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Build a Chatbot with Multiple Slots



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Test Draft version C o X
Last build submitted: 1 minute ago

Inspect

like to transfer?

9000

Got it. So we are transferring 9000 from Checking to Savings. Can I go ahead with the transfer?

yes

The transfer is complete. 9000 should now be available in your Savings account.

✔ Ready for complete testing

Type a message

This screenshot shows a test interface for a chatbot named 'Test Draft version'. The last build was submitted 1 minute ago. The user asks 'like to transfer?'. The bot responds with '9000'. The user then asks if they can go ahead with the transfer. The bot replies with 'The transfer is complete. 9000 should now be available in your Savings account.' A green checkmark indicates the bot is 'Ready for complete testing'. At the bottom, there is a text input field with a microphone icon and the placeholder '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, save user data and also transfer funds between different accounts.

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

I did not expect to have multiple slots of same slot type.

This project took me...

It took me around 60 minutes along with documentation.

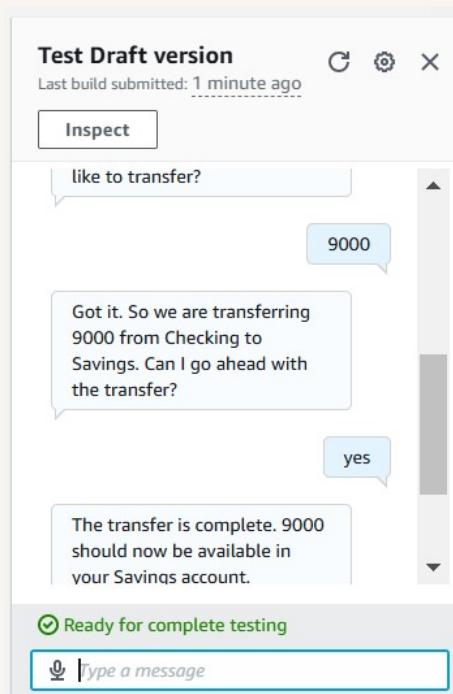


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TransferFunds

An intent I created for my chatbot was TransferFunds, which helps user to transfer funds between bank accounts.





Using multiple slots

For this intent, I had to use the same slot type twice. This is because I want to transfer between different accounts.

Confirmation prompts typically repeat back information for the user to confirm.

Confirmation Info Active

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

Prompts to confirm the intent Responses sent when the user declines the intent

Message: Got it. So we are transferring {transferAmou...

Confirmation prompt
What will the bot say to prompt the user to confirm this intent.
Got it. So we are transferring {transferAmount} from {sourceAccountType} to {targetAccountType}. Can I go ahead

Decline response
What will the bot say if the user says NO to the confirmation prompt.
The transfer has been cancelled.

Advanced options

Configure confirmation prompts and decline responses.



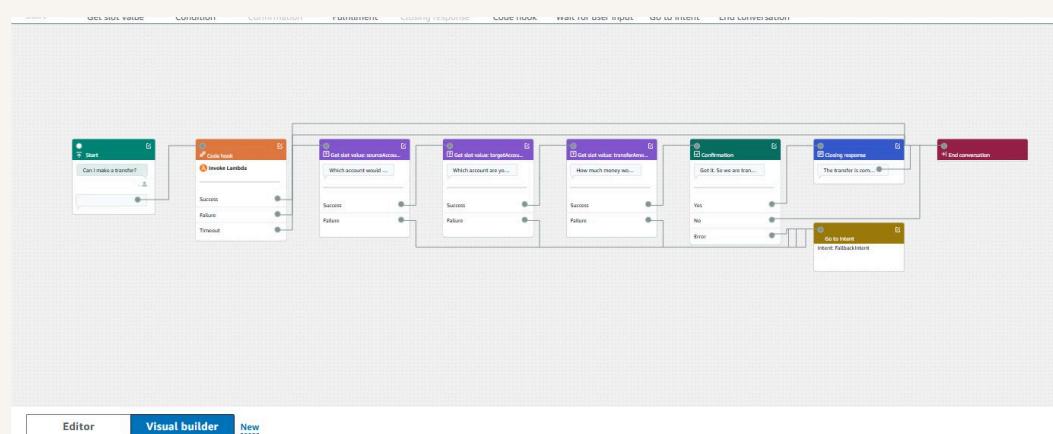
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Exploring Lex features

This flow will update as you continue editing this intent. It shows every step in a conversation in a logical, chronological order. You'll also see some blank 'ghost like' responses.

You could also set up your intent using a visual builder! A visual builder is the visual representation of the intent.





AWS CloudFormation

AWS CloudFormation is service that is used to manage and set up AWS resources using a template.

I used CloudFormation to create my BankerBot with in 5 minutes using a template.

The screenshot shows the AWS Lambda Bot builder interface. On the left, there's a sidebar with navigation links like 'Bots', 'Bot templates New', 'Networks of bots New', 'Bot versions', 'Deployment', 'Analytics New', and 'Performance dashboard'. The main area has tabs for 'Draft version' and 'English (US)'. A green button at the top right says 'Successfully built'. Below it, a message says '(English (US) has not built changes.)' with 'Build' and 'Test' buttons. The central part of the screen is titled 'Intents (5) Info' with a sub-section 'An intent represents an action that the user wants to perform.' It includes a search bar and a table with columns 'Name', 'Description', and 'Last edited'. The table lists five intents:

Name	Description	Last edited
TransferFunds	Help user transfer funds between bank accounts	2 minutes ago
FollowupCheckBalance	Intent to allow a follow-up balance check request without authentication	2 minutes ago
CheckBalance	Intent to check the balance in the specified account type	2 minutes ago
Welcome	Welcome intent	2 minutes ago
FallbackIntent	Default fallback intent when no other intent matches	2 minutes ago



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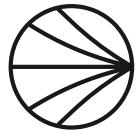
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The final result!

Re-building my bot with CloudFormation took me around 3-4 minutes.

There was an error after I deployed my bot! The error was Lambda functions is not invoked. This is happening because the permissions in the AWS Lambda function are a little funky, so it's not passing the values back to your chatbot

The screenshot shows the 'Add permissions' section of the AWS IAM console. Under 'Edit policy statement', the 'AWS service' option is selected, indicating permissions are being granted to another AWS service. The 'Service' dropdown is set to 'Other'. The 'Statement ID' field contains 'my-custom-permission-chatbot'. The 'Principal' field is empty. On the right side, there is a sidebar with links for 'Create a si', 'Learn how to build cases in AWS Lambda', and a 'Create a si' button. A 'Learn more' link is also present.



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