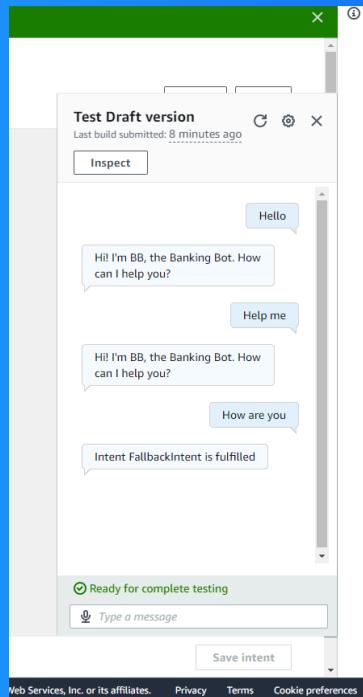




# Build a Chatbot with Amazon Lex



Amanda Yengbe





# Introducing Today's Project!

## What is Amazon Lex?

Amazon Lex is a service provided by AWS that helps developers to build interactive interfaces into applications using voice and text to assist users.

## How I used Amazon Lex in this project

I used AmayonLex to build a banker bot to assist customers.

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

I did not expect the intents of the bot to be case sensitive.

## This project took me...

It took me less than 30 mins to finish this project.

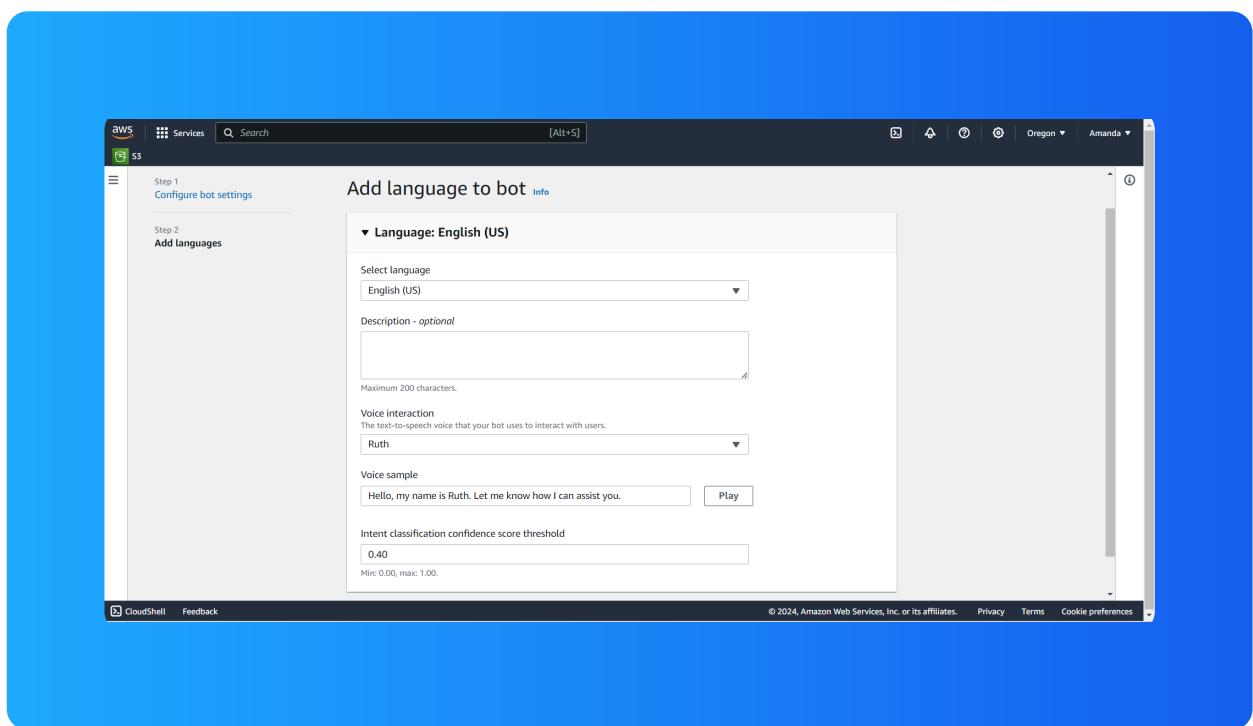


# Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me about 10-15 minutes.

While creating my chatbot, I also created a role with basic permission because it ensures that the bot can function securely without unnecessary access to other resources.

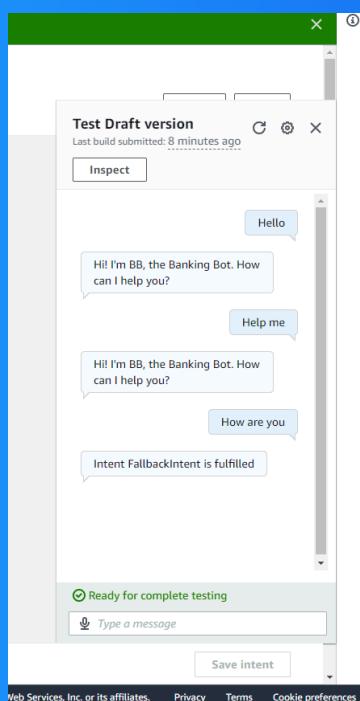
In terms of the intent classification confidence score, I kept the default value of 0.40. This means that Amazon Lex will match user inputs to an intent only if the confidence level is 40% or higher, helping to reduce incorrect intent matches.



# Intents

Intents are mappings between user inputs and the desired response or action, such as booking a flight.

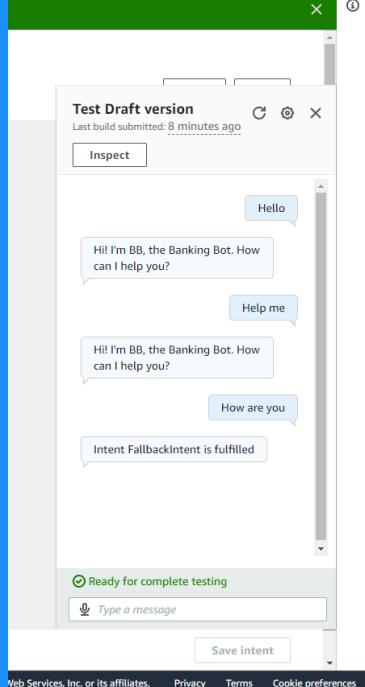
I created my first intent, WelcomeIntent, to greet users and provide them with an introduction to the services of the chatbot.



# FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter "Hi", "Hello" or "Can you help me".

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when i entered 'How are you' This error message occured because this text was not added to the editor's page when building the bot.





# Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when an intent that is not recognized by the bot is typed.

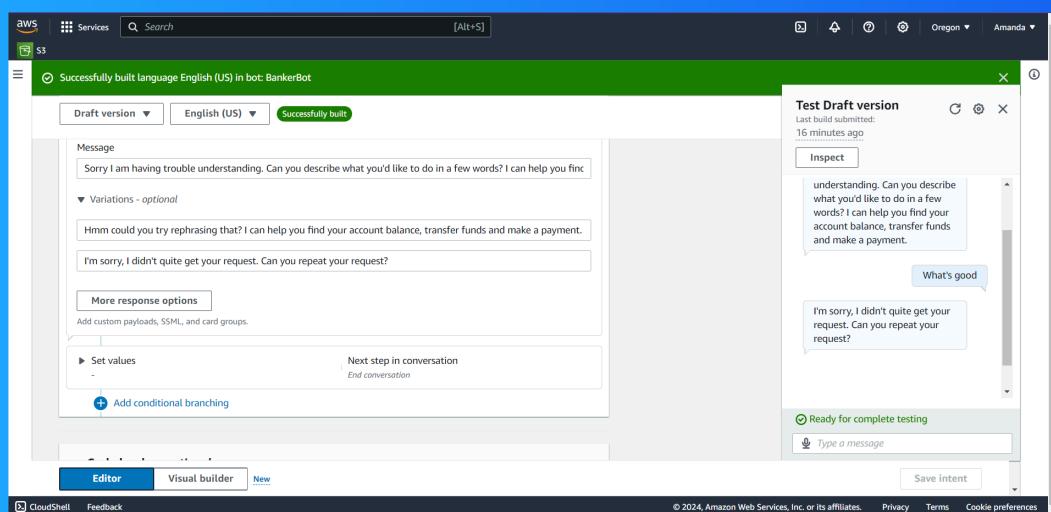
I wanted to configure FallbackIntent because it serves as a safety net for handling user inputs that do not match any defined intents.



# Variations

To configure FallbackIntent, I defined it by specifying the intent name and adding a sample utterance that users might say when their input is not recognized and also set up default responses to help guide the users.

I also added variations! What this means for an end user is that they can make their requests in different ways and still receive the same response from the chatbot.





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