



Build a Chatbot with Custom Slots



aldricpinto1@gmail.com

▼ **Slots (2) - optional** Info

Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.

Filter

<p>▶ Prompt for slot: accountType Message: For which account would you like your balan...</p>	Slot type <i>accountType</i>	X
<p>▶ Prompt for slot: dateOfBirth Message: For verification purposes, what is your date ...</p>	Slot type <i>AMAZON.Date</i>	X

Add slot

Introducing Today's Project!

In today's project I used Amazon Lex's ability to configure custom slots which enables it to capture and utilize the necessary information without needing to repeatedly prompt the user for details.

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.

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

I was surprised at how easy it was to configure a chatbot in just a few minutes.

This project took me...

I completed this project in approximately 20-25 minutes.

Slots

Slots are pieces of information that a chatbot needs to complete a user's request. For example, if the intent is to book a table at a restaurant, the chatbot needs specific details like: restaurant name, date, time, number of people.

By adding custom slots in utterances, my chatbot's users benefit from a more streamlined experience, as the system can automatically capture and utilize the necessary information without needing to repeatedly prompt them for details.

In this project, I created a custom slot type to recognize bank account types.

Slot type values
Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

Checking	Tab or ; or enter return for new value	X
Savings	Tab or ; or enter return for new value	X
Credit	Tab or ; or enter return for new value	X
	credit card X	visa X
	mastercard X	
	amex X	american express X

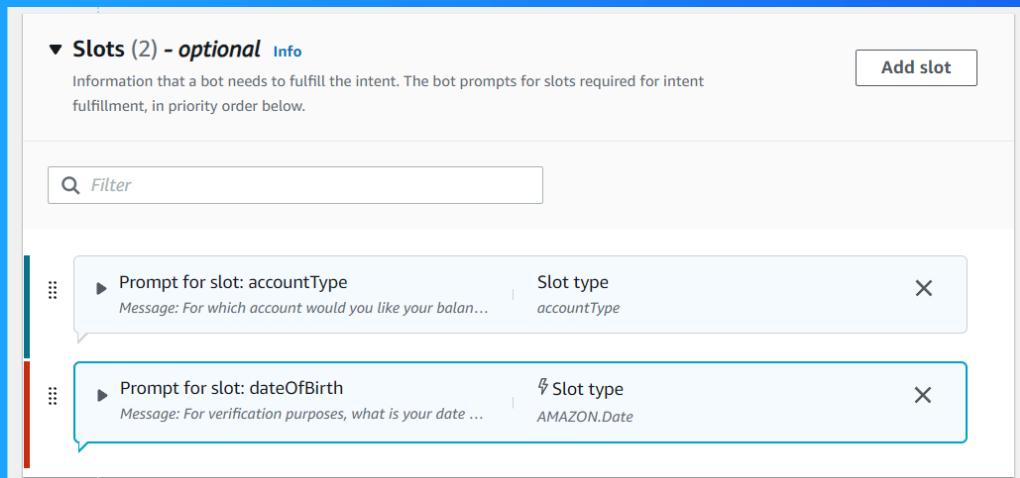
Value Tab or ; or enter return for new value Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, \$

Connecting slots with intents

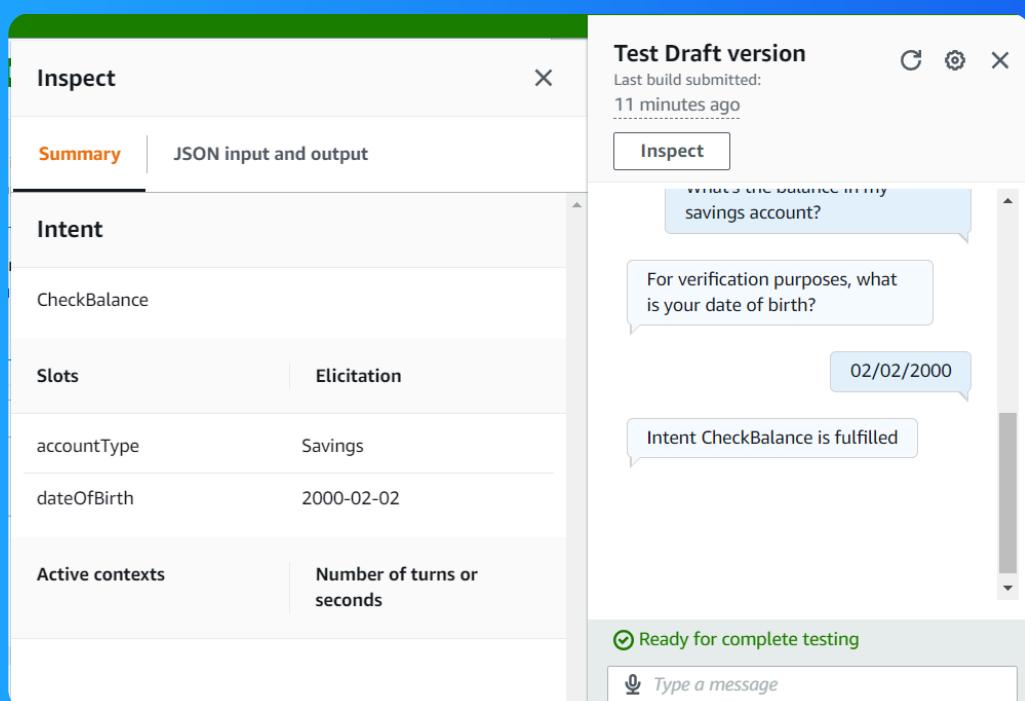
This slot type has restricted slot values, which means that only the values that I specify will count as a valid accountType.

I associated my custom slot with CheckBalance, which is an intent used to check user's bank account balance.



Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by mentioning the slot in "{ }". For example : {accountType}.





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