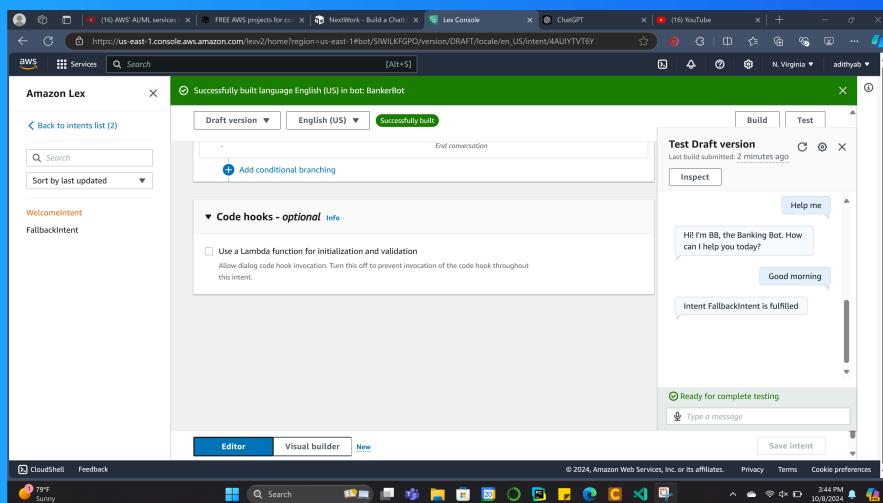




Build a Chatbot with Amazon Lex



Adithya Bellamkonda





Adithya Bellamkonda
NextWork Student

NextWork.org

Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building conversational interfaces using voice and text. It leverages the same deep learning technologies that power Amazon Alexa. Amazon Lex is particularly useful for creating customer service bots and virtual assistants

How I used Amazon Lex in this project

I created a banker bot using Amazon Lex in 10 minutes. Configured intents like WelcomeIntent and FallbackIntent to handle queries and unrecognized inputs. Added response variations for a natural user experience.

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

One thing I didn't expect in this project was how quickly and efficiently Amazon Lex could be set up and configured, allowing me to create a fully functional banker bot in just 10 minutes.

This project took me...

The project took me about 30 minutes in total. This included setting up Amazon Lex, configuring intents, testing the banker bot, and making adjustments for a better user experience.

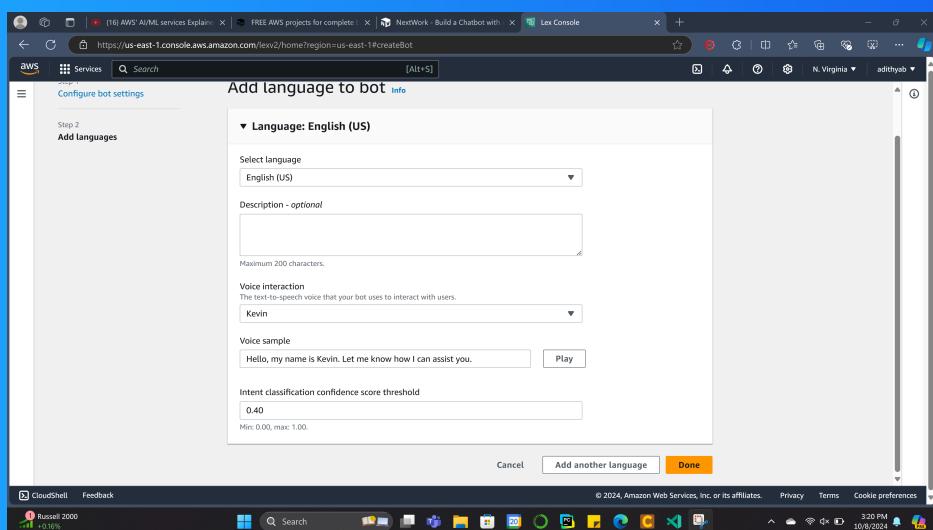


Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me 10 minutes.

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs to use other services, and it requires their permissions using these IAM permissions.

I kept the intent classification confidence score at 0.40 as the default value. This means that the chatbot will consider an intent recognized if the confidence score is at least 0.40.





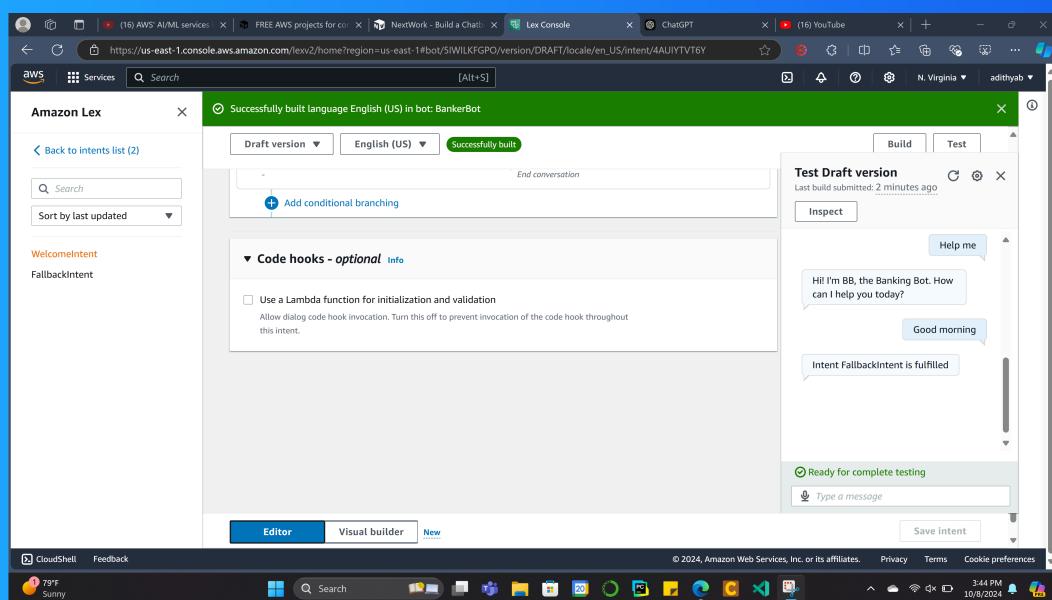
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Intents

Intents are predefined purposes or goals that the chatbot recognizes and responds to, such as booking an appointment or answering FAQs.

I created my first intent, WelcomeIntent, to greet users and provide a friendly introduction to the chatbot's capabilities.





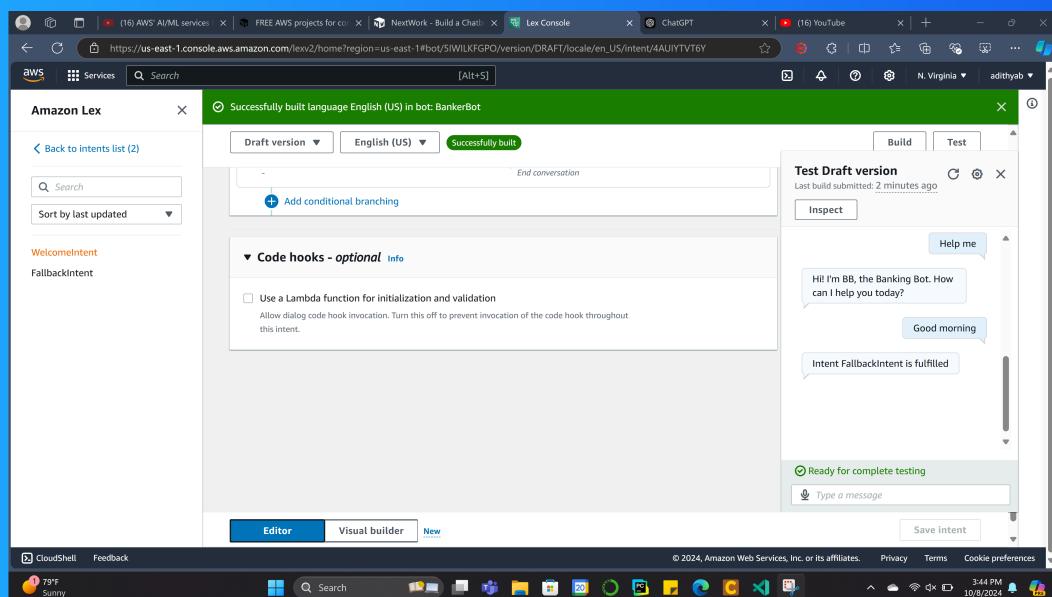
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FallbackIntent

I launched and tested my chatbot, which could respond successfully if I entered greetings like "Hello," "Hi," "Welcome," or "Hiya."

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered queries it couldn't recognize, such as "What's the weather today?" or "How are you?" Causing the fallback intent to be designed to handle unrecognized queries.





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NextWork.org

Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot triggered when the user's input doesn't match the defined intents. This ensures the chatbot can handle unexpected inputs gracefully.

I wanted to configure FallbackIntent because it allows the chatbot to handle unrecognized queries more effectively and provide a better user experience by guiding users back to relevant intents.



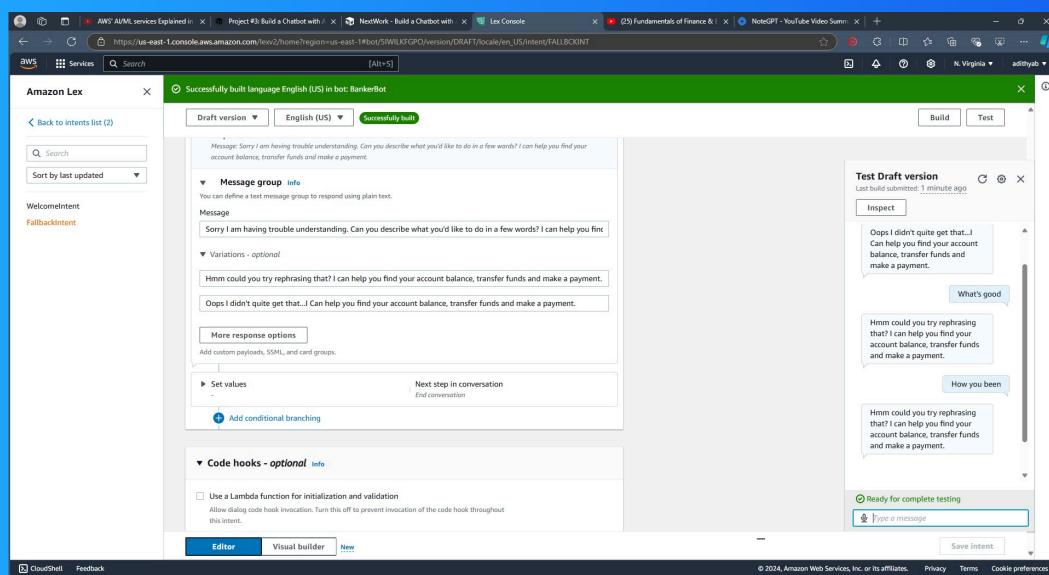
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Variations

To configure FallbackIntent, I adjusted its response messages and added prompts to help users reformulate their questions or guide them to the chatbot's capabilities.

I also added variations! This means that an end user will receive different responses for unrecognized queries, making the interaction feel more natural and engaging.





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