

# Add Custom Slots to a Lex Chatbot

SI

sidhesh2508@gmail.com

▼ **Slots (2) - optional** Info

Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.

▶ Prompt for slot: accountType <small>Message: For which account would you like your balan...</small>	Slot type <small>accountType</small>	X
▶ Prompt for slot: dateOfBirth <small>Message: For verification purposes, what is your date ...</small>	Slot type <small>AMAZON.Date</small>	X

# Introducing Today's Project!

I used Amazon Lex to build a chatbot with intents like CheckBalance, custom slots for capturing user inputs, and dynamic utterances for smooth interactions.

## What is Amazon Lex?

Amazon Lex is a fully managed AI service for building conversational interfaces using voice and text. Helps businesses create interactive chatbots for customer support, banking, bookings, and more.

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

One thing I didn't expect in this project was how users phrased queries differently. I had to refine utterances, expand slot variations, and adjust intent handling to improve accuracy, ensuring the chatbot understood diverse inputs.

## This project took me...

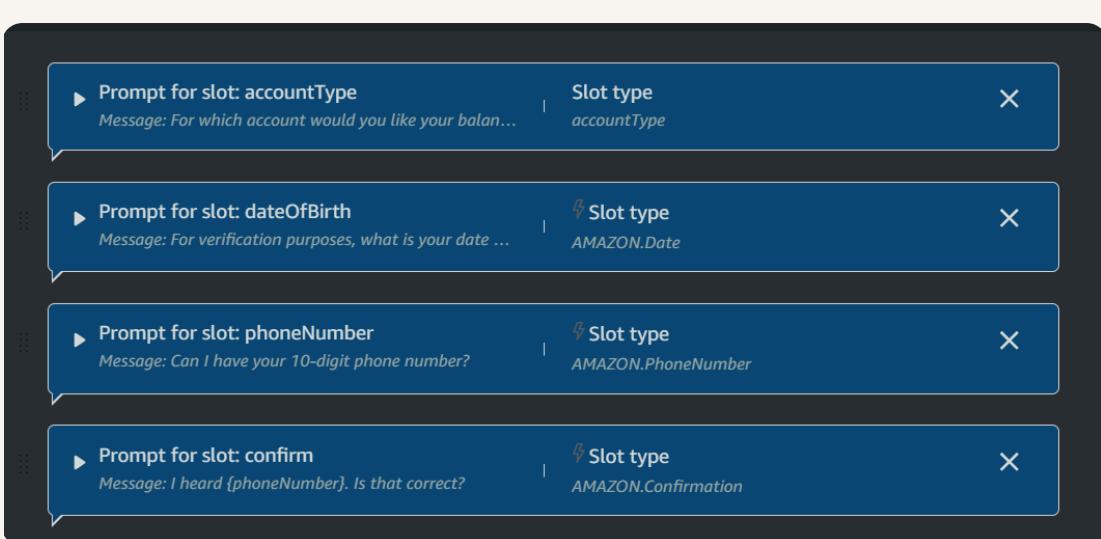
This project took me approximately 1.5 hours to complete.

# Slots

Slots are placeholders in a Smart Banker's conversation that capture specific user inputs, such as names, dates, or numbers. They help extract key details needed to fulfill an intent, making interactions more dynamic and personalized.

By adding custom slots in utterances, my SmartBanker users enjoy a more personalized and flexible experience.

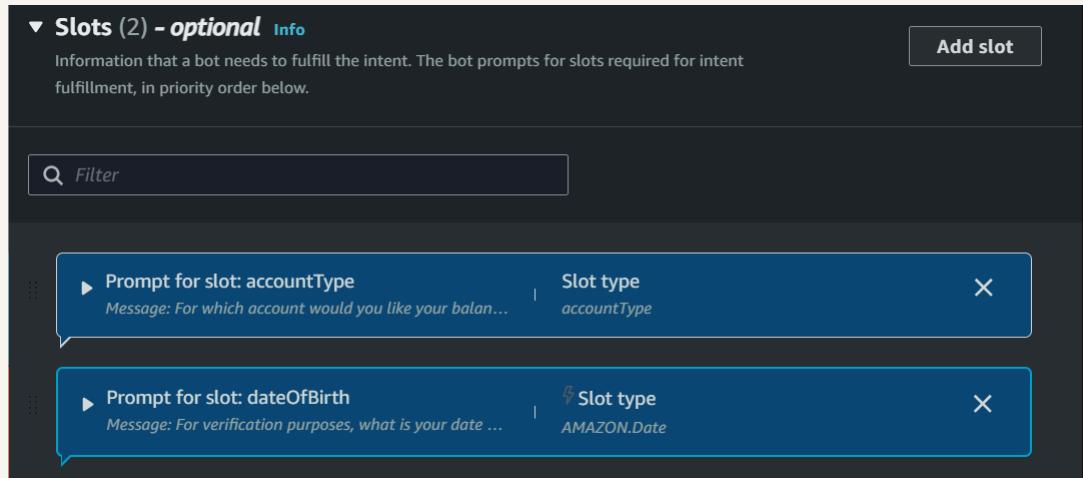
In this project, I created a custom slot type to capture specific user inputs that don't fit standard built-in types, ensuring greater flexibility and a more personalized Smart Banker experience by allowing predefined values.



# Connecting slots with intents

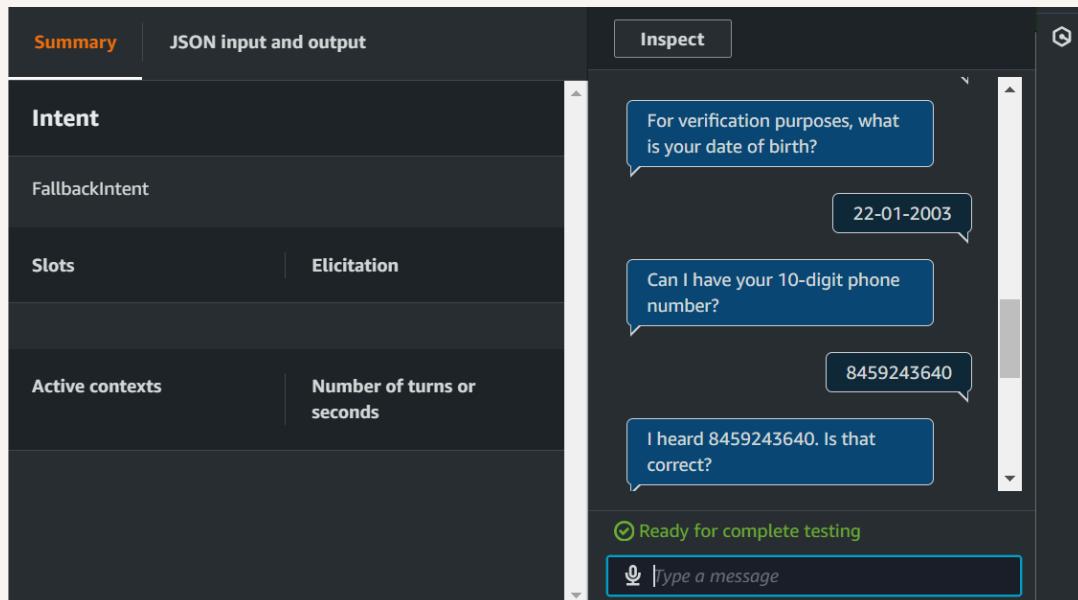
This slot type has restricted slot values, which means the Smart Banker will only accept user inputs that match the predefined slot values.

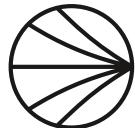
I associated my custom slot with CheckBalance, which is an intent that allows users to inquire about their account balance. It captures relevant details, such as account type, DOB and Phone Number and retrieves the balance information.



# Slot values in utterances

I included slot values in some of the utterances by using placeholders to capture user-specific details dynamically. For example, "What's the balance in my {accountType} account?" ensures flexibility in user interactions.





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