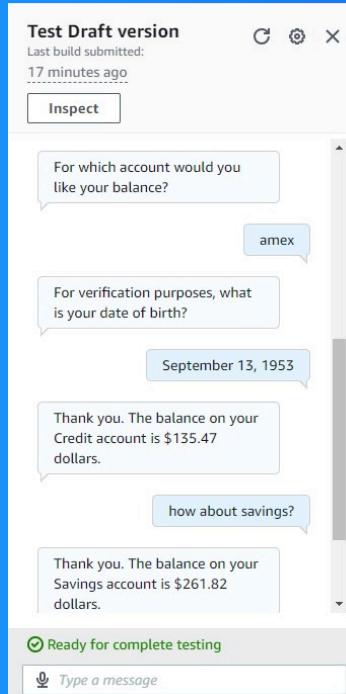




Save User Info with your Chatbot



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service that allows users to develop chatbot applications that are capable of understanding and responding to human language, whether it's voice or text

How I used Amazon Lex in this project

I used Amazon Lex to develop a chatbot with an intent and output context tag to store the user's date of birth; those details were received by an input context tag in a new intent by using Context Carryover through a Default Value

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

I wasn't expecting how easy the chatbot could recall data but after I learned about Context Carryover it made sense for me.

This project took me...

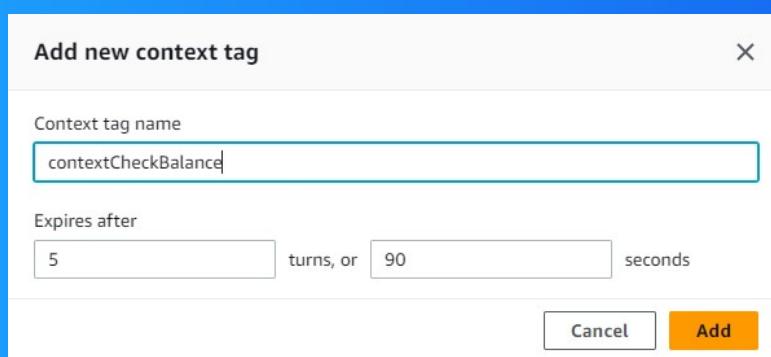
This project took me 1 hour and 15 minutes, which includes the time I used to write up my documentation.

Context Tags

Context tags are used in Amazon Lex to store and check for specific information in the user's conversation with the chatbot; these tags can help to save time for the user and avoid redundancy

There are two types of context tags:
Output Context Tag: This tag helps the chatbot to recall details after the intent finishes so they can be used later on
Input Context Tag: This tag checks for available details before the intent starts

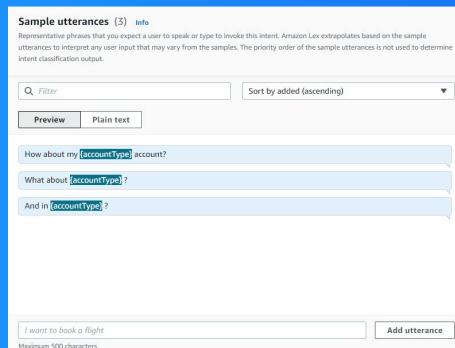
I created a context tag called contextCheckBalance under the Contexts area as an Output type; I added it to my CheckBalance intent so the balance in the account can be stored and recalled later on in the conversation



FollowUpCheckBalance

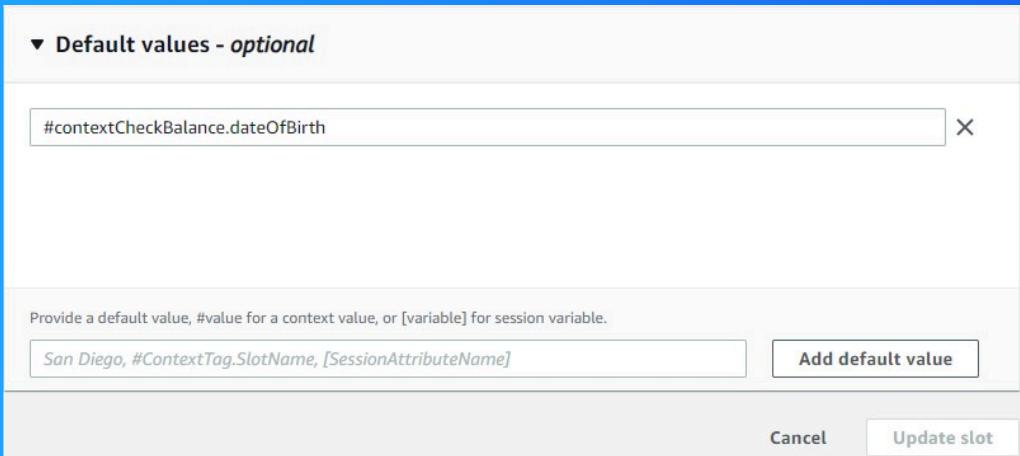
I created a new intent called FollowupCheckBalance. The purpose of this intent is to allow the user to check their account balance without having to provide authentication to the chatbot

This intent is connected to the previous intent I made, CheckBalance, because of the context tag that was created. The CheckBalance intent uses the tag contextCheckBalance as output and the FollowupCheckBalance intent uses that same tag as an input.



Input Context Tag

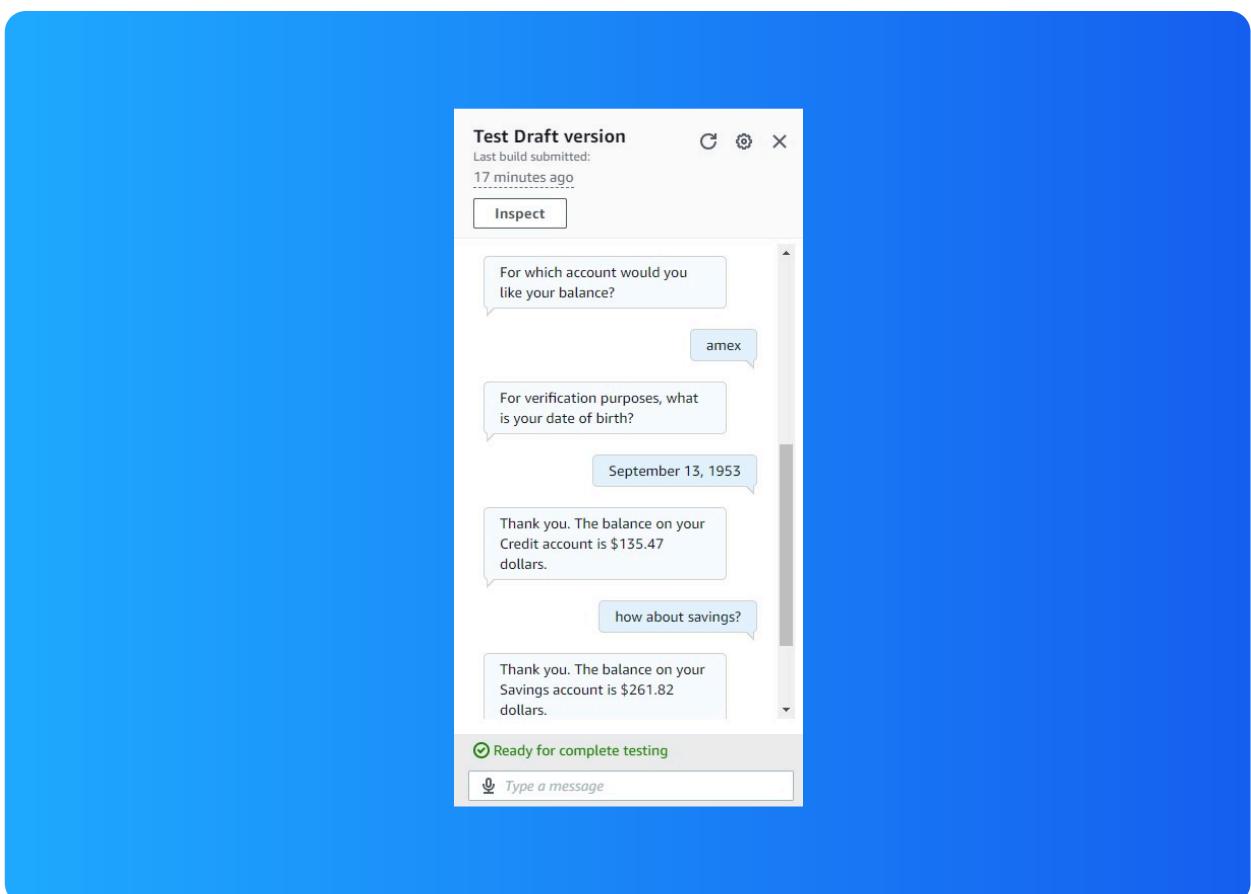
I created an input context, contextCheckBalance, that verifies and stores the user's date of birth in the output context tag in the CheckBalance intent. The FollowupCheckBalance intent uses that birthdate as it's default value.



The final result!

To see the context tags and the follow up intent in action, I sent a request to the chatbot to get an account balance check on two accounts; I only had to provide authentication with my birth date once instead of two times

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context the chatbot would not have any details to recall my information and would answer back with a Closing Response





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