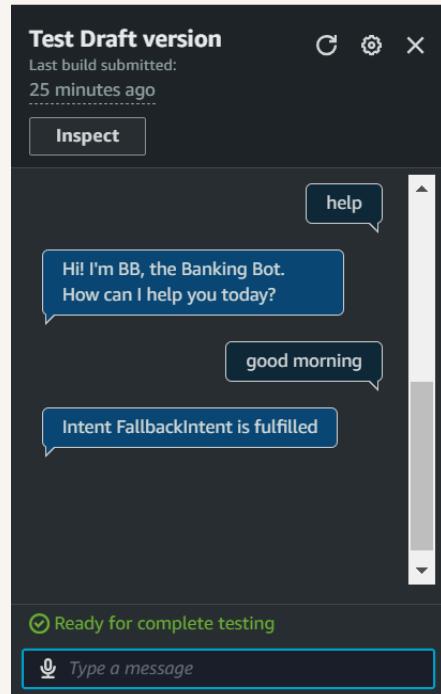


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Build a Chatbot with Amazon Lex

SI

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a tool for building chatbots and voice apps that understand speech and text. It uses AI/ML capabilities to classify user intents and understands intent that are beyond what I've programmed.

How I used Amazon Lex in this project

In today's project, I'm using Amazon Lex to create BankerBot, a chatbot that can greet the user and also return error messages if it doesn't quite understand the user's intent.

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

One thing I didn't expect was how important it would be to set up good error messages for when the bot doesn't understand. Dealing with different ways users ask things was a challenge, but it made the bot work better overall.

This project took me...

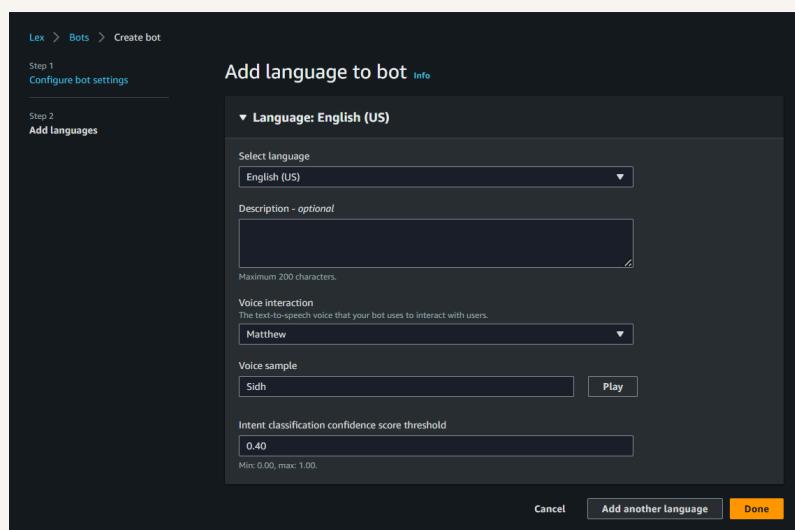
The project took me around 2 and half hours to complete.

Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me few minutes.

While creating my chatbot, I also created a role with basic Amazon Lex permissions because it allows the bot to process user inputs, classify intents, and generate responses without unnecessary access.

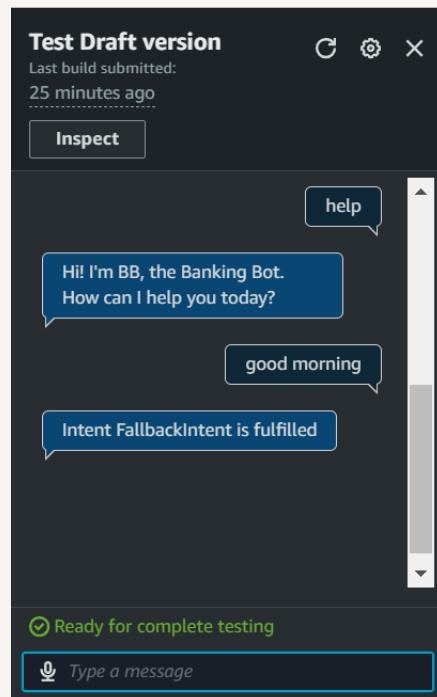
In terms of the intent classification confidence score, I kept the default 0.40. This means intents above this are accepted, while lower scores trigger a fallback or clarification to prevent misclassification.



Intents

Intents are the actions or goals that a user wants to achieve when interacting with a chatbot. In Amazon Lex, each intent represents a specific task the bot can handle, such as booking a flight or ordering food.

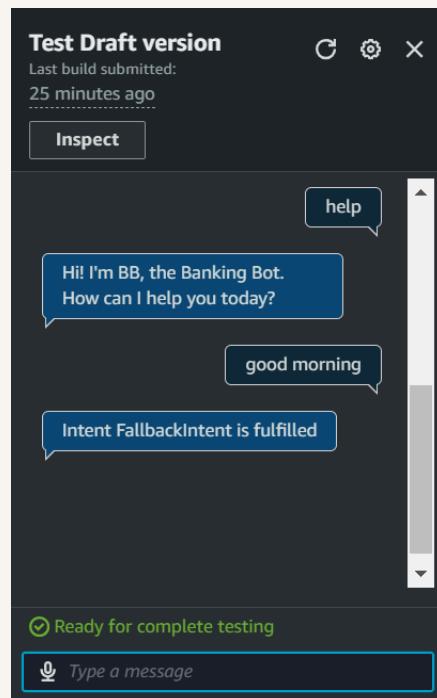
I created my first intent, WelcomeIntent, to greet users when they start a conversation with the chatbot. It responds to greetings like "Hi", "Hello", or "I need help" and provides a friendly introduction.



FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter "Hi", "Hello", "Help".

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered "Good Morning".



Configuring FallbackIntent

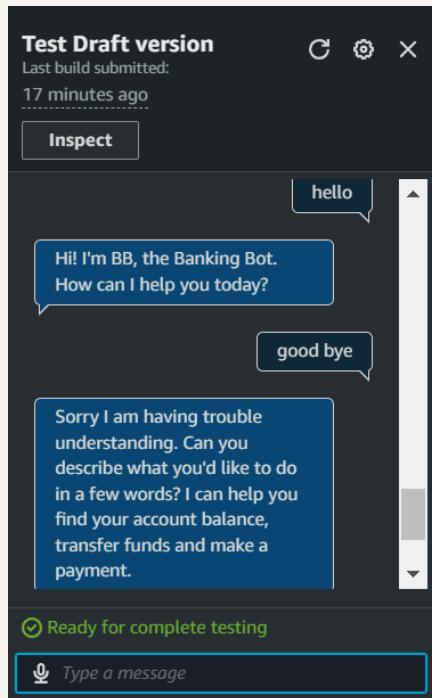
FallbackIntent is a default intent in every chatbot that gets triggered when the user's input does not match any defined intents or utterances.

I wanted to configure FallbackIntent because the default closing response to the user is not easily understandable.

Variations

To configure FallbackIntent, I had to create my own closing response in the intent's set up page.

I also added variations! What this means for an end user is that the bot can recognize different ways of asking the same thing.





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