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Build a Chatbot with Amazon Lex



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Test Draft version G ⚙ X

Last build submitted: 3 minutes ago

Inspect

Can you help me

Hi! I am BB, the Banking Bot. How can I help you today?

Help me

Hi! I am BB, the Banking Bot. How can I help you today?

Good morning

Intent FallbackIntent is fulfilled

Ready for complete testing

Type a message

The screenshot shows a test interface for an Amazon Lex bot named 'BB'. The bot has a welcome message: 'Hi! I am BB, the Banking Bot. How can I help you today?'. A user message 'Can you help me' is followed by a bot response 'Help me'. Another user message 'Good morning' is followed by a bot response 'Intent FallbackIntent is fulfilled'. At the bottom, there's a status message 'Ready for complete testing' with a green checkmark.

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an AI chat builder that allows users to interact with any application using natural language voice or chat.

How I used Amazon Lex in this project

By creating a BankingBot and testing it on the basis of a WelcomeIntent and the FallbackIntent.

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

The FallbackIntent

This project took me...

About an hour.

Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up is really quick.

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs the permissions to call other AWS services on my behalf.

In terms of the intent classification confidence score, I kept the default value of 0.40. This means that my chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.

Add language to bot [Info](#)

▼ Language: English (US)

Select language

Description - *optional*

Maximum 200 characters.

Voice interaction
The text-to-speech voice that your bot uses to interact with users.

Voice sample

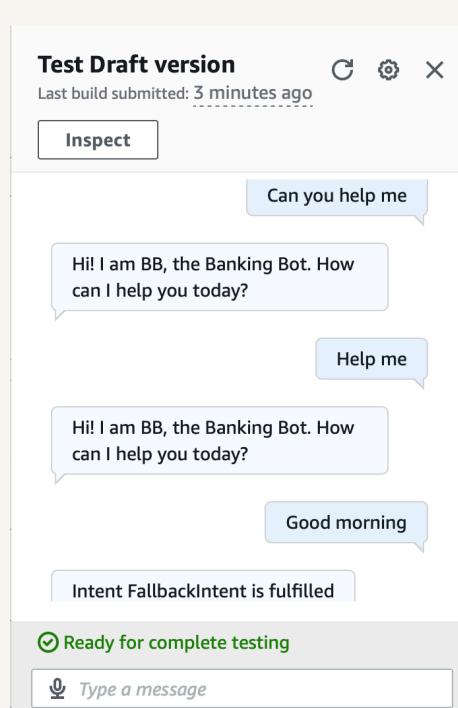
Intent classification confidence score threshold

Min: 0.00, max: 1.00.

Intents

Intents are what the user is trying to achieve in their conversation with the chatbot.

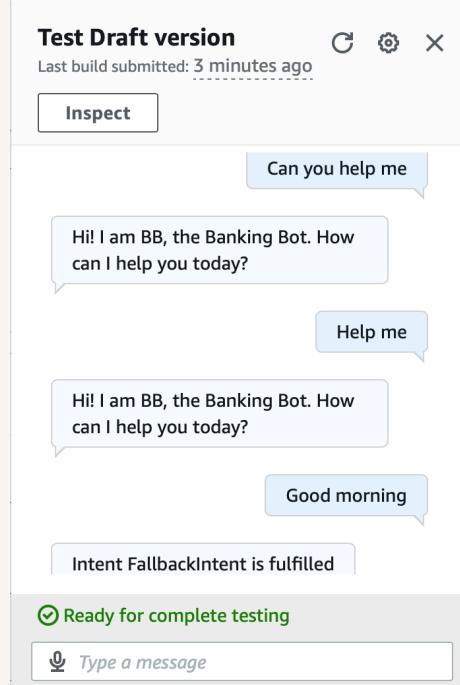
I created my first intent, WelcomeIntent, to welcome a user when they say hello.



FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter something similar to my utterances.

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered something different like Good Morning. This error message occurred because Lex does not recognize my utterance.



Configuring FallbackIntent

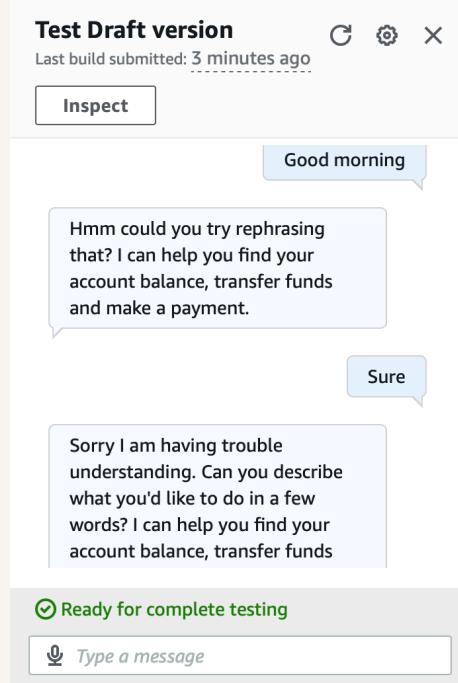
FallbackIntent is a default intent in every chatbot that gets triggered when your chatbot has a confidence score below 40% (my intent classification confidence score) for all the intents you've defined.

I wanted to configure FallbackIntent because the chatbot should be conversational and reply with user-friendly responses.

Variations

To configure FallbackIntent, I changed FallbackIntent's closing response to something more user-friendly in it's set-up page.

I also added variations. The end user receives a dynamic range of responses, making the bot sound more conversational.





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