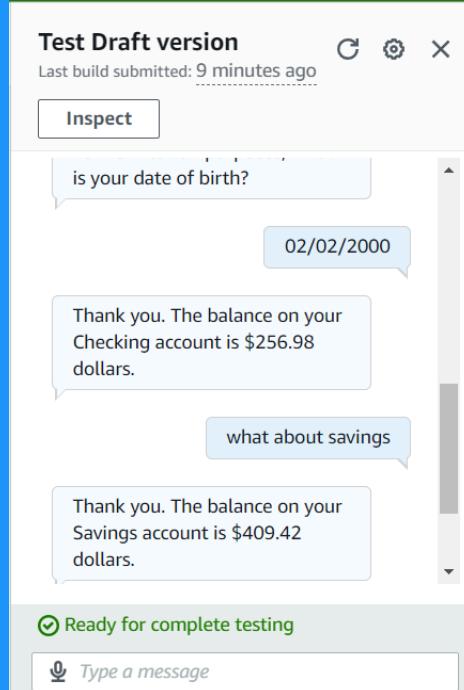




Save User Info with your Chatbot



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service provided by AWS that enables developers to build conversational interfaces using voice and text. It is developer friendly and provides ease in automating customer interactions without the need for large support teams.

How I used Amazon Lex in this project

In today's project I used Amazon Lex to setup a FollowupCheckBalance intent that enabled my chatbot to answer follow up questions without the need to ask the user of their birthdate repeatedly.

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

I didn't expect the follow-up questions functionality would be so easy & straightforward to configure.

This project took me...

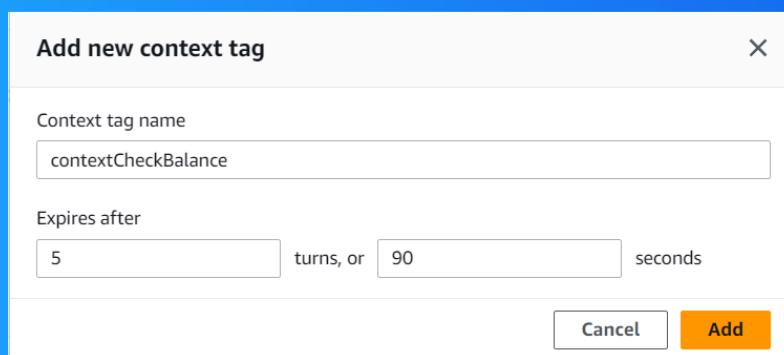
I completed this project in approximately 45-50 minutes.

Context Tags

Context tags are used to store and check for specific information across different parts of a conversation. They help save the user from having to repeat certain information.

There are two types of context tags: Output context tag: This tells the chatbot to remember certain details after an intent is finished. Input context tag: This checks if specific details are already available before an intent activates.

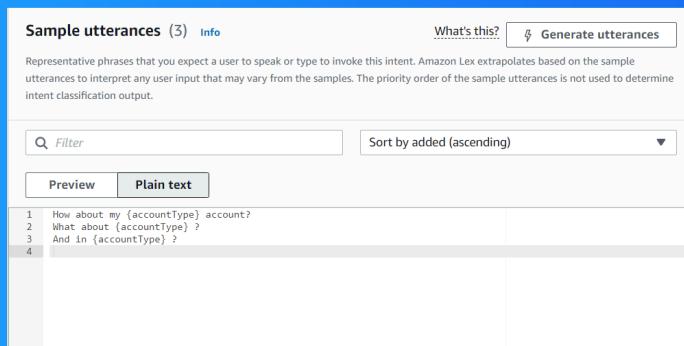
I created a context tag called contextCheckBalance. This context tag was created in the intent CheckBalance. This tag stores information about the user's birthday.



FollowUpCheckBalance

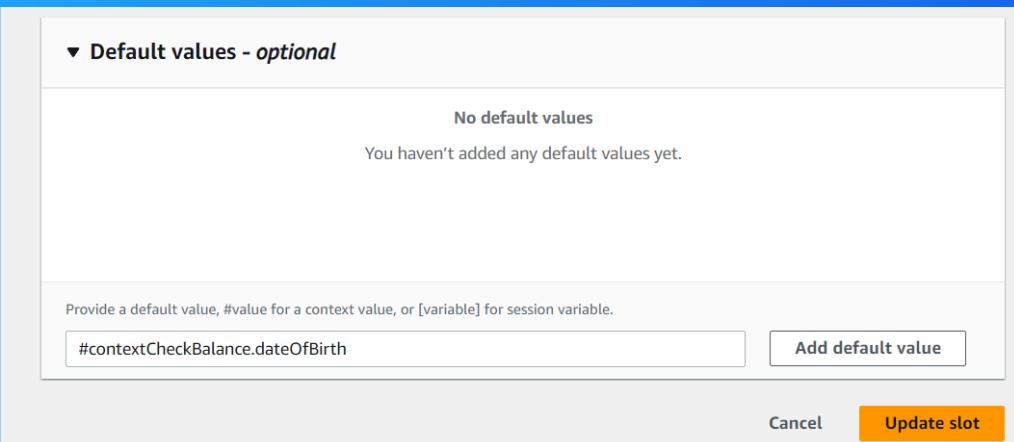
I created a new intent called FollowupCheckBalance. The purpose of this intent is to handle follow up questions without asking for the user's birthday again.

This intent is connected to the previous intent I made, CheckBalance, because FollowupCheckBalance will only be triggered when after the user has already checked their balance i.e triggered CheckBalance.



Input Context Tag

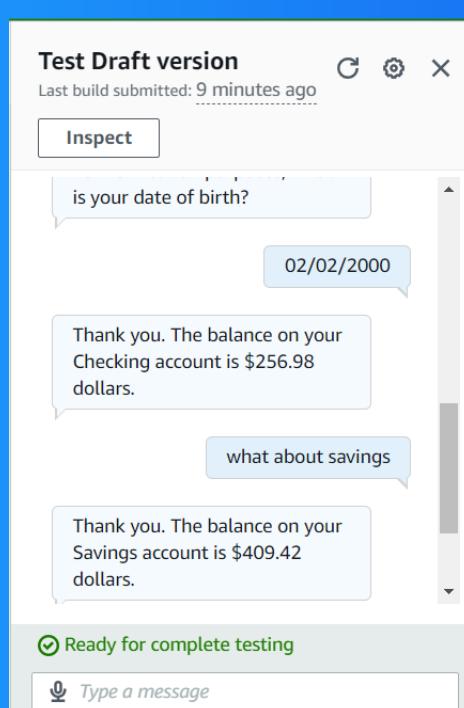
I created an input context, contextCheckBalance, that is using the exact same tag as the output context tag I created in the CheckBalance intent.



The final result!

To see the context tags and followup intent in action, I firstly triggered the CheckBalance intent by asking check my balance and it asked my account type & DOB after which I triggered the FollowupCheckBalance by asking it "what about savings?"

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context, the FallbackIntent is triggered.





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