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# Save User Info with a Lex Chatbot

AZ

azza.nisar@gmail.com

For which account would you like your balance?

amex

For verification purposes, what is your date of birth?

12/12/1992

Thank you. The balance on your Credit account is \$114.59 dollars.

how about savings

Thank you. The balance on your Savings account is \$377.2 dollars.

# Introducing Today's Project!

## What is Amazon Lex?

Amazon Lex is an AWS AI service for building conversational interfaces for applications using voice and text. With Lex, you can build chatbots that can act as virtual assistants for your applications and can help businesses with customer experience.

## How I used Amazon Lex in this project

I set up context carryover, which is a technique that helps your chatbot remember things it's learnt about the user (like their birthday) from one intent and share them with other intents.

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

One thing I didn't expect in this project was how efficiently we can use the previous stored information from one intent and share it to another during the same chat session.

## This project took me...

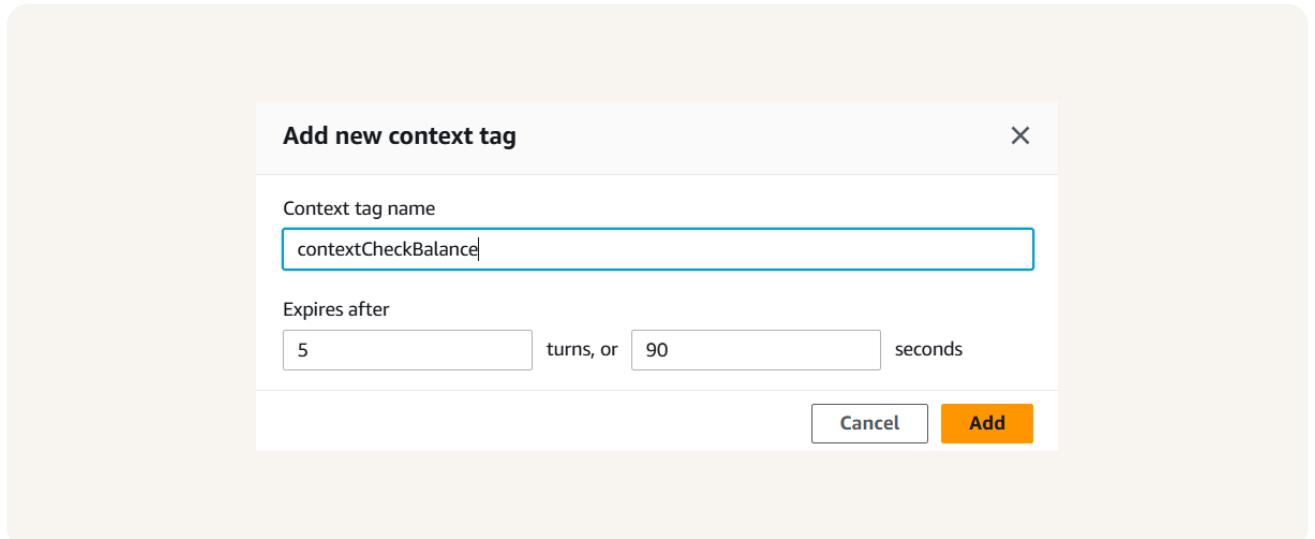
This project took me around 40 minutes to understand the concepts.

# Context Tags

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

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

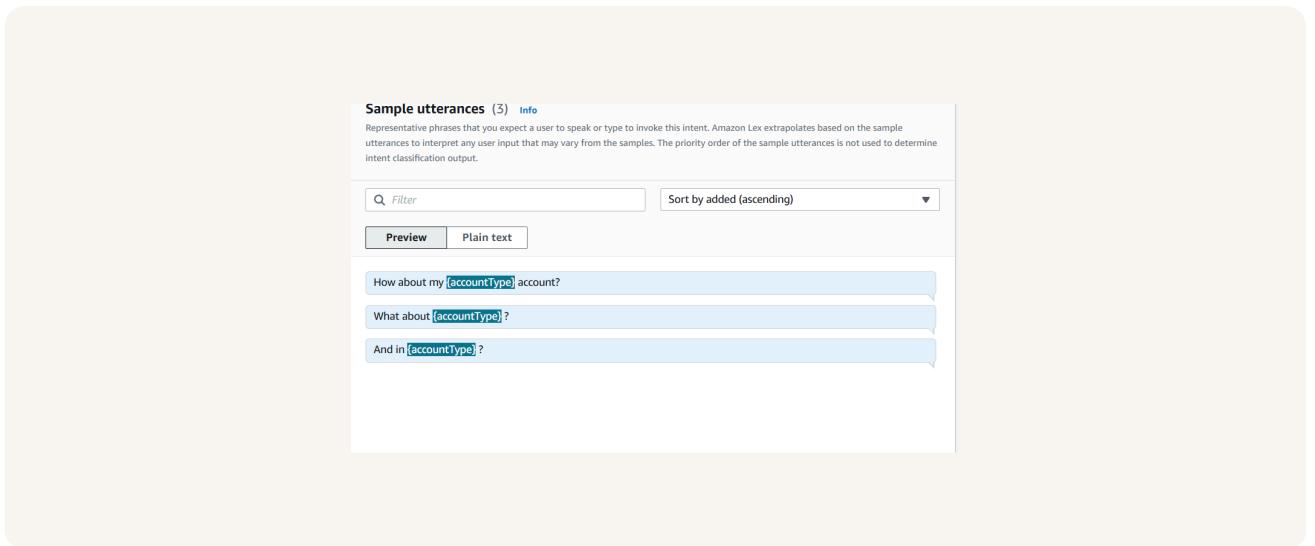
I created a context tag called "contextCheckBalance". This context tag was created in the intent "CheckBalance". This tag stores information about the user's birthday.



# 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. We don't want to add these follow up questions in CheckBalance intent.

This intent is connected to the previous intent I made, CheckBalance, because FollowupCheckBalance date of Birth slot now has the default value set to the user's date of birth from the CheckBalance intent.



# Input Context Tag

I created an input context, contextCheckBalance, that is connected to the output contextCheckBalance in CheckBalance intent and it uses the user's saved birthday date from CheckBalance Intent.



AZ

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▼ Default values - *optional*

#contextCheckBalance.dateOfBirth

X

Provide a default value, #value for a context value, or [variable] for session variable.

San Diego, #ContextTag.SlotName, [SessionAttributeName]

Add default value

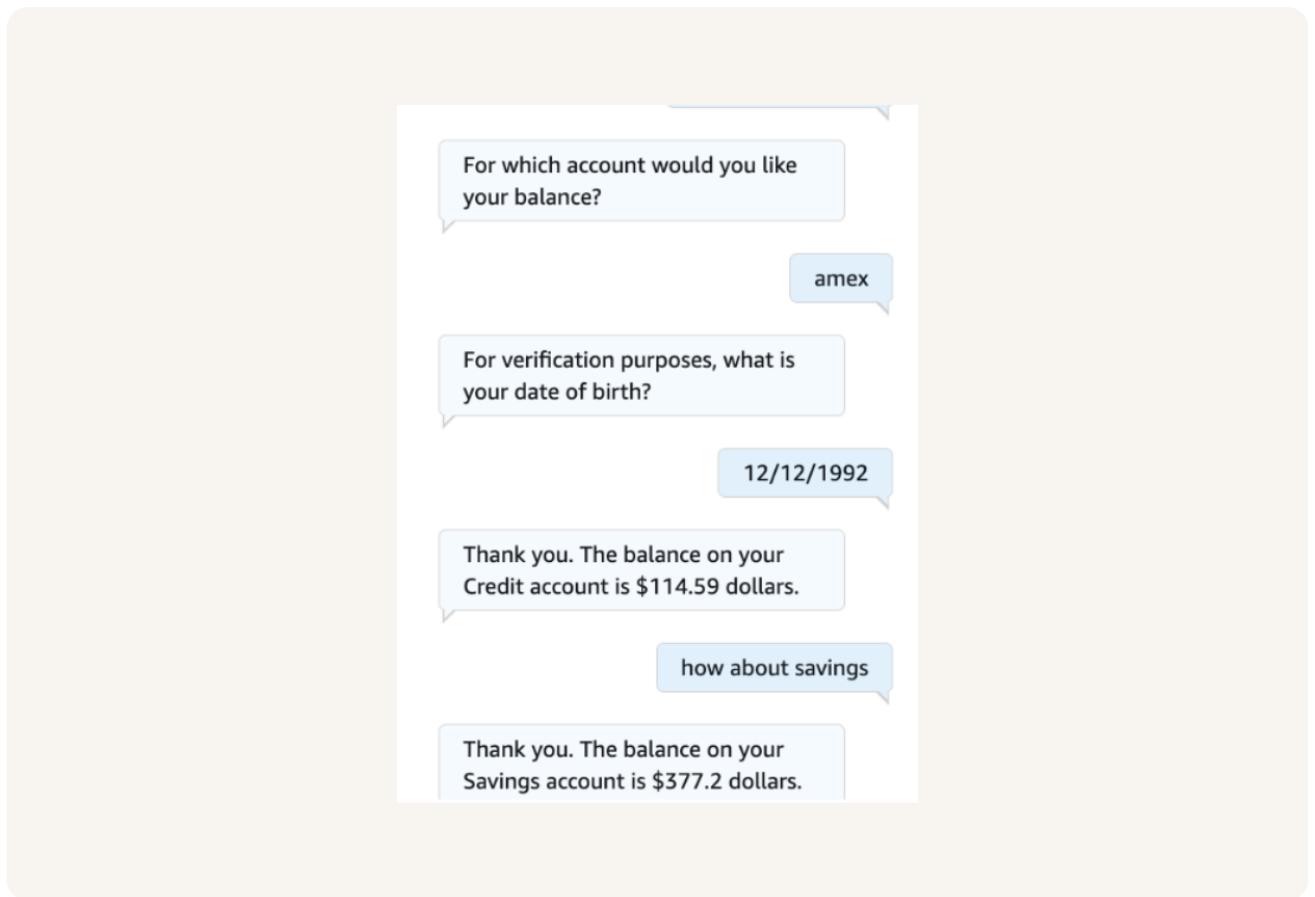
Cancel

Update slot

# The final result!

To see the context tags and followup intent in action, I asked to check the balance and when that intent was fulfilled, I asked to check for savings.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context it will just give an error response. This is because the FollowupCheckBalance intent's input context isn't available yet.





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