Save User Info with a Lex Chatbot

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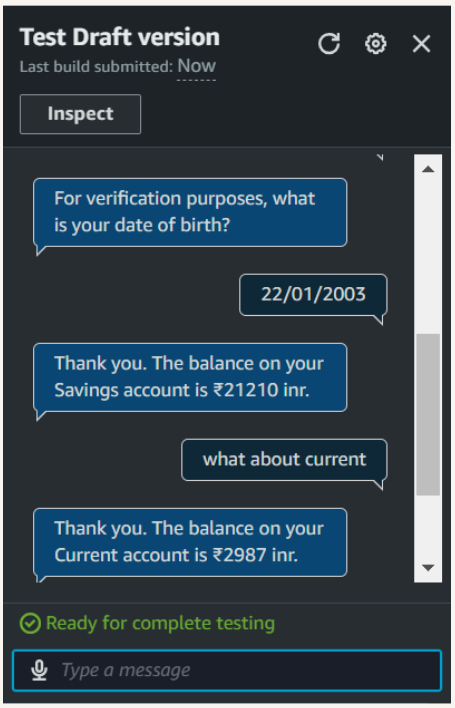

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building conversational AI chatbots using NLP. It enables automatic speech recognition and language understanding, making it useful for creating bots that interact naturally with users.

How I used Amazon Lex in this project

I used Amazon Lex to build SmartBanker, enabling it to understand user queries, recognize intent, and process responses. It integrates with AWS Lambda to fetch and return account balance details dynamically.

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

One thing I didn’t expect in this project was that the default slot values didn’t persist across follow-up interactions. I had to modify session attributes to ensure the bot retained user inputs properly.

This project took me...

This project took me several hours, including setting up Amazon Lex, configuring slots, integrating AWS Lambda.

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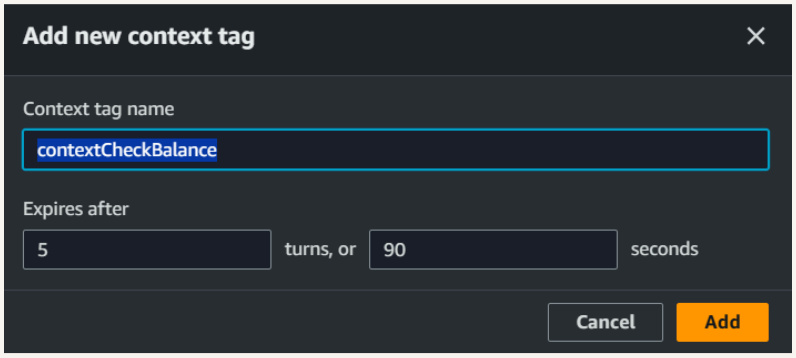
Context Tags

Context tags are tools for Amazon Lex to remember specific pieces of information gathered from a converstion and reuse that information throughout the session its user.

There are two types of context tags, they are output context tags and input context tags.

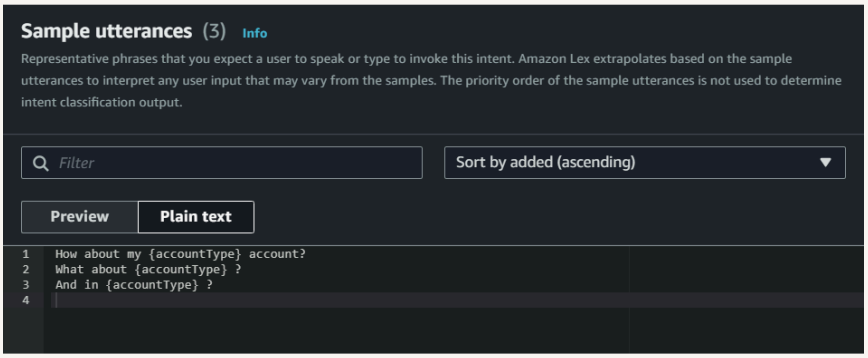
'I created an output context tag called contextCheckBalance and This context tag was created in the intent CHeckBalance.



FollowUpCheckBalance

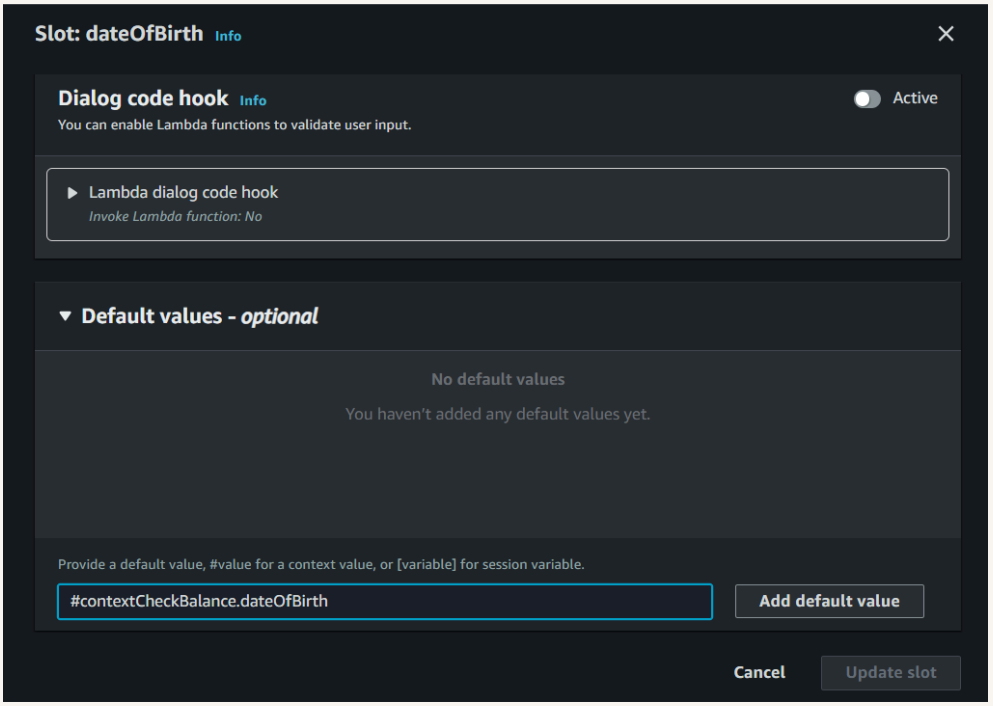
I created a new intent called FollowupCheckBalance. The purpose of this intent is to handle balance-related follow-up queries, allowing users to recheck or confirm their account balance without repeating DOB detail.

This intent is connected to the previous intent I made, CheckBalance, because FollowUpCheckBalance will only triggerd after the user has checked their balance once already (i.e. triggered CheckBalance).



Input Context Tag

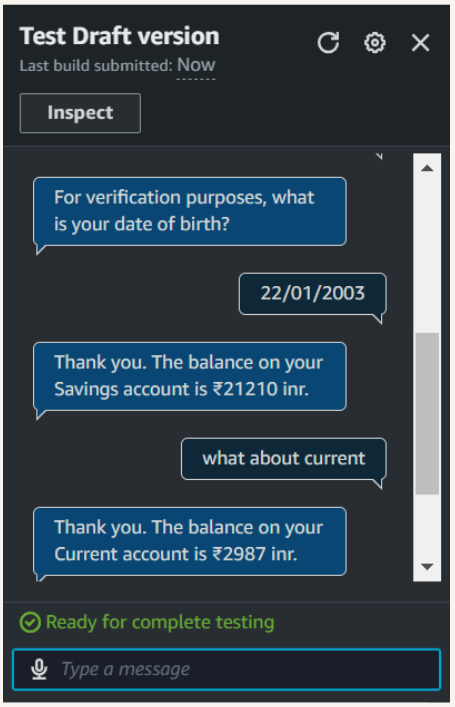
I created an input context, contextCheckBalance, that is using the exact same tag as the output context tag I've set up in the CheckBalance Intent.



The final result!

To see the context tags and follow up intent in action, I first triggered the CheckBalance intent, then i followed up with the utterance "what about current" to trigger FollowUpCheckBalance.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context, my chatbot would not have the context needed to fulfil the converstion, As a result, it will return the FallbackIntent.



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