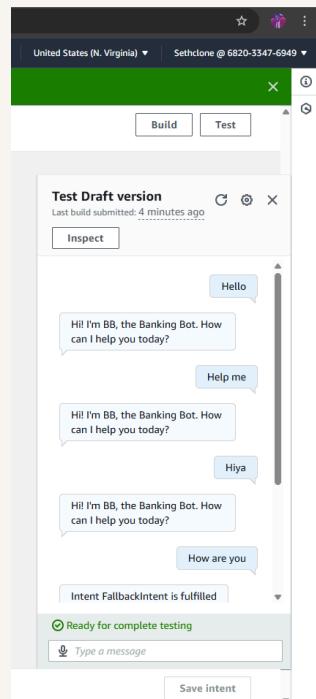




**Seth Sekyere**





Seth Sekyere

# Introducing Today's Project!

## What is Amazon Lex?

Amazon Lex is a service that lets you build chatbots using voice and text. It uses natural language understanding, integrates with AWS services, and scales automatically for deployment across platforms like websites and mobile apps.

## How I used Amazon Lex in this project

I used Amazon Lex to create Seth-bot, a chatbot that greets users with "WelcomeIntent" and handles unclear requests with "FallbackIntent". This enables efficient and dynamic interactions with users through voice and text.

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

How I could make the chatbot more conversational and dynamic with variations

## This project took me...

This project took me approximately 4 minutes



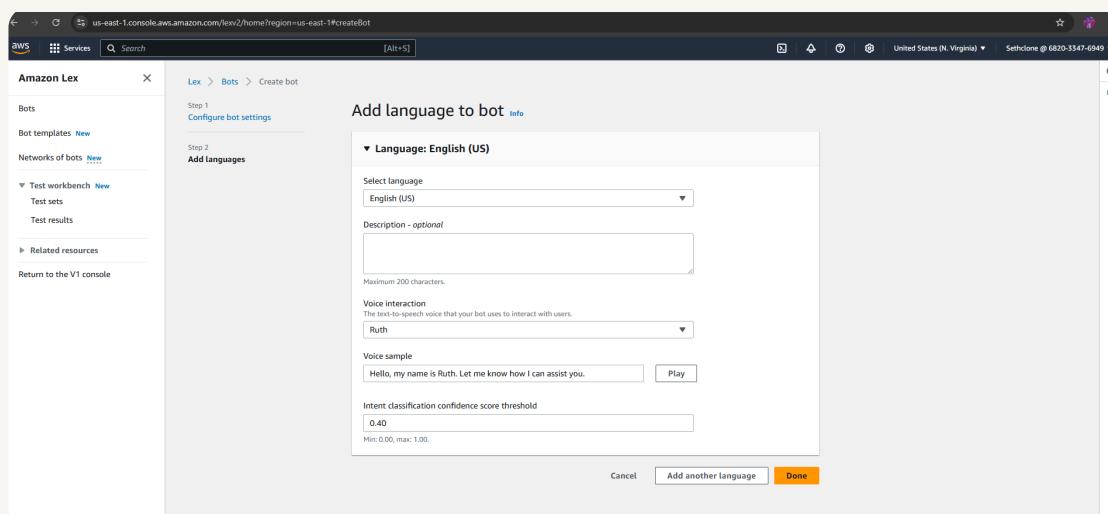
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# Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 45 seconds, including configuring permissions, session timeout, and intent classification settings. Now, Seth-bot is ready to handle user interactions!

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs to interact with other AWS services, like Lambda, to enable advanced functionalities and ensure the bot operates smoothly.

In terms of the intent classification confidence score, I kept the default value of 0.40. This means the chatbot needs to be at least 40% confident in understanding the user's input before responding. If not, it may ask for clarification.



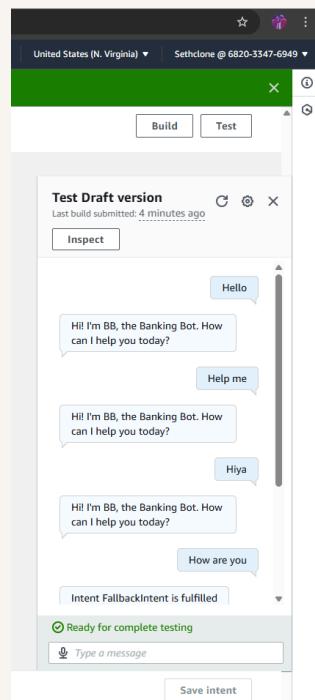


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# Intents

Intents are the goals or purposes users have when interacting with a chatbot. They represent what the user wants to achieve, like checking a balance or making a transfer. In Amazon Lex, intents help categorize and manage different user requests.

I created my first intent, WelcomeIntent, to greet users when they say hello or ask for help. It responds with a message introducing the chatbot, BB, and offers assistance with banking tasks like checking balances or making transfers.



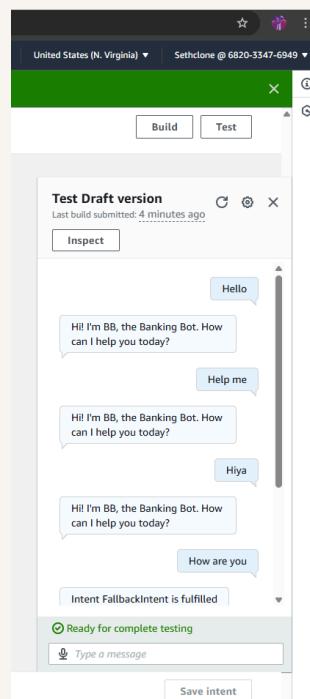


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# FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter "Help me," "Hiya," or "How are you." These phrases match the WelcomeIntent or are similar enough for the bot to recognize.

My chatbot returned the error message "Intent FallbackIntent is fulfilled" when I entered "Good morning" and "How are you." This happened because these phrases didn't match any defined intents, so Lex used the default FallbackIntent.





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# Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when Amazon Lex can't match a user's input to any defined intent, typically when the confidence score is below the set threshold, like 0.4.

I wanted to configure FallbackIntent because it helps handle situations where the chatbot doesn't understand the user's input. It provides a friendly response and guides users to rephrase their request, improving the overall user experience.



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# Variations

To configure FallbackIntent, I customized the response messages to be more user-friendly, providing helpful suggestions. I added variations to make the responses dynamic and encouraged users to rephrase their request if the chatbot didn't understand.

I also added variations! What this means for an end user is that the chatbot will randomly pick from different responses when it doesn't understand, making the conversation feel more natural and less repetitive.

