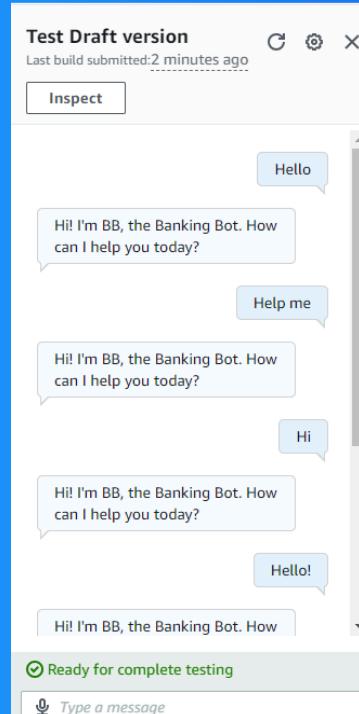




Build a Chatbot with Amazon Lex



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NextWork Student

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service offered by (AWS) that allows you to build conversational interfaces for your applications using both text and voice. Lex provides a user-friendly interface where you can design the conversation flow of your chatbot without xp

How I used Amazon Lex in this project

I used Amazon lex to build a BankerBot, the Banker Bot was used to help customer check their balance and make transfers.

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

How easy it is to use AWS to create a chatbot and user friendly

This project took me...

45 minutes



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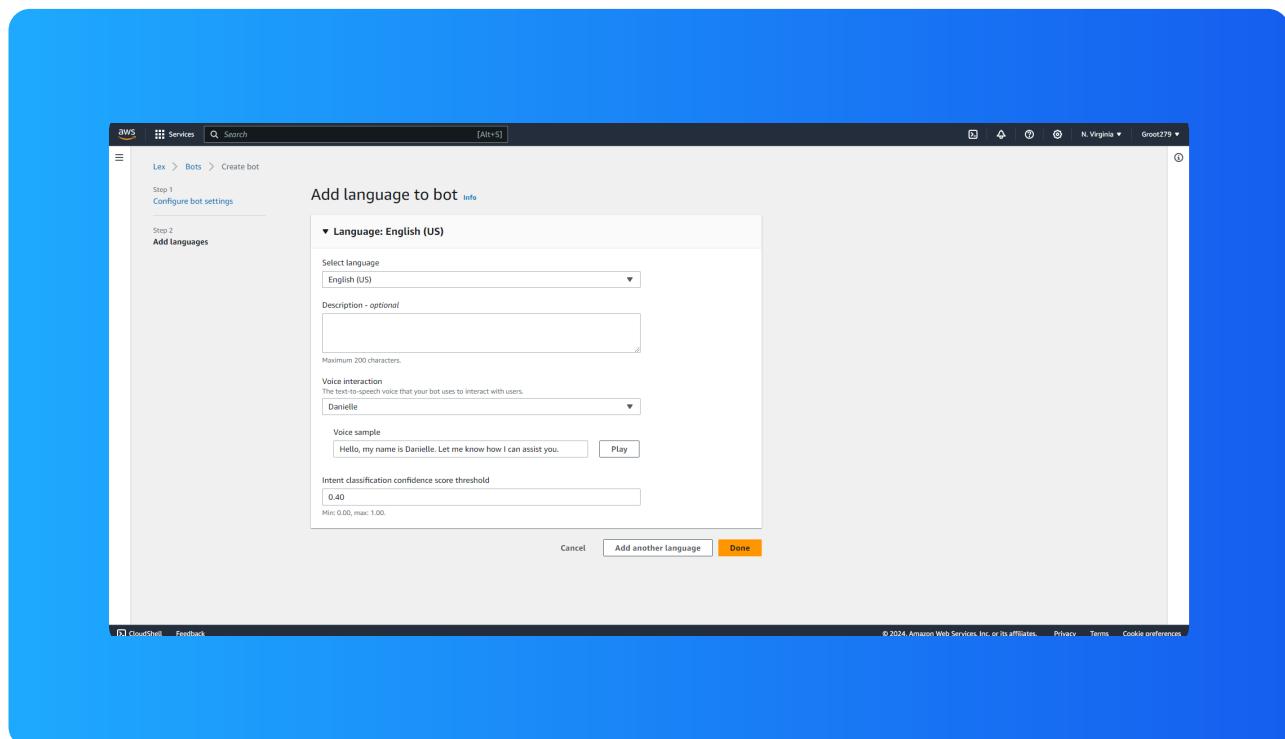
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Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 2 minutes

While creating my chatbot, I also created a role with basic permissions because i need room to explore and simplify the process. It automatically sets up the required permissions, saving me time and effort

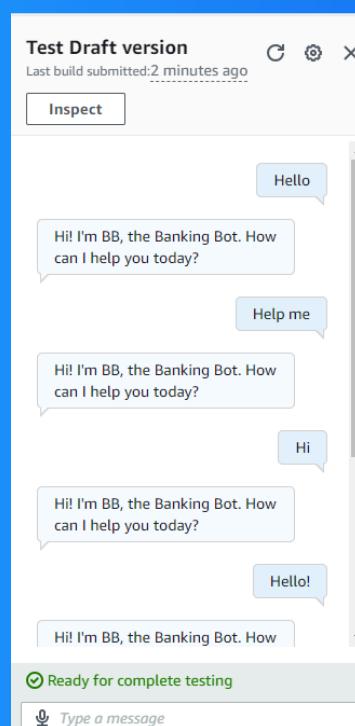
In terms of the intent classification confidence score, I kept the default value of 0.40. This means for my chatbot is it should at least be 40% confident about the intent/goal of the chatbot user to respond.



Intents

intents are user goals for using the chatbot. in amazon lex, a chatbot is defined by the intents that it supports

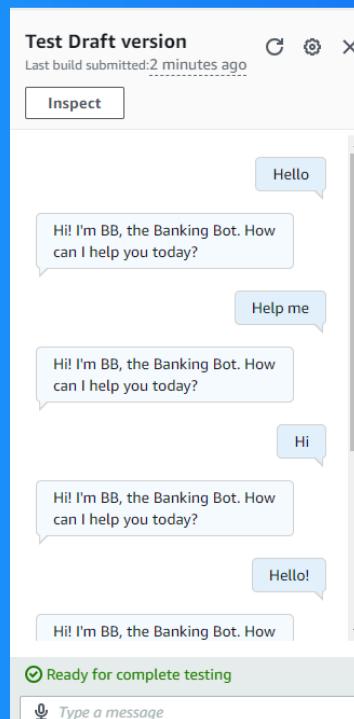
I created my first intent, WelcomIntent, to greet the user when they say hello



FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter similar utterances e.g "Hiya"

My chatbot returned the error message `Intent FallbackIntent is fulfilled` when I entered... This error message occurred because my chatbot did not understand the phase of the intent





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Configuring FallbackIntent

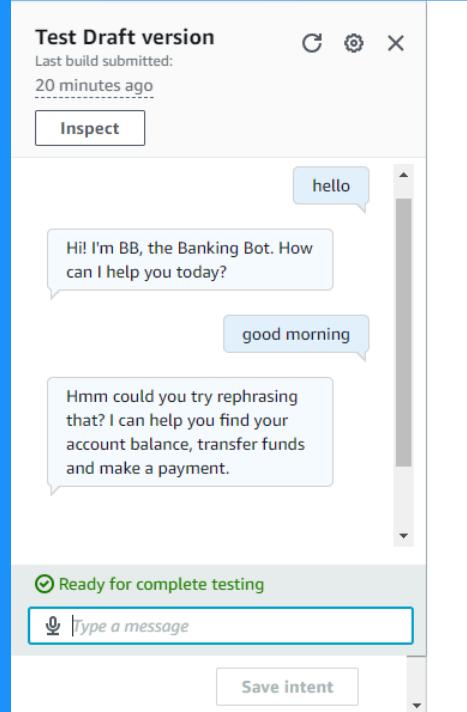
FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot does not recognise the user's goal/purpose

'I wanted to configure FallbackIntent because the default closing response to the user is not easily understandable

Variations

To configure FallbackIntent, I had to create my own closing response in the intent's setup page.

I also added variations! What this means for an end user is they get to see different forms of my chatbot closing response





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