

**AWS Lex ChatBot
Corizo**

Students involved in the Project:

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The project has been completed with cooperation and coordination among the allocated team members with each team member completing their given task.

Given Task:

Create a Chat bot using Amazon Lex Tool.

Intent of the chat bot:Book Hotel

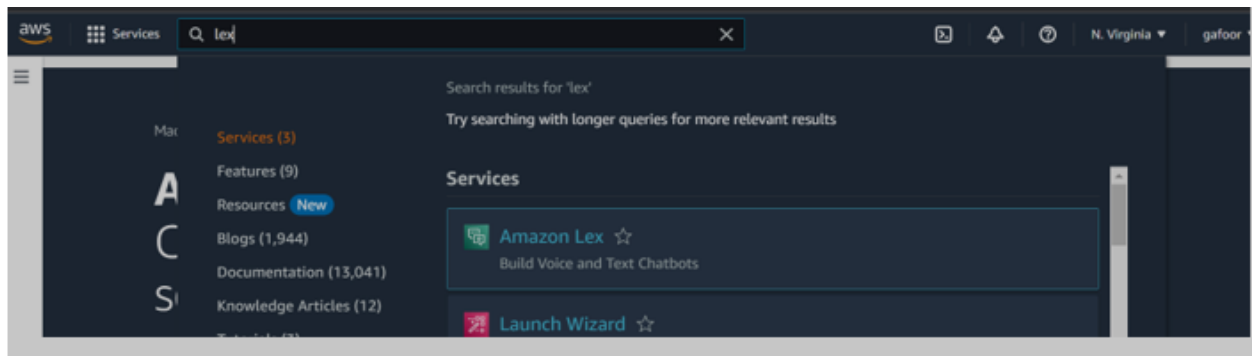
- 1)All the information must be conveyed to the user after booking room and must be informed to the user the price of the hotel room and day of stay .
- 2)Using this chat bot user must aware of types of Available rooms (Classic,Duplex etc)-Choose your own Category as well.
- 3)All events must be in flow for fulfilment of the intent .

CorizoHotel Chatbot, developed on the Amazon AWS Lex console, is a virtual chatbot designed to facilitate room bookings. With its interface, users can reserve a room at CorizoHotel.

The chatbot provides a range of room types to choose from, including Classic, Duplex, Twin, and Suite, each with its own unique features and pricing.

Here are the steps taken to create chatbot in Amazon AWS Lex:

1. Sign in to AWS console and search for Lex.



AWS Lex ChatBot Corizo

2. Configure bot settings

aws

Services

Search

[Alt+S]

N. Virginia

gafoor

Amazon Lex

Lex

Bots

Create bot

Step 1

Configure bot settings

Step 2

Add languages

Configure bot settings

Info

Creation method

☒ Create a blank bot
Create a basic bot with no preconfigured languages, intents, and slot types.

☐ Start with an example
An example bot has preconfigured languages, intents, and slot types. You can change these settings.

☐ Start with transcripts
Automatically generate intents from conversation transcripts that you upload. Only English (US) language is available when starting with a transcript.

Bot configuration

Bot name

BookTrip or OrderFlowers

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

CloudShell

Feedback

Language

meet.google.com is sharing your screen.

Stop sharing

Hide

ate Limited or its affiliates.

Privacy

Terms

Cookie preference

aws

Services

Search

[Alt+S]

N. Virginia

gafoor

Amazon Lex

Bot configuration

Bot name

CorizoHotelBot

Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Description - optional

This description appears on bot list page. It can help you identify the purpose of your bot.

this bot helps to book a hotel room in corizo hotel.

Maximum 200 characters.

IAM permissions

Info

IAM roles are used to access other services on your behalf.

Runtime role

Choose a role that defines permissions for your bot. To create a custom role, use the IAM console.

☒ Create a role with basic Amazon Lex permissions.

☐ Use an existing role.

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Step 2
Add languages

Language: English (US)

Select language
English (US)

Description - optional
Maximum 200 characters.

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

Voice sample
Hello, my name is Ivy. Let me know how I can assist you. Play

Intent classification confidence score threshold
0.40

3. Create intent BookHotel

Amazon Lex

Lex > Bots > Bot: CorizoHote... > Versions > Version: Draft > All languages > Language: English (US) > Intents

Draft version English (US) Successfully built Build Test

Intents (2) Info
An intent represents an action that the user wants to perform.

Search intents

	Name	Description	Last edited
<input type="radio"/>	BookHotel	-	5 minutes ago
<input type="radio"/>	FallbackIntent	Default intent when no other intent matches	5 days ago

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4. Insert sample utterances

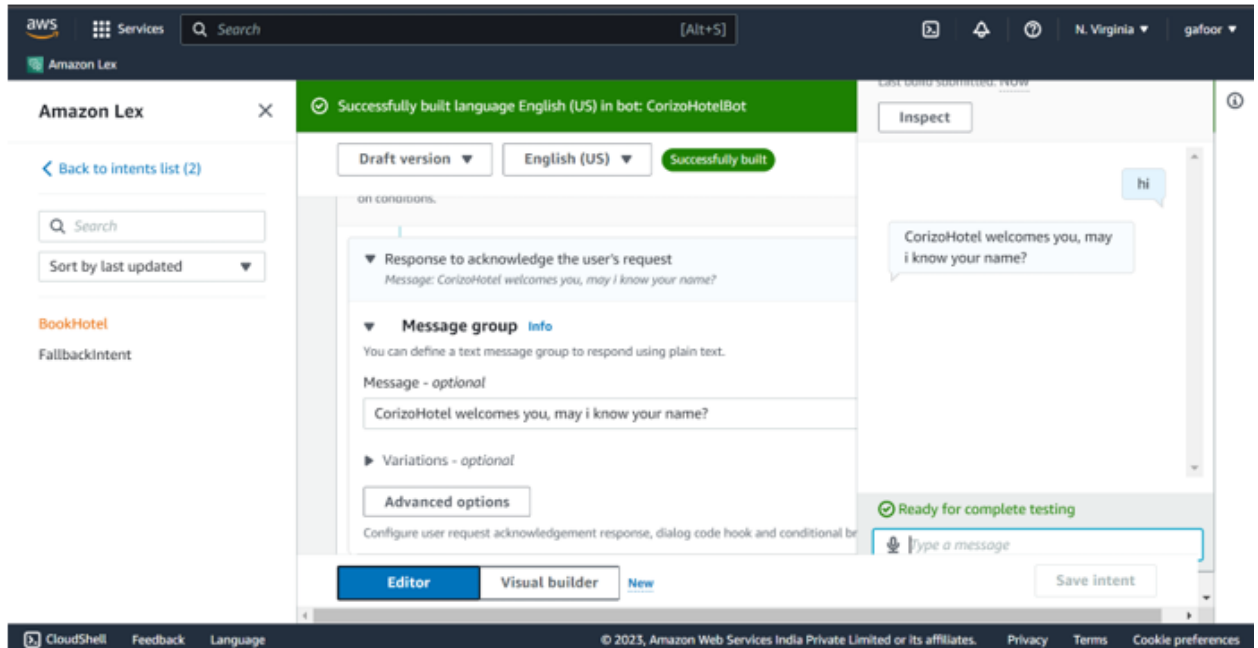
The screenshot shows the AWS Lex console interface for a bot named 'Corizo'. The 'Sample utterances' section is active, displaying a list of sample utterances for the 'BookHotel' intent. The list includes: 'Hi', 'book a type', 'is type available', 'what all services are available', 'book a room', 'i want to book a room', and 'i want to book a single bed room'. The interface also shows a 'Draft version' dropdown, a language selector set to 'English (US)', and a 'Successfully built' status. Buttons for 'Build', 'Test', 'Editor', and 'Visual builder' are visible. A 'Save intent' button is at the bottom right.

5. Testing sample utterances

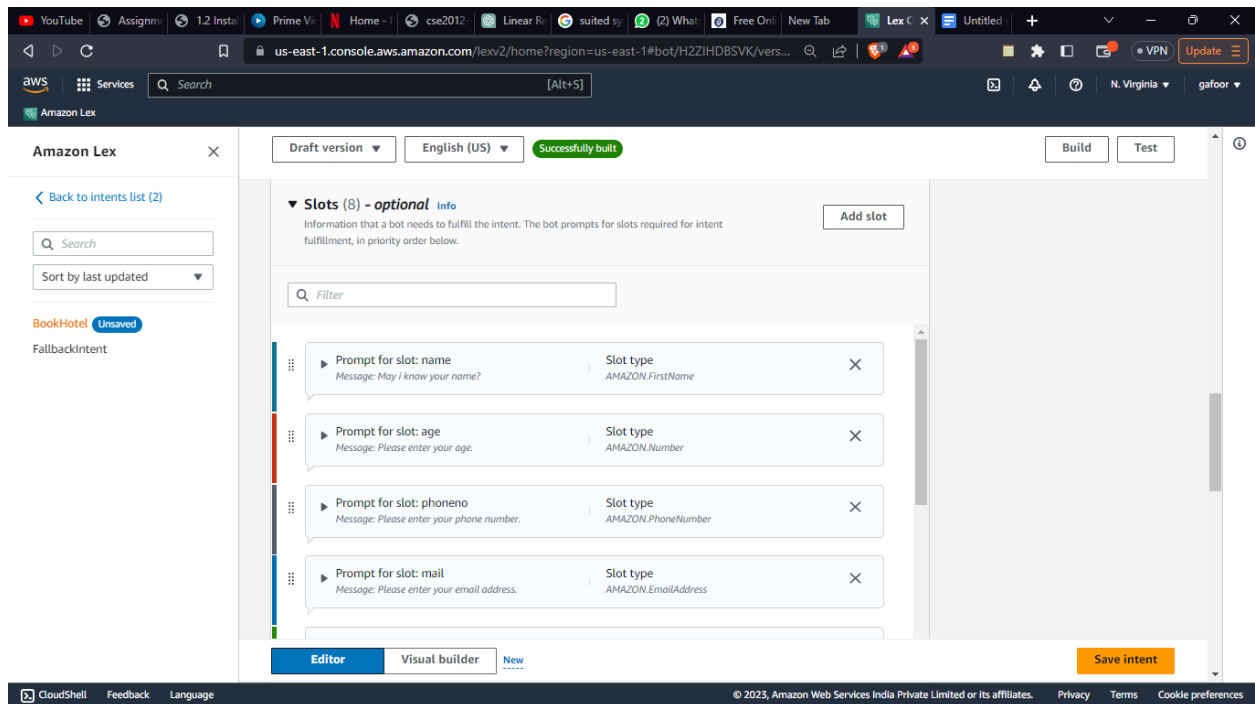
The screenshot shows the AWS Lex console interface for testing sample utterances. The 'Inspect' button is visible, and the chat window displays a message 'hi' and a response 'Intent BookHotel is fulfilled'. The interface also shows a 'Draft version' dropdown, a language selector set to 'English (US)', and a 'Successfully built' status. A 'Ready for complete testing' message is displayed at the bottom. Buttons for 'Editor', 'Visual builder', and 'Save intent' are visible.

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6. Inserting initial message “CorizoHotel welcomes you”



7. Inserting optional slot names and prompts i.e name, phone number, mail, age, etc.



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⋮	▶ Prompt for slot: name <i>Message: May i know your name?</i>	Slot type AMAZON.FirstName	×
⋮	▶ Prompt for slot: age <i>Message: Please enter your age.</i>	Slot type AMAZON.Number	×
⋮	▶ Prompt for slot: phoneno <i>Message: Please enter your phone number.</i>	Slot type AMAZON.PhoneNumber	×
⋮	▶ Prompt for slot: mail <i>Message: Please enter your email address.</i>	Slot type AMAZON.EmailAddress	×
⋮	▶ Prompt for slot: details	Slot type	×
⋮	▶ Prompt for slot: details <i>Message: Thanks {name}, your basic details have been...</i>	Slot type AMAZON.AlphaNumeric	×
⋮	▶ Prompt for slot: suite <i>Message: Please enter number of guests</i>	Slot type room-type	×
⋮	▶ Prompt for slot: date <i>Message: Best suited room category is {suite}. Please ...</i>	Slot type AMAZON.Date	×
⋮	▶ Prompt for slot: conf <i>Message: Please enter "Ok" to confirm your reservatio...</i>	Slot type AMAZON.AlphaNumeric	×

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Testing for given slots and prompts

The screenshot shows the Amazon Lex console interface. A green banner at the top indicates 'Successfully built language English (US) in bot: CorizoHotelBot'. The breadcrumb navigation is: Lex > Bots > Bot: CorizoHotelBot > Versions > Version: Draft > All Languages > Language: English (US) > Intents > Intent: BookHotel. The left sidebar shows the 'BookHotel' intent selected. The main content area displays the 'Intent: BookHotel' details, including a 'Conversation flow' section and an 'Intent details' section with fields for 'Intent name' (BookHotel), 'Description - optional', and 'ID: SUBAAUKEBM'. A 'Test Draft version' panel on the right shows a chat simulation with messages: '184311531', 'please enter your email', 'ksaisumeth@gmail.com', 'pincode', '60017', and 'Intent BookHotel is fulfilled'. The status 'Ready for complete testing' is shown at the bottom of the test panel.

8. Creating custom slot “room-type” in slot types

The screenshot shows the Amazon Lex console interface for 'Slot types'. The breadcrumb navigation is: Lex > Bots > Bot: CorizoHote... > Versions > Version: Draft > All Languages > Language: English (US) > Slot types. The left sidebar shows the 'Slot types' section selected. The main content area displays the 'Slot types (1)' configuration. A table lists the slot types:

Name	Description	Type	Last edited
room-type	-	Custom	1 hour ago

The table has a search bar at the top and a '1' page indicator. The 'Add slot type' button is visible in the top right corner of the table area.

9. Inserting slot type values with respective anticipated user input values.

Amazon Lex

Draft version English (US) Successfully built Build Test

Slot types (1)

Search

Sort by last updated

room-type

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

Classic (Rs. 1,500 per night)	1 single single-bed
Duplex (Rs. 2,500 per night)	2 double-bed couple double
Twin (Rs. 3,000 per night)	3 friends
Suite (Rs. 5,000 per night)	suite family combined 4 5

Value Tab or ; for new value Add value

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

Save Slot type

10. Writing confirmation prompt in conversation flow

Amazon Lex

Draft version English (US) Successfully built Build Test

Back to intents list (2)

Search

Sort by last updated

BookHotel Unsaved

FallbackIntent

Confirmation Info Active

Prompts to confirm the intent

Message: Reservation Details: Name: {name} , Phone ...

Responses sent when the user declines the intent

Message: -

Confirmation prompt

What will the bot say to prompt the user to confirm this intent.

Reservation Details: Name: {name} , Phone Number: {phonenumber} ,Email: {email} ,Room&Price Details: {suite}

Decline response

What will the bot say if the user says NO to the confirmation prompt.

Okay, Your request will not be submitted.

Advanced options

Configure confirmation prompts and decline responses.

Fulfillment Info Active

Run a lambda function to fulfill the intent and inform users of the status when it's complete.

Editor Visual builder New

Save intent

CloudShell Feedback Language

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Confirmation Info Active

Prompts help to clarify whether the user wants to fulfill the intent or cancel it.

▼ Prompts to confirm the intent
Message: Reservation Details: Name: {name} , Phone ...

Responses sent when the user declines the intent
Message: -

Confirmation prompt
What will the bot say to prompt the user to confirm this intent.

Reservation Details: Name: {name} , Phone Number: {phoneno} ,Email: {mail} ,Room&Price Details: {suite

Decline response
What will the bot say if the user says NO to the confirmation prompt.

Okay. Your request will not be submitted.

Advanced options

Configure confirmation prompts and decline responses.

Final Conversation Flow of the ChatBot

Test Draft version ⚙️ ✕
Last build submitted:
11 minutes ago 🔄

Inspect

hi

CorizoHotel welcomes you

May i know your name?

sumedh

Please enter your age.

19

🟢 Ready for complete testing

🎤 |Type a message

Test Draft version ⚙️ ✕
Last build submitted:
11 minutes ago 🔄

Inspect

Please enter your phone number.

8919543387

Please enter your email address.

ksaisumedh@gmail.com

Thanks sumedh, your basic details have been registered . To book a room please type "ok"

🟢 Ready for complete testing

🎤 |Type a message

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Test Draft version

Last build submitted:
12 minutes ago

Inspect

ok

Please enter number of guests

4

Best suited room category is Suite (Rs. 5000 per night). Please enter the your date of check in.

08/07/23

Ready for complete testing

Type a message

Test Draft version

Last build submitted:
12 minutes ago

Inspect

Please enter "Ok" to confirm your reservation on 2023-08-07

ok

Reservation Details: Name: sumedh , Phone Number: 8919543387 ,Email: ksaisumedh@gmail.com ,Room&Price Details: Suite (Rs. 5000 per night) ,Check-In Date: 2023-08-07

Ready for complete testing

Type a message