The document outlines the process of creating a bot named "PizzaPro24" using Amazon Lex. It describes the bot configuration settings, including naming the bot, setting IAM permissions, defining session timeouts, and selecting language options. Key components include the definition of intents—specifically, the "PizzaOrder" intent that captures user requests related to pizza ordering. The intent includes slots for capturing user information such as name, email, phone number, city, street name, and postal code. The document emphasizes the importance of sample utterances for intent recognition and includes details on session management and voice interaction settings. Overall, it serves as a guide for setting up a functional pizza ordering bot with the necessary backend configurations.

The purpose of the bot named **PizzaPro24** is to facilitate pizza ordering and potentially other snack orders. It is designed to interact with users by capturing specific information such as their name, email, phone number, and address details necessary for processing pizza orders. The bot aims to enhance user experience by guiding them through the ordering process while ensuring that all required information is collected for fulfillment.

The key features of Amazon Lex used in the creation of a bot, such as **PizzaPro24**, include:

1. **Intent Recognition**
- **Intents** represent specific actions that the bot can perform in response to user requests. For example, the **"PizzaOrder"** intent captures user queries related to ordering pizza.

2. **Slot Types and Slots**
- **Slots** are used within intents to capture variable information from users, such as their name, email, phone number, address, and preferences regarding the pizza order (e.g., size, crust, toppings). Each slot can have a specific **slot type** (e.g., ‘AMAZON.FirstName‘, ‘AMAZON.EmailAddress‘, ‘AMAZON.City‘) that defines what kind of data it can hold.

3. **Sample Utterances**
- These are predefined phrases that the bot uses to understand different ways users might express the same intent. For example, phrases like "I want to order a pizza" are aligned with the **PizzaOrder** intent.

4. **Voice Interaction**
- Amazon Lex supports voice interaction by providing text-to-speech (TTS) capabilities, allowing users to interact with the bot using voice inputs.

5. **Session Management**
- Lex allows configuration of session timeouts, which dictate how long a session is maintained without user input. This feature aids in retaining context when the user is interacting with the bot.

6. **IAM Permissions**
- The bot requires specific IAM roles for accessing other AWS services. This includes setting permissions that the bot needs to function correctly, such as logging outputs to Amazon CloudWatch.

7. **Conversation Flow Management**
- Amazon Lex enables the designer to create and manage complex conversation flows, defining how the bot acknowledges user input, handles errors, and guides users through a series of questions until all necessary information is collected.

8. **Integration with AWS Services**
- Lex can be combined with AWS Lambda for fulfilling intents, processing data, and responding to users based on the backend functionalities enabled through Lambda.

These features together make Amazon Lex a powerful tool for developing conversational interfaces like

PizzaPro24, enhancing user interaction quality through structured dialogue management, data capture, and multitasking capabilities.

Intents and slots can be configured effectively for user interaction in the "PizzaPro24" bot using Amazon Lex by following these steps:

1. Define Intents
- **Intent Creation**: An intent represents a specific action that fulfills a user's request. For instance, the **"PizzaOrder"** intent is created specifically for handling pizza ordering requests.
- **Intent Details**: Each intent can have a name (e.g., "PizzaOrder"), a maximum of 100 characters, and valid characters including A-Z, a-z, 0-9. You can also describe the intent's purpose for better understanding and utterance generation.

2. Configure Slots
Slots are used within intents to capture the necessary information to fulfill the user's request. Each slot has attributes such as:
- **Name**: The identifier for the slot (e.g., "name", "email", "phone number", "city", "street name", "postal code").
- **Slot Type**: This defines the kind of information that can be captured. For example, common types may include:
  - 'AMAZON.FirstName' for the user's first name
  - 'AMAZON.EmailAddress' for email addresses
  - 'AMAZON.PhoneNumber' for phone numbers
  - 'AMAZON.City' for city names
- **Prompts**: Custom prompts can be specified to ask the user for the required information. For instance, "May I know your first name to proceed further?".

3. Sample Utterances
- **Utterances Definition**: For each intent, sample utterances are defined to help the bot recognize various ways users might request the action. A few examples include:
  - "I would like to order pizza."
  - "Can I get a pizza?"
  - "Order a pizza for me.".

4. Conversation Flow
- **Initial Responses**: The bot can provide an initial greeting or acknowledgment when the user begins interaction (e.g., "Hello, welcome to PizzaPro24").
- **Slot Filling**: The bot will sequentially prompt the user to fill the slots based on the defined order. For example, after initializing the conversation, the bot might ask for the user's name, followed by email, phone number, and so on.

5. Confirmation and Fulfillment
- **Confirmation**: Before finalizing the order, the bot may summarize the details and prompt the user for confirmation. If the user agrees, the order can be processed and confirmed.
- **Fulfillment**: On successful completion, the bot can provide a closing response confirming the order (e.g., "Thank you, your order will be delivered by [time]").

Using these structured configurations, the bot can provide a smooth and interactive experience for users as they place their pizza orders. This structured approach not only enhances user engagement but also ensures that all necessary information is captured efficiently for order processing.

Lex > Bots > Create bot

Configure bot settings Info

Creation method

Traditional | Generative AI

- (●) Create a blank bot
  Create a basic bot with no preconfigured languages, intents, and slot types.
- ( ) Start with an example
  An example bot has preconfigured languages, intents, and slot types. You can change these settings.
- ( ) Start with transcripts
  Automatically generate intents from conversation transcripts that you upload. Only English (US) language is available when starting with a transcript.

Bot configuration

Bot name

PizzaPro24

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Description - *optional*

This description appears on bot list page. It can help you identify the purpose of your bot.

It helps in ordering a pizza or some other snacks.

Maximum 200 characters.

IAM permissions Info

IAM roles are used to access other services on your behalf.

Runtime role

Choose a role that defines permissions for your bot. To create a custom role, use the IAM console.

- (●) Create a role with basic Amazon Lex permissions.
- ( ) Use an existing role.

ⓘ Creating a role takes a few minutes. Don't delete the role or edit the trust or permissions policies in this role until we've finished creating it.

New role

Amazon Lex creates a runtime role with permission to upload to Amazon CloudWatch Logs.

AWSServiceRoleForLexV2Bots_T0G4ISKA9Q

Children's Online Privacy Protection Act (COPPA) Info

Is use of your bot subject to the Children's Online Privacy Protection Act (COPPA)?

- ( ) Yes
- (●) No

Idle session timeout

You can configure how long a session is maintained when the user does not provide any input and the session is idle. Amazon Lex retains context information until a session ends.

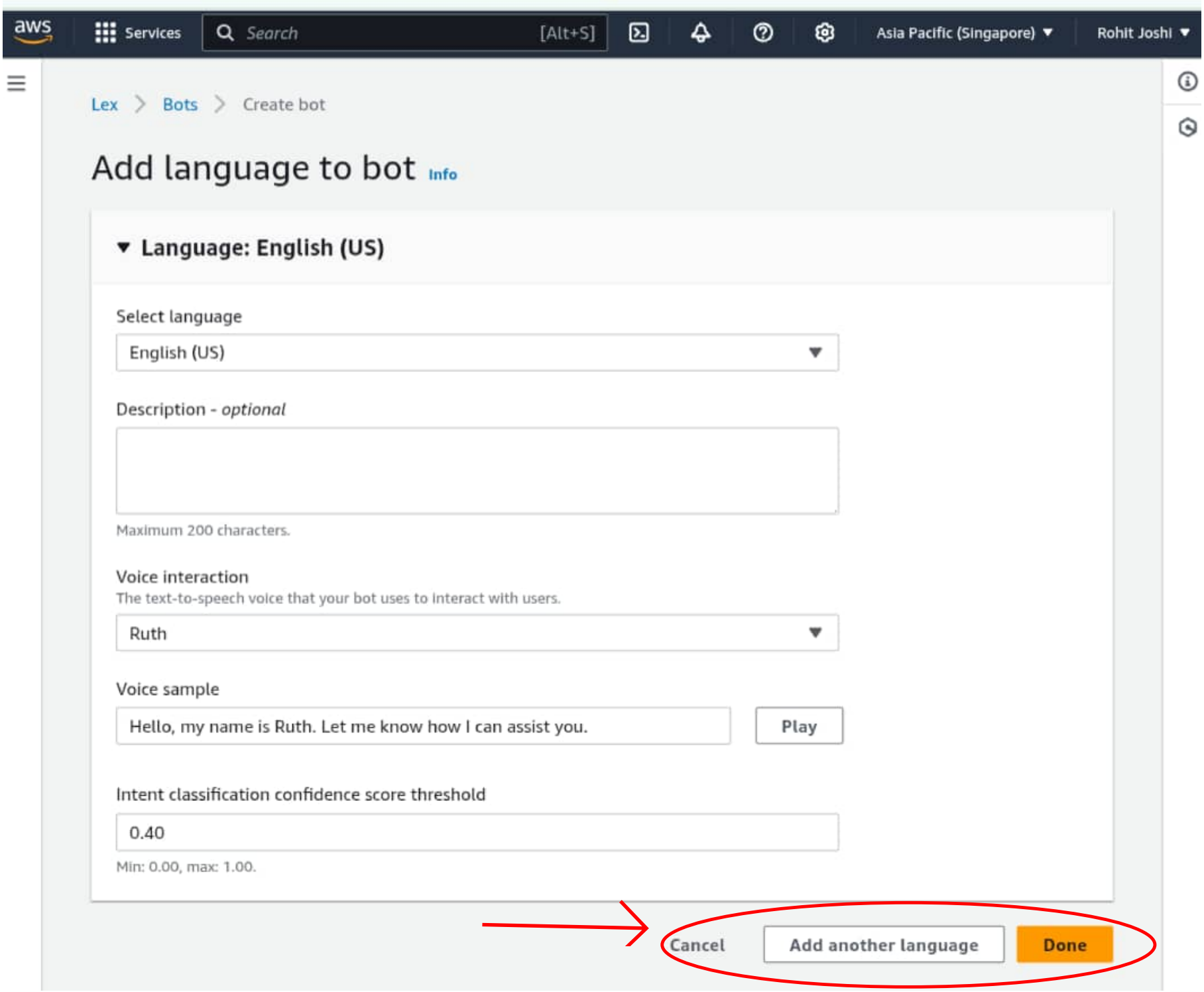
Session timeout

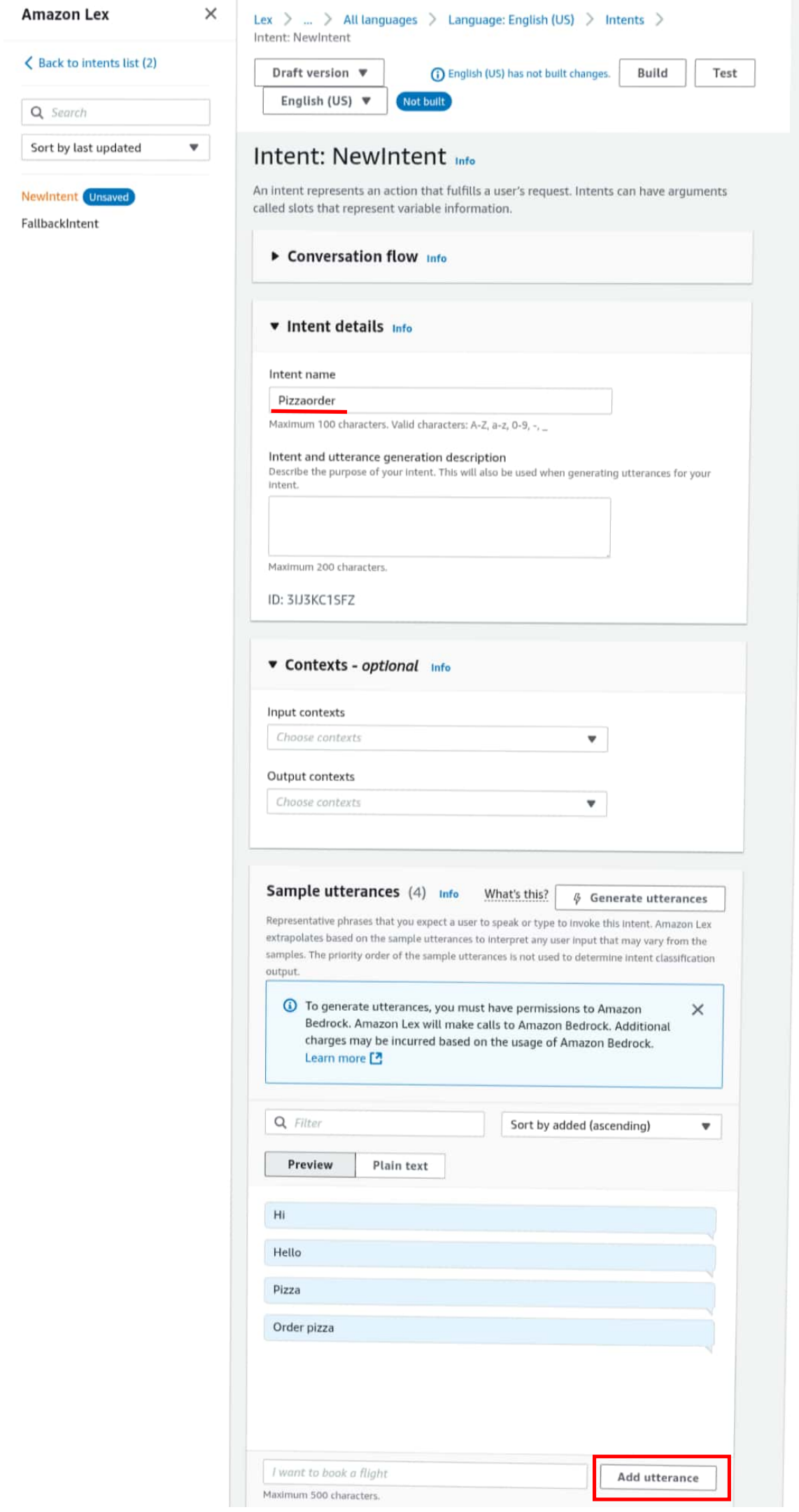
5 | minute(s)

By default, session duration is 5 minutes, but you can specify any duration between 1 and 1440 minutes (24 hours).

▸ **Advanced settings - *optional*** Info

Cancel | Next





Initial response Info

You can provide messages to acknowledge the user's initial request. You can also configure next step in the conversation and branch based on conditions.

▼ Response to acknowledge the user's request

Message: Hello, welcome to the Pizzapro24

▼ **Message group** Info

You can define a text message group to respond using plain text.

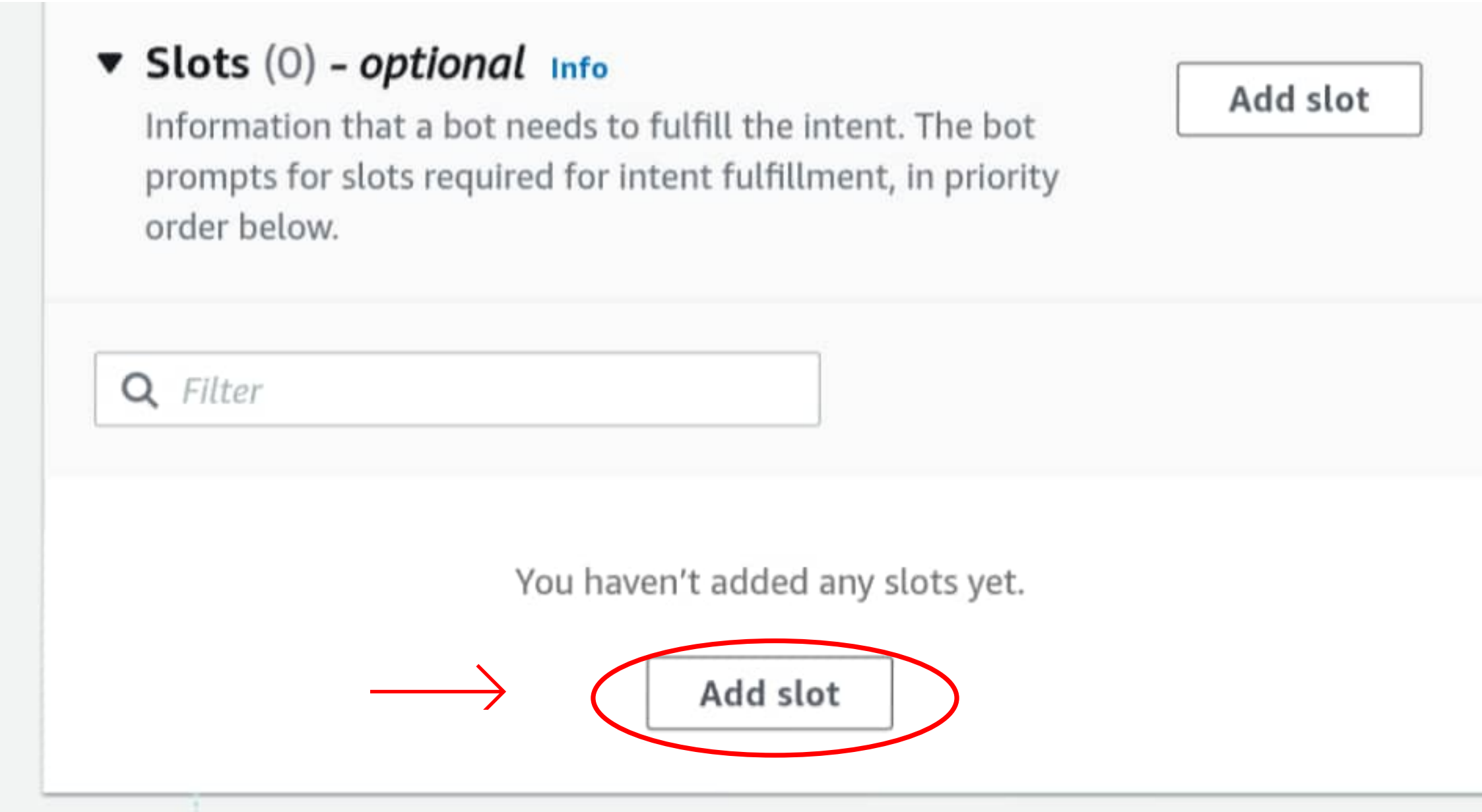
Message - *optional*

Hello, welcome to the Pizzapro24

▶ Variations - *optional*

Advanced options

Configure user request acknowledgement response, dialog code hook and conditional branches.


Slots (0) - optional
Info
Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.
Add slot
Filter
You haven't added any slots yet.
Add slot

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

name

Slot type

AMAZON.FirstName

Prompts

May I know your first name to proceed further ?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Gmail

Slot type

AMAZON.EmailAddress

Prompts

Dear {name}, kindly provide your email address?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Contact

Slot type

AMAZON.PhoneNumber

Prompts

Kindly provide us the calling number ?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

City

Slot type

AMAZON.City

Prompts

Kindly provide us the current living place ?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

☑ Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Sname

Slot type

AMAZON.StreetName

Prompts

Kindly provide us the street address for the same ?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Pcode

Slot type

AMAZON.AlphaNumeric

Prompts

Kindly provide as the pincode of your living place ?

Cancel

Add

Successfully built language English (US) in bot: Orderingpizza9

Lex > ... > All languages > Language: English (US) > Intents >
Intent: Pizzaorder

Draft version | English (US) | Build | Test

Successfully built

Intent: Pizzaorder Info

An intent represents an action that fulfills a user's request. Intents can have arguments called slots that represent variable information.

Conversation flow Info

Intent details Info

Intent name

Pizzaorder

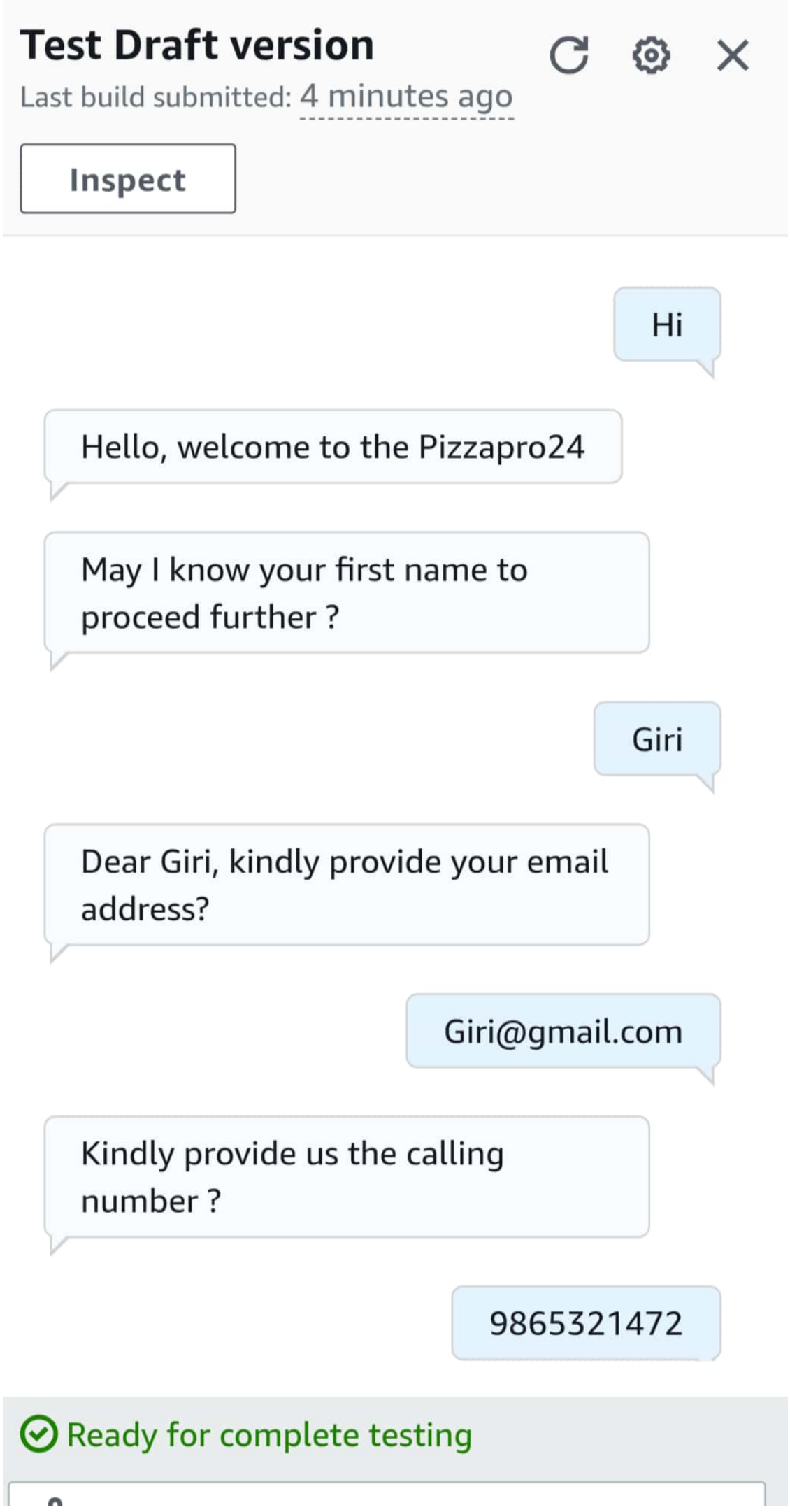
Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Intent and utterance generation description

Describe the purpose of your intent. This will also be used when generating utterances for your intent.

Maximum 200 characters.

ID: 3IJ3KC1SFZ



Kindly provide us the current living place ?

Pune

Kindly provide us the street address for the same ?

C28

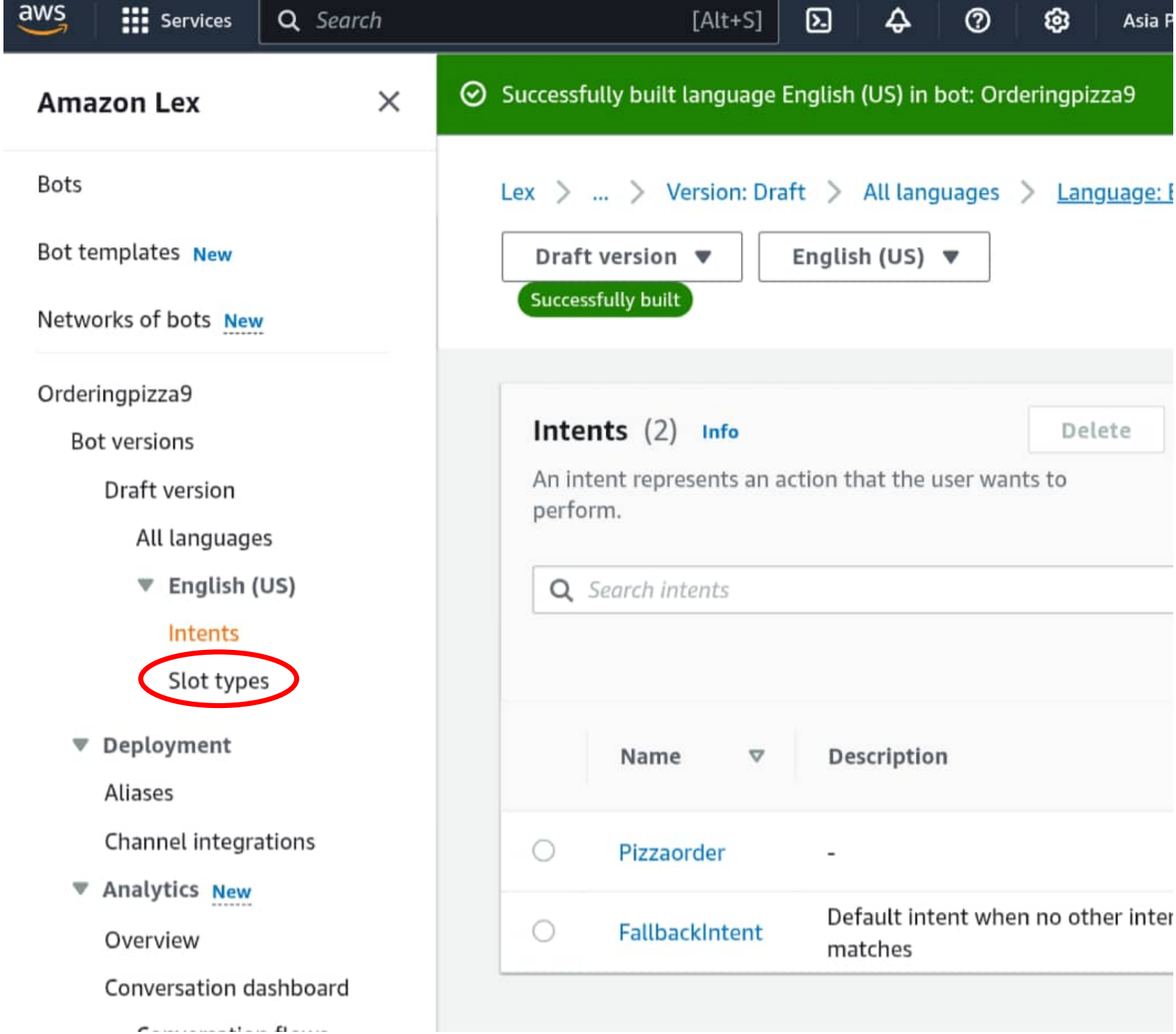
Kindly provide as the pincode of your living place ?

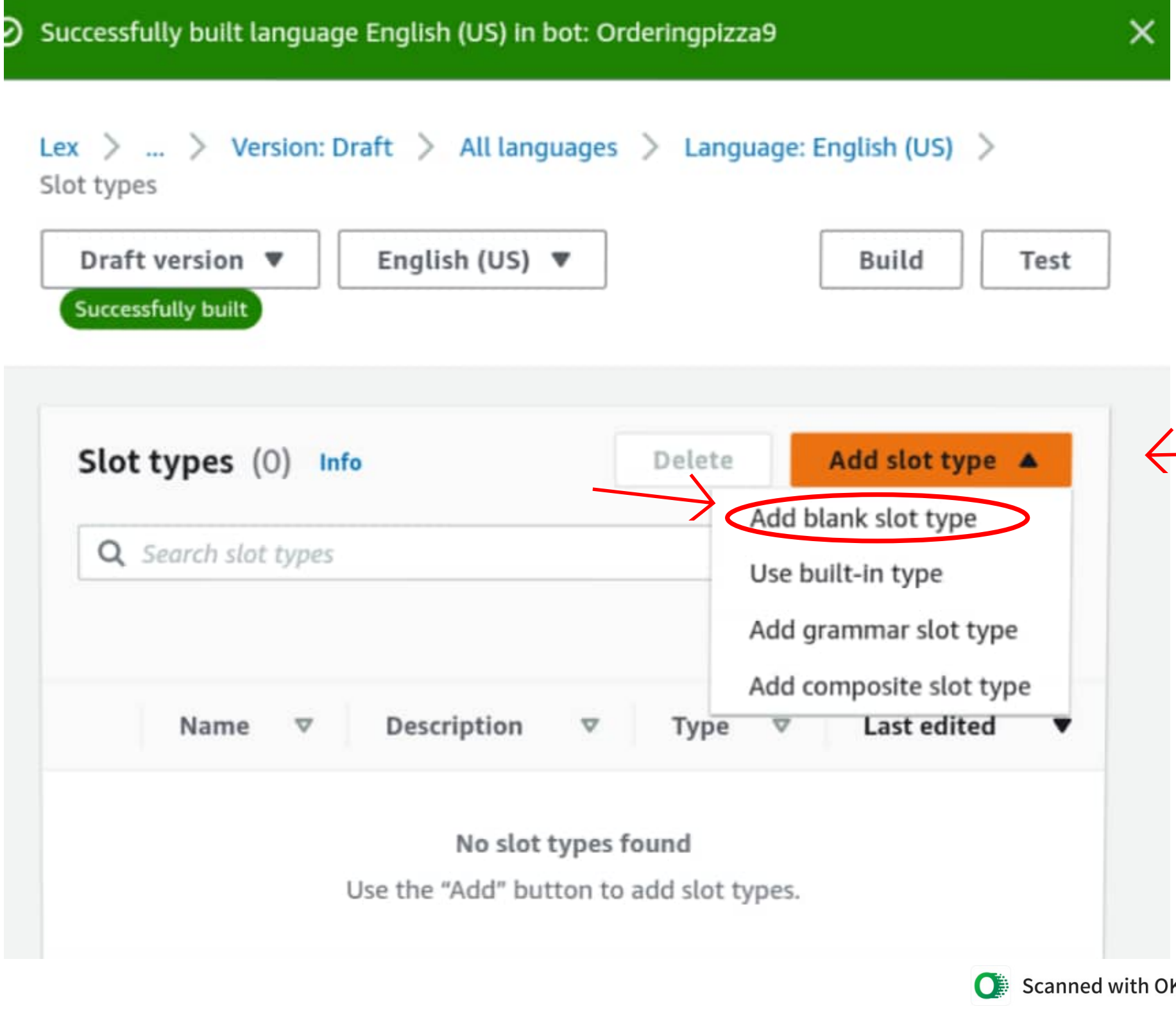
111045

Intent Pizzaorder is fulfilled

Ready for complete testing

Type a message





Add blank slot type

Create a custom slot type for your bot.

Slot type name

Pizzacat

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Pizzacat Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- ○ Expand values (default) — Values used as training data.
- ◉ Restrict to slot values — Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

Veg

Tab or ; or enter return for new va...

Vegetarian pizza ✕

✕

Non veg

Tab or ; or enter return for ne...

Add value

Non vegetarian pizza ✕

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Add blank slot type

Create a custom slot type for your bot.

Slot type name

Pizzatype

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Pizzatype Info

A slot type is a list of values used to capture values for a slot.

▶ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- (•) **Expand values (default)** — Values used as training data.
- ( ) **Restrict to slot values** — Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

- Margherita pizza ×
- Pepperoni pizza ×
- Mushroom pizza ×
- Farmhouse pizza ×
- Seafood pizza

Value — Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Save Slot type

Add blank slot type

Create a custom slot type for your bot.

Slot type name

Toppingtype

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Toppingtype Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- ○ Expand values (default)
  Values used as training data.
- ◉ Restrict to slot values
  Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

Pepperoni — Tab or ; or enter return for new va... — Pepperoni ✕ ✕

Extra cheese — Tab or ; or enter return for new va... — Extra cheese ✕ ✕

Onions — Tab or ; or enter return for new va... — Onions ✕ ✕

Value — Tab or ; or enter return for ne... — **Add value**

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Add blank slot type

Create a custom slot type for your bot.

Slot type name

Slottype

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Slottype Info

A slot type is a list of values used to capture values for a slot.

▶ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- ○ **Expand values (default)**
  Values used as training data.
- ◉ **Restrict to slot values**
  Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

Small	Tab or ; or enter return for new va... Small ✕
Medium	Tab or ; or enter return for new va... Medium ✕
Large	Tab or ; or enter return for new va... Medium ✕ Large ✕

Value | Tab or ; or enter return for ne... | **Add value**

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Add blank slot type

Create a custom slot type for your bot.

Slot type name

Pizzacrust

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Pizzacrust Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- ○ Expand values (default)
  Values used as training data.
- ◉ Restrict to slot values
  Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

Thick — Tab or ; or enter return for new va... — Thick ×

Thin — Tab or ; or enter return for new va... — Thin ×

Value — Tab or ; or enter return for ne... — Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Save Slot type

Add blank slot type

Create a custom slot type for your bot.

Slot type name

Pizzaquan

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Pizzaquan Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- (•) Expand values (default)
  Values used as training data.
- ( ) Restrict to slot values
  Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

1 ×

2 ×

3 ×

Value

Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Save Slot type

Add blank slot type

Create a custom slot type for your bot.

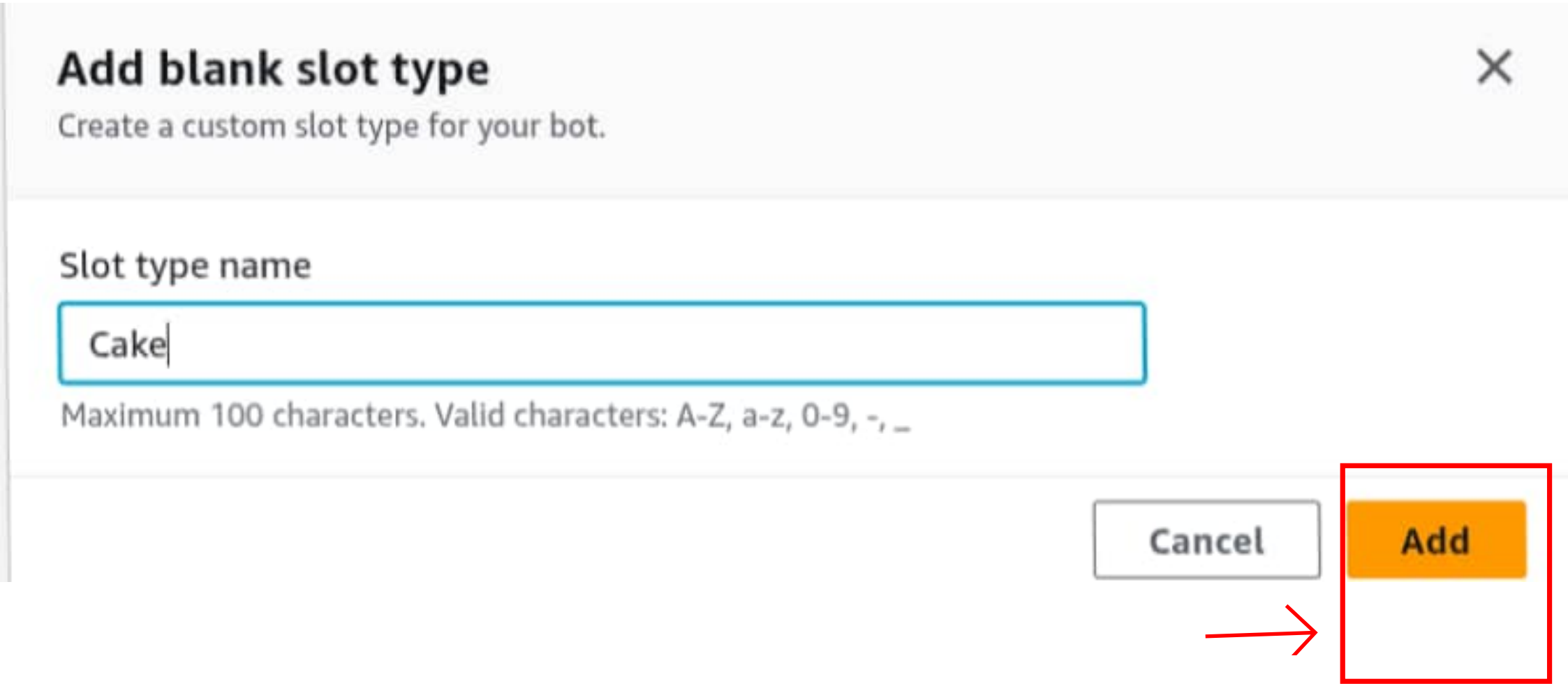
Slot type name

Softdrink

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add


Add blank slot type
Create a custom slot type for your bot.
Slot type name
Cake
Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _
Cancel
Add

Slot type: Cake Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- ○ Expand values (default) — Values used as training data.
- ◉ Restrict to slot values — Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

Pineapple	Pineapple cake ✕
Butterscotch	Butterscotch cake ✕
Choco	Chocolate cake ✕

Tab or ; or enter return for new va...

Tab or ; or enter return for ne...

Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Save Slot type

Slot type: Cakequan Info

slot type is a list of values used to capture values for a slot.

Slot type details

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- (•) **Expand values (default)**
  Values used as training data.
- ( ) **Restrict to slot values**
  Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

1 ×

2 ×

3 ×

Value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

Add value

[ ] Use slot values as custom vocabulary Info

Slot type: Drinktype Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- ○ Expand values (default) — Values used as training data.
- ◉ Restrict to slot values — Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

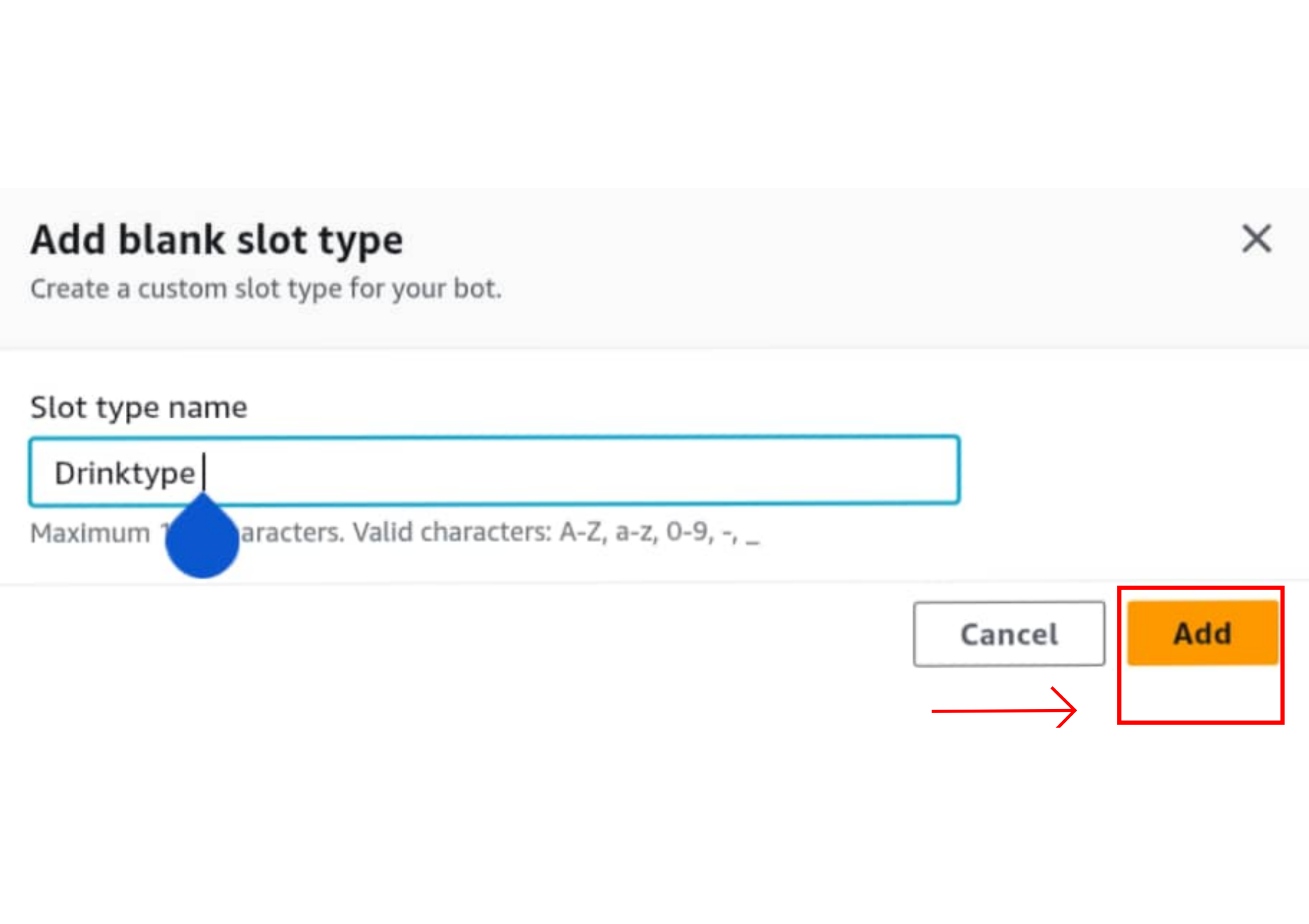
Search slot type values

Pepsi	Tab or ; or enter return for new va... Pepsi ✕
Coke	Tab or ; or enter return for new va... Coke ✕
Fanta	Tab or ; or enter return for new va... Fanta ✕
Value	Tab or ; or enter return for ne... Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Save Slot type


Add blank slot type
Create a custom slot type for your bot.
Slot type name
Drinktype
aracters. Valid characters: A-Z, a-z, 0-9, -, _
Cancel
Add

Add blank slot type

Create a custom slot type for your bot.

Slot type name

Drinkquan

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Cancel

Add

Slot type: Drinkquan Info

A slot type is a list of values used to capture values for a slot.

▸ **Slot type details**

Slot value resolution

Amazon Lex resolves the slot values in an utterance to only the values you provide, or it expands the resolution to related or similar values.

- (•) **Expand values (default)** — Values used as training data.
- ( ) **Restrict to slot values** — Use only values provided.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

1 ×

2 ×

3 ×

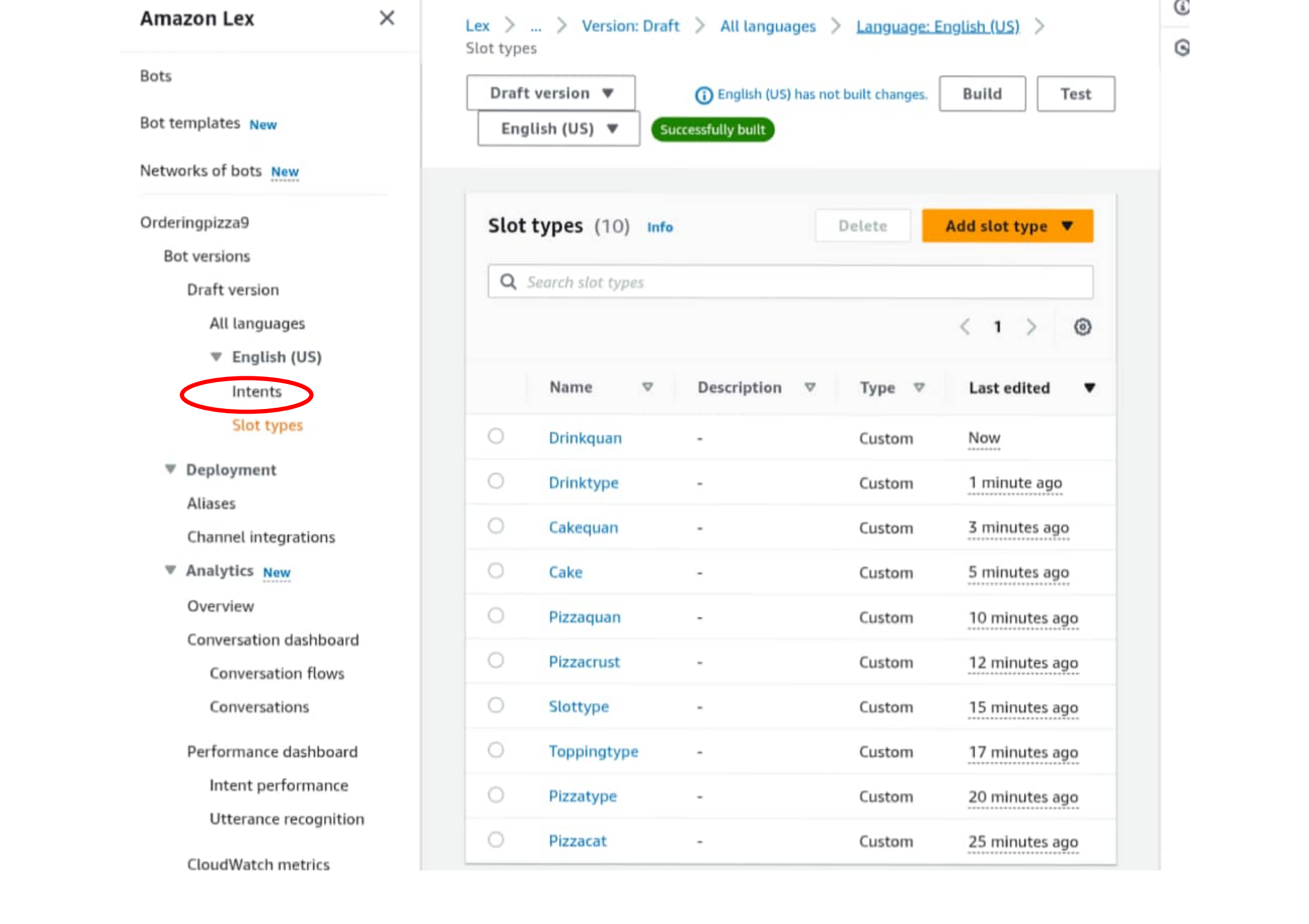
Value

Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, $

☐ Use slot values as custom vocabulary Info

Save Slot type


Amazon Lex
Bots
Bot templates New
Networks of bots New
Orderingpizza9
Bot versions
Draft version
All languages
English (US)
Intents
Slot types
Deployment
Aliases
Channel integrations
Analytics New
Overview
Conversation dashboard
Conversation flows
Conversations
Performance dashboard
Intent performance
Utterance recognition
CloudWatch metrics
Lex > ... > Version: Draft > All languages > Language: English (US) >
Slot types
Draft version
English (US)
English (US) has not built changes.
Successfully built
Build
Test
Slot types (10) Info
Delete
Add slot type
Search slot types
1
Name
Description
Type
Last edited
Drinkquan - Custom Now
Drinktype - Custom 1 minute ago
Cakequan - Custom 3 minutes ago
Cake - Custom 5 minutes ago
Pizzaquan - Custom 10 minutes ago
Pizzacrust - Custom 12 minutes ago
Slottype - Custom 15 minutes ago
Toppingtype - Custom 17 minutes ago
Pizzatype - Custom 20 minutes ago
Pizzacat - Custom 25 minutes ago

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Pizzacategory

Slot type

Pizzacat

Prompts

elcome to Pizzapro24. {Name}. Which Pizza would you prefer today (veg or non veg) ?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Pizzatype

Slot type

Pizzatype

Prompts

Kindly provide us the pizza which you want?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Pizzatopping

Slot type

Toppingtype

Prompts

What topping would you like on your pizza (pepperoni, black olives, onions)?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

☑ Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Pizzasize

Slot type

Slottype

Prompts

What size of a pizza would you like (small, medium, large)?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Pizzacrust

Slot type

Pizzacrust

Prompts

What crust would you like on your pizza (thick or thin)?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Cakequantity

Slot type

Cake

Prompts

Would you like to order a cake(pineapple, butterscotch, choco)?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Cake

Slot type

Cake

Prompts

Would you like to order a cake(pineapple, butterscotch, choco)?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Cakequantity

Slot type

Cakequan

Prompts

How many cake would you like to order?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Softdrink

Slot type

Drinktype

Prompts

Which drink would you like to order(Pepsi, Coke, dew, fenta)?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

☐ Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Softdrinkquantity

Slot type

Drinkquan

Prompts

How many drinks would you like to order?

Cancel

Add

Add slot

A slot is used to capture information from the user to fulfill the intent.

Required for this intent

The bot will prompt for this slot during the conversation if a value is not provided by the user.

Name

Deliverytime

Slot type

AMAZON.Time

Prompts

May I know your prefer time for delivery. {Name}?

Cancel

Add

Conversation flow Info

Hi

Initial request - sample utterance

Hello, welcome to the Pizzapro24

Acknowledge intent - initial response

May I know your first name to proceed further ?

Prompt for more information - slot

<first name>

Capture information - slot value

1 of 12

Okay, got it

Capture success information - slot capture success response

I am have troubling understanding you.

Capture failure information - slot capture failure response

Dear {Name}, kindly provide your email address?

Prompt for more information - slot

<email address>

Capture information - slot value

2 of 12

Conversation flow Info

Kindly provide us the calling number ?

Prompt for more information - slot

<phone number>

Capture information - slot value

Kindly provide us the current living place ?

Prompt for more information - slot

<city>

Capture information - slot value

3 of 12

Kindly provide us the street address for the same ?

Prompt for more information - slot

<street name>

Capture information - slot value

Kindly provide as the pincode of your living place ?

Prompt for more information - slot

<alpha numeric>

Capture information - slot value

4 of 12

Welcome to Pizzapro24. {Name}. Which Pizza would you prefer today (veg or non veg) ?

Prompt for more information - slot

Veg

Capture information - slot value

Kindly provide us the pizza which you want?

Prompt for more information - slot

Margherita pizza

Capture information - slot value

5 of 12

What topping would you like on your pizza (pepperoni, black olives, onions)?

Prompt for more information - slot

Pepperoni

Capture information - slot value

What size of a pizza would you like (small, medium, large)?

Prompt for more information - slot

Small

Capture information - slot value

6 of 12

Conversation flow Info

What crust would you like on your pizza (thick or thin)?

Prompt for more information - slot

Thick

Capture information - slot value

How many pizza would you have like to order?

Prompt for more information - slot

1

Capture information - slot value

7 of 12

Would you like to order a cake(pineapple, butterscotch, choco)?

Prompt for more information - slot

Pineapple

Capture information - slot value

How many cake would you like to order?

Prompt for more information - slot

1

Capture information - slot value

8 of 12

Conversation flow Info

Which drink would you like to order(Pepsi, Coke, dew, fenta)?

Prompt for more information - slot

Pepsi

Capture information - slot value

How many drinks would you like to order?

Prompt for more information - slot

1

Capture information - slot value

9 of 12

May I know your prefer time for delivery. {Name}?

Prompt for more information - slot

<time>

Capture information - slot value

Your Pizza details are: (Pizzacategory) (Pizzatype) (Pizzasize)size with (Pizzatopping) topping of (Pizzacrust) crust is (Pizza quantity) quantity and a (cake)cake of (cake quantity) quantity also a (Drinktype) of (drink quantity) quantity.

Confirm intent - confirmation prompt

10 of 12

Conversation flow Info

The process is completed, thank you

Provide fulfillment status - fulfillment updates

Your request completed successful.

Fulfillment completed successfully - success response

Sorry, something went wrong. We will get back to you.

Fulfillment failed to complete - failure response

Sorry, we are having issues with the process. We will get back to you.

Fulfillment timed out - timeout response

11 of 12

Thank you {Name}. Your order was confirmed and will be delivered by (Deliverytime).

Send final response - closing response

12 of 12

Confirmation Info

Active

Prompts help to clarify whether the user wants to fulfill the intent or cancel it.

▼ Prompts to confirm the intent
Message: Your Pizza details are: (Pizzacategory) (Pizza…

Responses sent when the user declines the intent
Message: You have cancelled your order. Nudge me ag…

Confirmation prompt
What will the bot say to prompt the user to confirm this intent.

Your Pizza details are: (Pizzacategory) (Pizzatype) (Pizzasize)size with (Pizzatopping) topping of (Pizzacrust) crust is

Decline response
What will the bot say if the user says NO to the confirmation prompt.

You have cancelled your order. Nudge me again if you want to order

Advanced options

Configure confirmation prompts and decline responses.

Fulfillment Info

Active

Run a lambda function to fulfill the intent and inform users of the status when it's complete.

▼ On successful fulfillment
Message: Your request completed successful.

In case of failure
Message: Sorry, something went wrong. We will get ba…

On successful fulfillment

Your request completed successful.

In case of failure

Sorry, something went wrong. We will get back to you.

Advanced options

Configure success, failure, and timeout responses.

Closing response Info

Active

You can define the response when closing the intent.

▼ Response sent to the user after the intent is fulfilled
Message: Thank you {Name}. Your order was confirmed and will be delivered by {Deliverytime}.

▼ **Message group** Info

You can define a text message group to respond using plain text.

Message

Thank you {Name}. Your order was confirmed and will be delivered by {Deliverytime}.

▶ Variations - *optional*

More response options

Add custom payloads, SSML, and card groups.

▶ Set values
-

Next step in conversation
End conversation

⊕ Add conditional branching

▼ Code hooks - *optional* Info

☐ Use a Lambda function for initialization and validation

Allow dialog code hook invocation. Turn this off to prevent invocation of the code hook throughout this intent.

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Save intent