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Build a Chatbot with Amazon Lex

AZ

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Test Draft version C G X
Last build submitted: 4 minutes ago

Inspect

Hiya

Hi I'm BB, the Banking Bot. How can I help you today?

Good morning

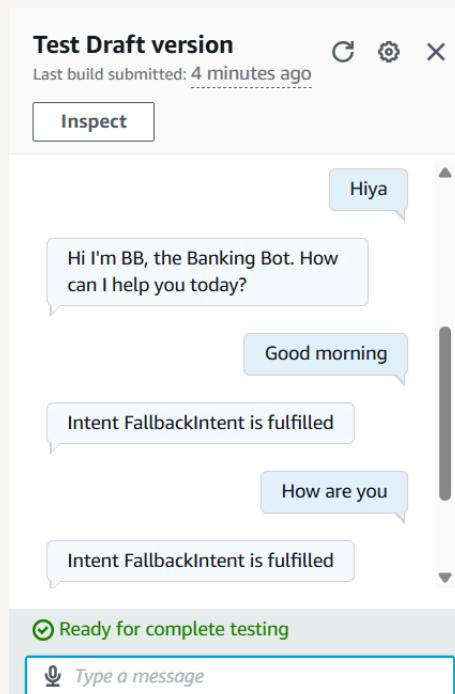
Intent FallbackIntent is fulfilled

How are you

Intent FallbackIntent is fulfilled

⌚ Ready for complete testing

Type a message



Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a fully managed AI service which helps you to create custom chatbots with speech and text that can act as virtual assistants in web & mobile apps in various businesses and can easily be integrated with other AWS services.

How I used Amazon Lex in this project

In this project, I set up a banker chatbot in Amazon Lex which can help your imaginary bank's customers check their accounts and transfer funds or make payments and in this part-1, I set up the bot to make it welcome it's users.

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

I didn't expect creating a chatbot would be this quick without worrying about the underlying infrastructure and how in a few configuration steps, you can create a chatbot for any task you want to achieve.

This project took me...

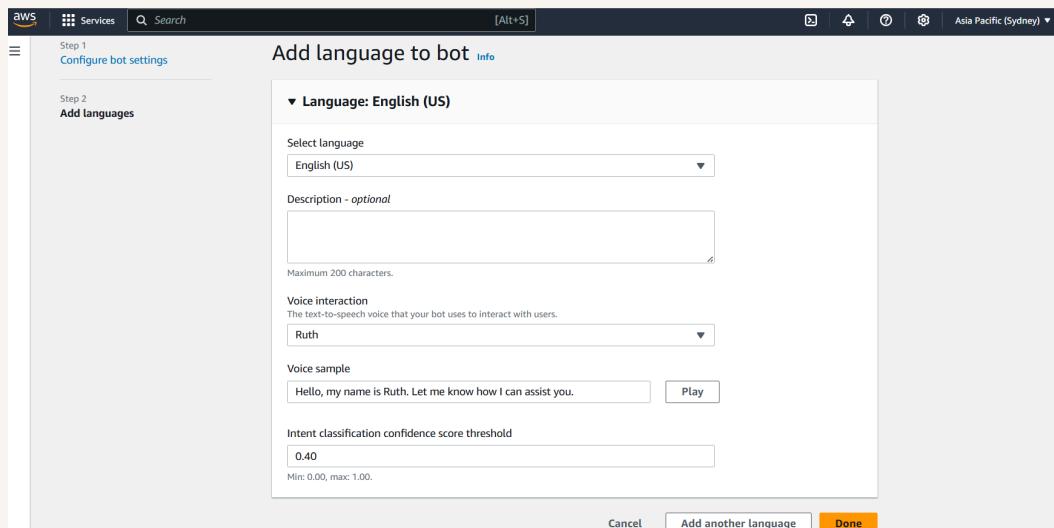
Overall, this project took me around 40 minutes.

Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 5 minutes.

While creating my chatbot, I also created a role with basic permissions because Amazon Lex requires permissions to call other AWS services on your behalf.

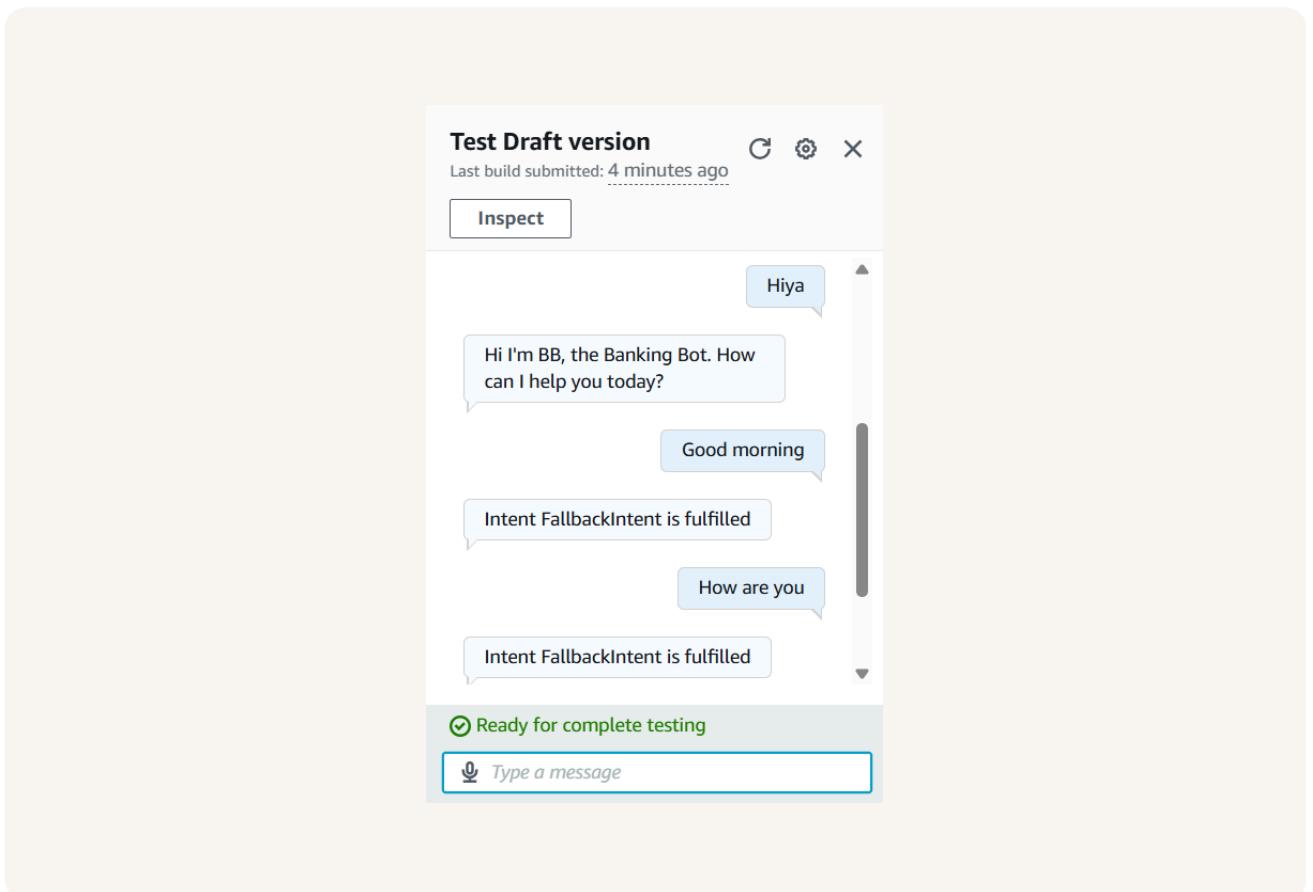
In terms of the intent classification confidence score, I kept the default value of 0.40. This means that your chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.



Intents

Intents are the what the user wants to achieve from their conversations with the chatbot. For example, checking a bank account balance, booking a flight, or ordering food.

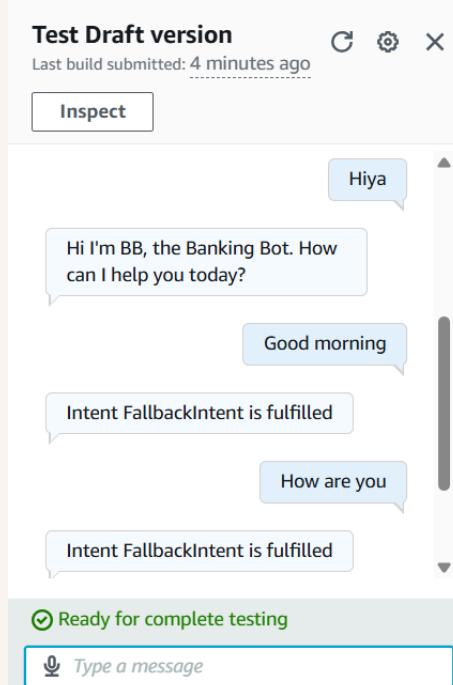
I created my first intent, WelcomeIntent, to greet the user when they say hello.



FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter "Hi", or "Hello" or "Help me", "Hiya"

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered "How are you" and "Good morning". This error message occurred because the chatbot doesn't recognise these user utterances.



Configuring FallbackIntent

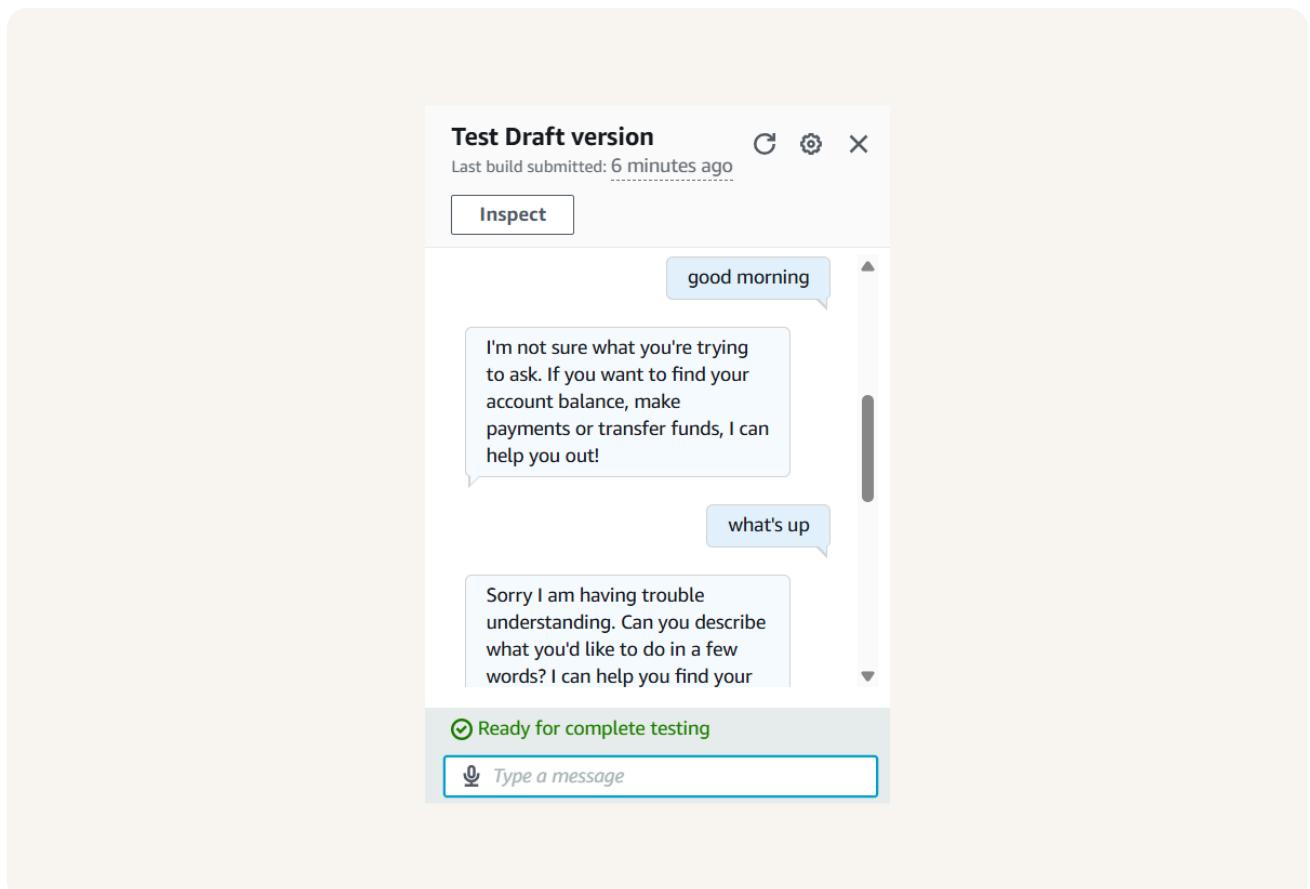
FallbackIntent is a default intent in every chatbot that gets triggered when the user inputs a message the chatbot can't understand.

I wanted to configure FallbackIntent because it will help to create a customer error message for the user to understand that the chatbot doesn't understand their request instead of the confusing default message given by the chatbot.

Variations

To configure FallbackIntent, I went to the closing responses and the drop down of responses sent to user after intent is fulfilled. I created a custom error message for the user to understand that the chatbot doesn't understand their request.

I also added variations! What this means for an end user is we can add variations of the main message the chatbot will give, and when a FallBack response is required, the chatbot will choose a message from the group of variations and return that.





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