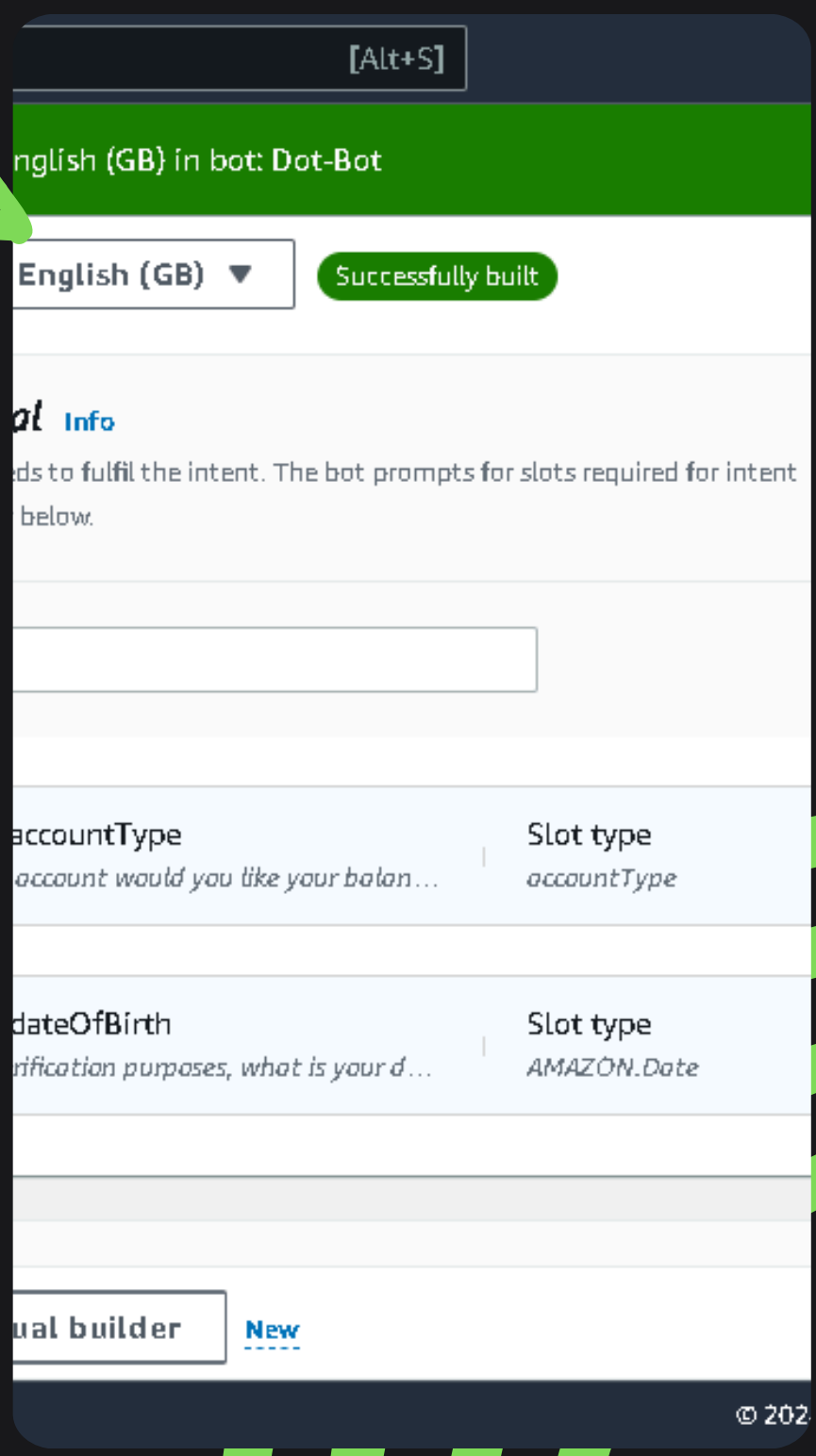
How I built a chatbot with Amazon Lex

featuring custom slots!



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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 Banking bot for users to check their balance and make verifications.

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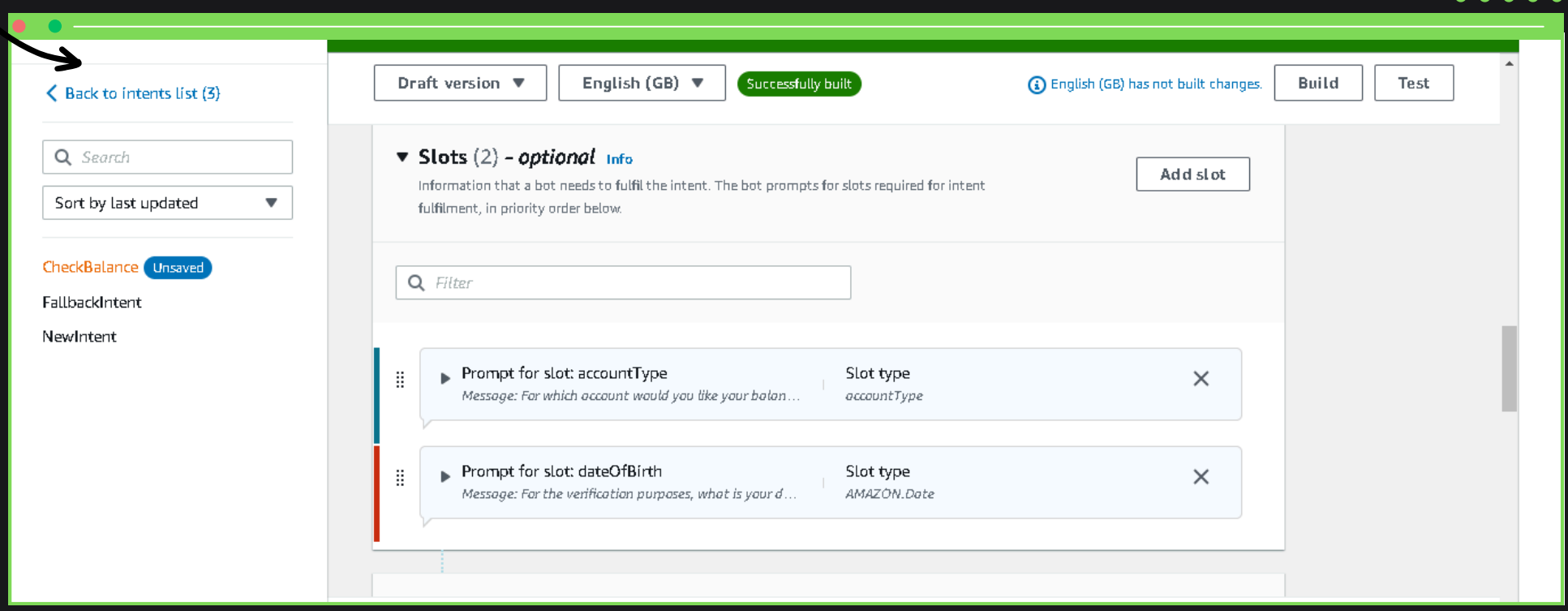
Create custom slots

- **Slots** are pieces of information that a chatbot needs to complete a user's request. Think of them as blanks that need to be filled in a form

- In this project, I created a **custom slot** to identify customer account types and balance.

- I then associated the custom slot with a new intent, CheckBalance, which asks customers, the questions related to their account.

Slot values getting recognised during a conversation



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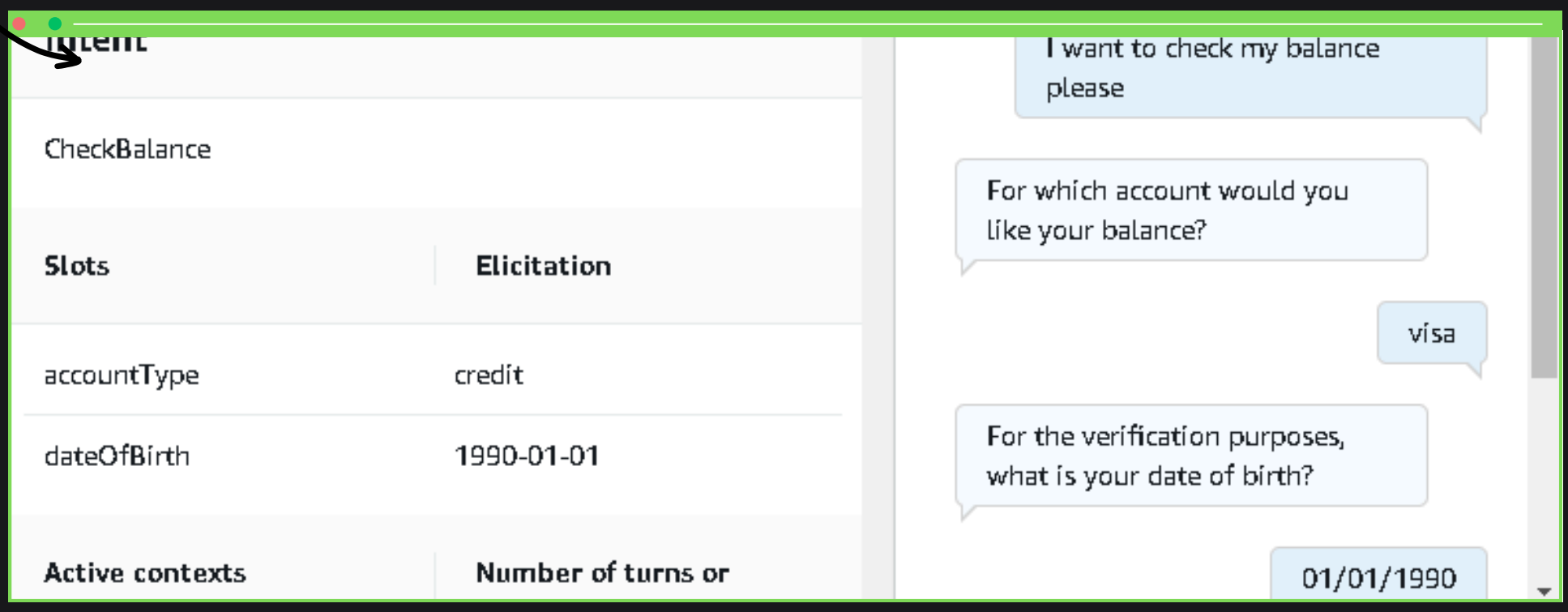
Simplifying the user experience

- I included slot values in some of the utterances (i.e. user inputs) for this intent too. ? **"What's the balance in my account?" "Check my account balance."**

- By adding custom slots in the utterance it helps the bot to autofill the information predefined in the slots.

Slot values getting recognised during a conversation



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My Key Learnings

01

Slots in AWS Lex are placeholders in a conversation that capture and store user input to fulfill the intent of the interaction.

02

Slot types are predefined categories that help voice assistants understand and process user input. Custom slot types are user-defined categories tailored to specific application needs.

03

I used a custom slot type to enhance accuracy and relevance in the project today.

04

I parsed the custom slot in my utterance using natural language processing to identify and extract specific keywords or phrases based on predefined patterns or context.

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Final thoughts...

- This project took me 50 minutes of time to complete.
- let's delete EVERYTHING at the end! Let's keep this project free :)
- In the next phase of this project, we're enhancing BankerBot's memory with context carryover, allowing it to remember key details like the user's birthday during a session for a smoother experience. I'll also set up a new flow for transferring money between accounts!

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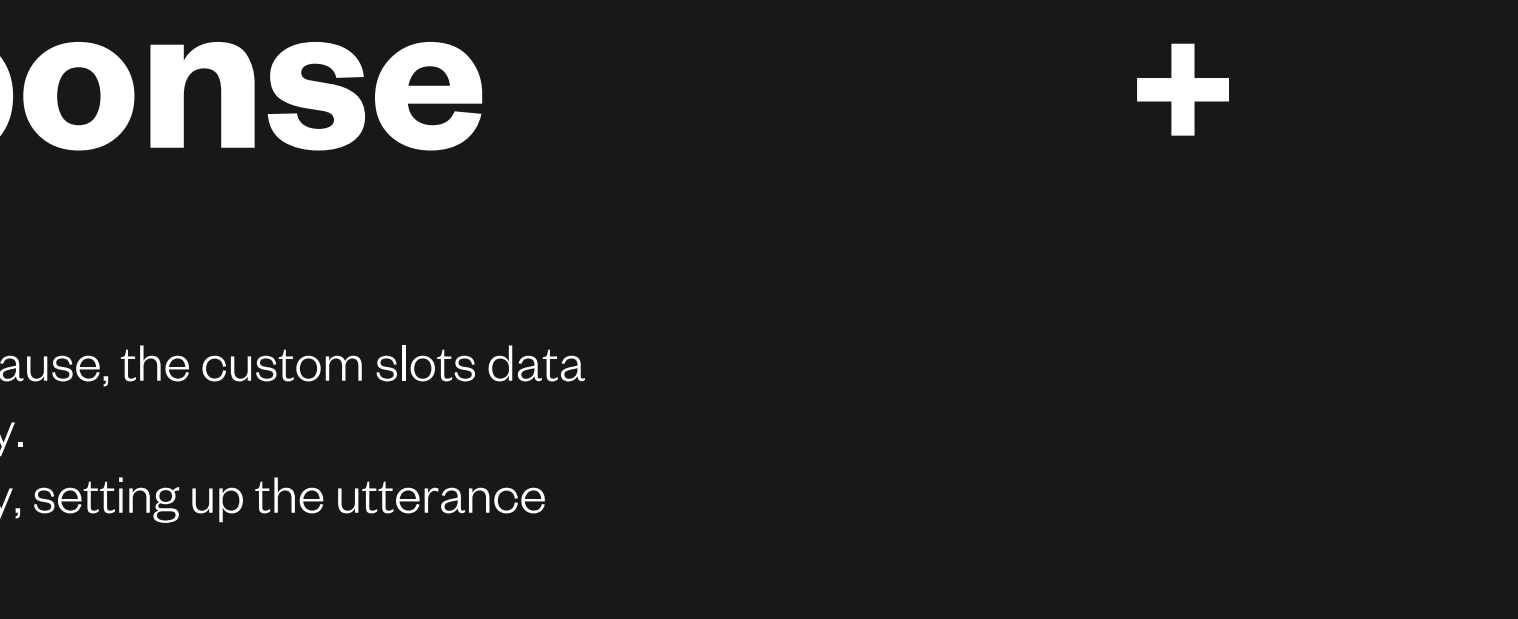
ERROR! 👀

An error I ran into was, utterance response

- I ran into this error because, the custom slots data was not saved properly.
- ✅ I solved this error by, setting up the utterance from the scratch.

Screenshot of error here



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