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Save User Info with a Lex Chatbot



shravani durgi

Test Draft version
Last build submitted: 4 minutes ago

Inspect

8:57 AM 15/08

Thank you. The balance on your Credit; account is \$60.71 dollars.

how about savings?

Thank you. The balance on your Savings account is \$235.13 dollars.

Ready for complete testing

Type a message



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Introducing Today's Project!

What is Amazon Lex?

Easily add AI that understands intent, maintains context, and automates simple tasks across many languages

How I used Amazon Lex in this project

I have used Amazon Lex to create a customized Banker bots with customized slot types and to save user info

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

I haven't expected an error message when I directly hit FollowupCheckBalance Intent

This project took me...

It took me around 60 minutes along with documentation.

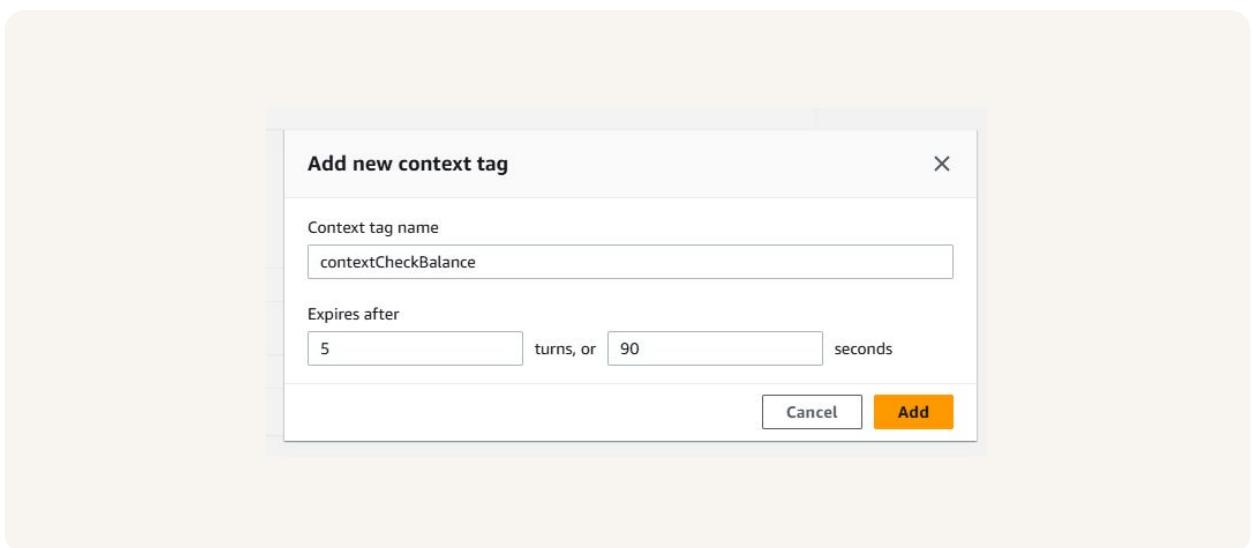


Context Tags

Context tags in Amazon Lex are used to store and check for specific information across different parts of a conversation. They help save the user from having to repeat certain information.

Output context tag: This tells the chatbot to remember certain details after an intent is finished, so other parts of the conversation can use this stored information later. For example, the account type from BalanceCheck could be saved and reused

I created a context tag called contextCheckBalance. This context tag was created in the intent in the Output contexts. This tag stores information about the conversation





FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to allow a follow-up balance check request without authentication.

This intent is connected to the previous intent I made, CheckBalance, because this tells Amazon Lex that the input context contextCheckBalance should have the value of dateOfBirth in CheckBalance.

The screenshot shows the 'Slots (2) - optional' section of the Amazon Lex configuration. It includes a 'Filter' search bar and two entries:

- accountType**: Prompt message: "For which account would you like your balan...", Slot type: accountType
- dateOfBirth**: Prompt message: "For verification purposes, what is your date ...", Slot type: AMAZON.Date



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Input Context Tag

I created an input context, contextCheckBalance, that is connected to the FollowUpCheckBalance's dateOfBirth slot. In that, in advanced options go to Default Values in the panel and point to input context.

▼ Default values - *optional*

#contextCheckBalance.dateOfBirth

X



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The final result!

To see the context tags and followup intent in action, I asked "What about checking?"

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context it gave an error

The screenshot shows a messaging interface with the following details:

- Title:** Test Draft version
- Last build submitted:** 4 minutes ago
- Buttons:** Inspect, G, S, X
- Message History:**
 - User message: "how about savings?"
 - Bot response: "Thank you. The balance on your Savings account is \$235.13 dollars."
- Status Bar:** Ready for complete testing
- Input Field:** Type a message



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