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Save User Info with your Chatbot

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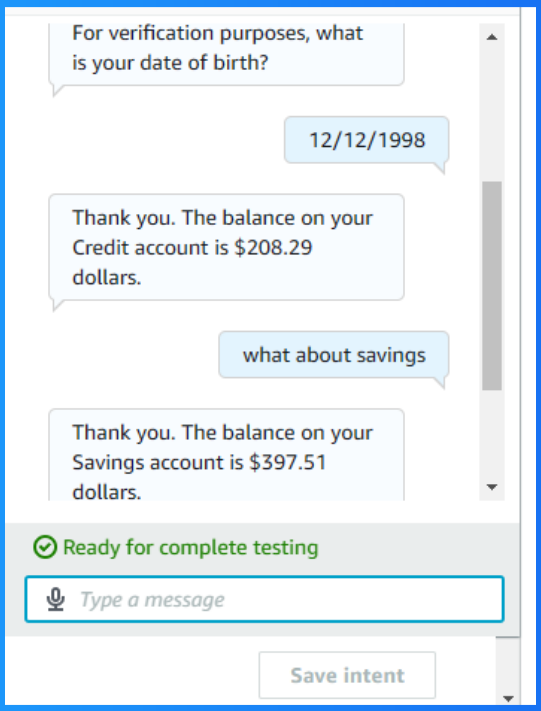


Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an AWS service that enables building chatbots and voice apps using natural language understanding and speech recognition. It automates customer service, supports complex dialogues, and integrates with AWS.

How I used Amazon Lex in this project

I used amazon lex in today's project to create a banker bot which answers when asked to check balance in account with some authorization.

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

I didn't expect this project to be this easy.

This project took me...

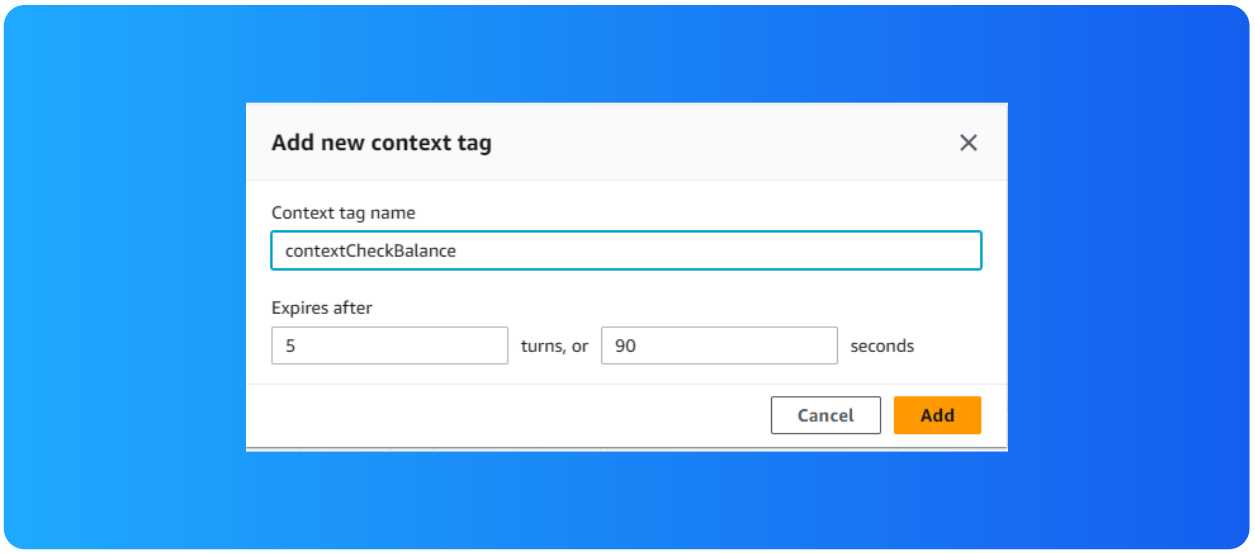
This project took me 50 minutes to complete.

Context Tags

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

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

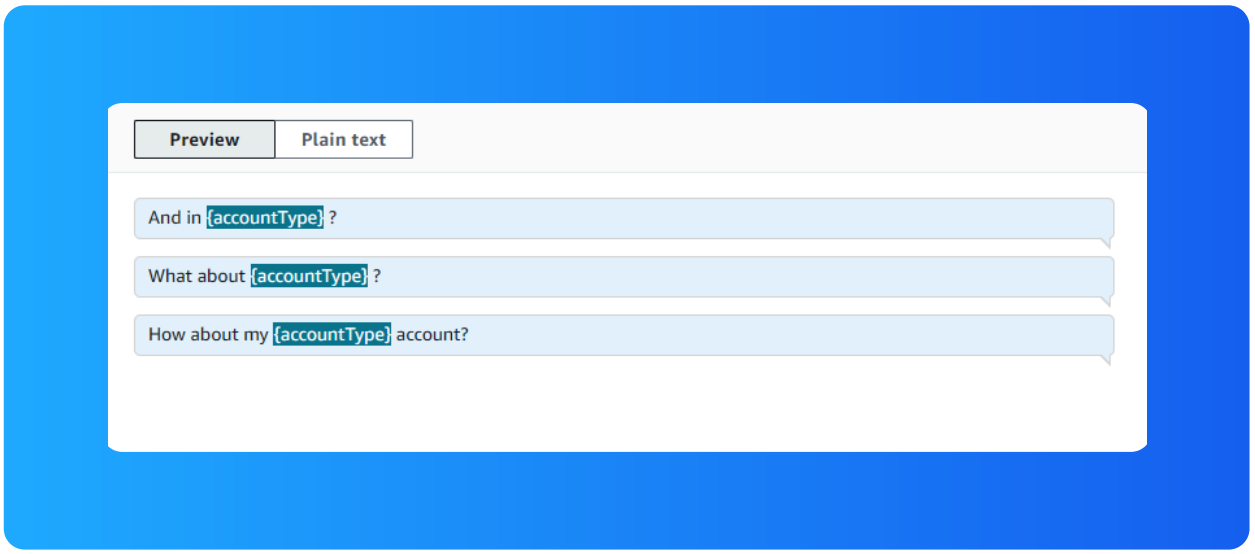
I created a context tag called contextCheckBalance. This context tag was created in the intent CheckBalance. This tag stores information about previous conversations so other parts of the conversation can use this stored information later.



FollowUpCheckBalance

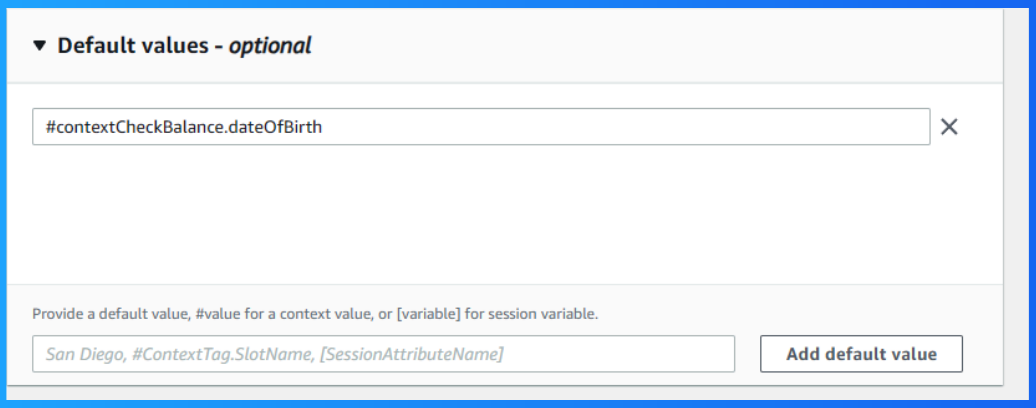
I created a new intent called FollowupCheckBalance. The purpose of this intent is to allow a follow-up balance check request without authentication.

This intent is connected to the previous intent I made, CheckBalance, because it won't require authorization again for different account.



Input Context Tag

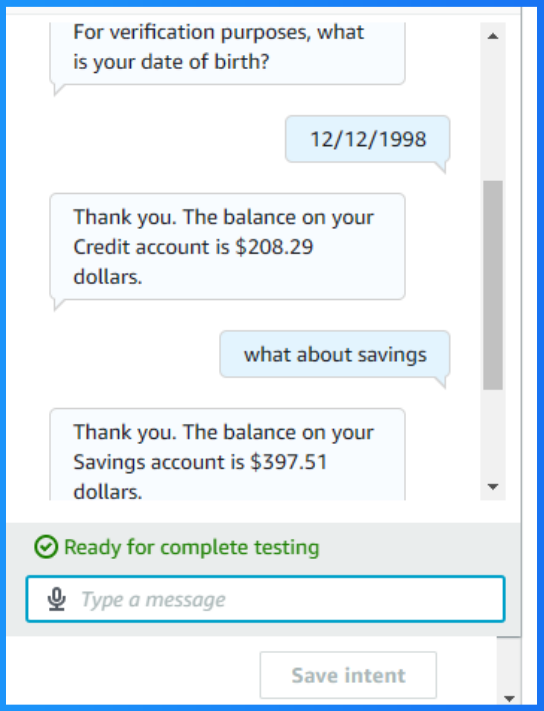
I created an input context, contextCheckBalance, that tells Amazon Lex that the input context should have the value of dateOfBirth in CheckBalance.



The final result!

To see the context tags and the follow up in intent in action, I asked chatbot questions like what about checking account or how about savings account directly without having to answer for authorization.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context it would not give any correct output.



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