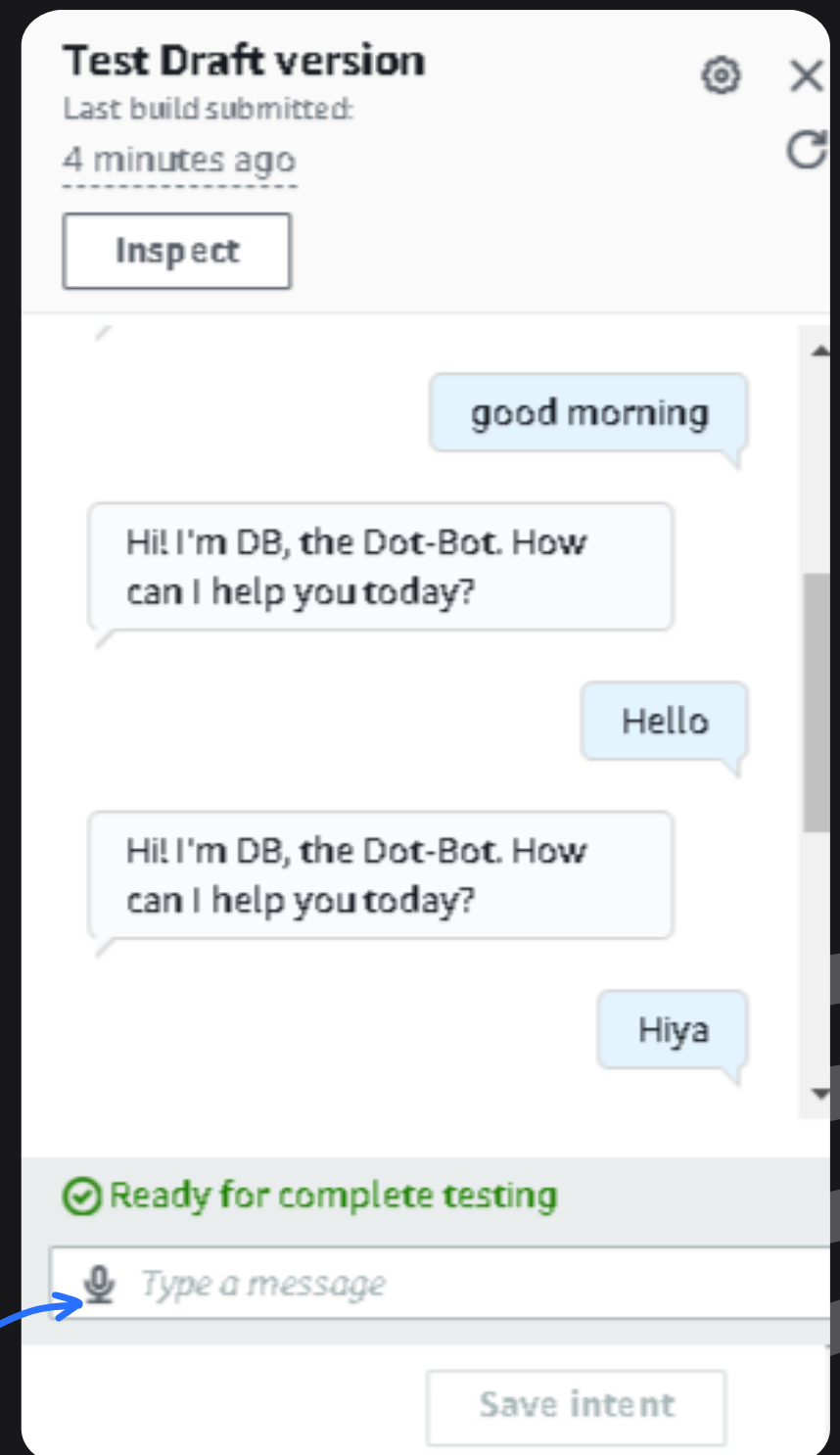
Setting up my Lex chatbot...

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Create
an intent in Lex

- Intents are is what a user wants to do.

- My first intent, Dot-Bot, was created to help answer the FAQs for the SaaS based app.

- I launched and tested the chatbot, which could still respond if I enter machine trained entries.

Test Draft version
Last build submitted:
4 minutes ago

Inspect

good morning

Hi! I'm DB, the Dot-Bot. How can I help you today?

Hello

Hi! I'm DB, the Dot-Bot. How can I help you today?

Hiya

⊘ Ready for complete testing

🎙 Type a message

My first test of the chatbot

Save intent

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My Key Learnings

01

Amazon Lex helps you build chatbots that can talk to users through voice or text, making it easier to create smart, interactive applications. It uses the same advanced technology as Amazon Alexa to understand and respond to what people say.

02

Intents are the inputs by the users.

03

Amazon Lex uses AI and machine learning to understand natural language and recognize user intents from voice or text inputs. It continuously learns from interactions to improve its ability to comprehend and respond accurately.

04

FallbackIntent is used in Amazon Lex to handle situations when the bot doesn't understand the user's input. It provides a default response, helping to manage unrecognized or unclear queries gracefully.
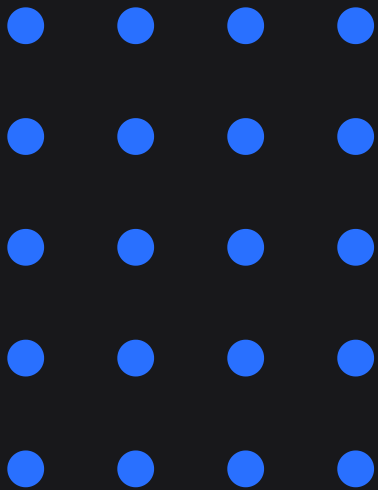
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Final thoughts...

- This project took me less than 30 minutes to build/train and test the model

- Don't forget to delete EVERYTHING at the end! Let's keep this project free :)

- **What's next?** In the next phase of this project, I'll be adding a new flow that allows users to check their account balances and verify their identity using their birthday. I'll create a custom slot type to manage the various bank account types. Excited to bring this feature to life and make our Dot-Bot smarter and more interactive.

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