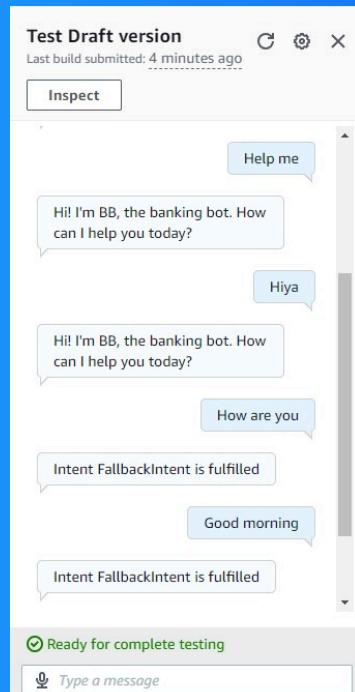




# Build a Chatbot with Amazon Lex



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# Introducing Today's Project!

## What is Amazon Lex?

Amazon Lex is a service that's used to develop chatbots that will understand and respond to natural language through voice and text, which makes the user experience intuitive

## How I used Amazon Lex in this project

I used Amazon Lex to create a chatbot and developed an intent with a few utterances as well as a closing response. I modified the default FallbackIntent to provide a message for unrecognized utterances and two variations as responses for the user

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

I wasn't expecting how easy and fun it would be to play with Amazon Lex and set up a chatbot with a few simple modifications

## This project took me...

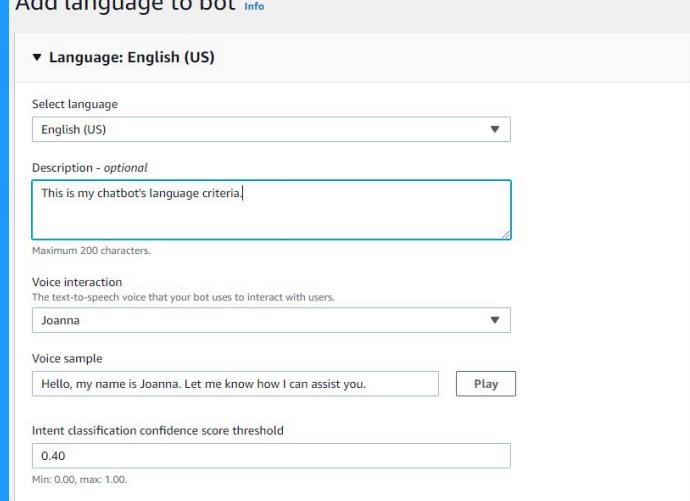
This project took me 1 hour to complete, which is including the time to write my documentation

# Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up the type of chatbot, name and the language requirements took me less than 10 minutes.

While creating my chatbot, I also created a role with basic permissions because I will need Amazon Lex to be able to communicate with other AWS services

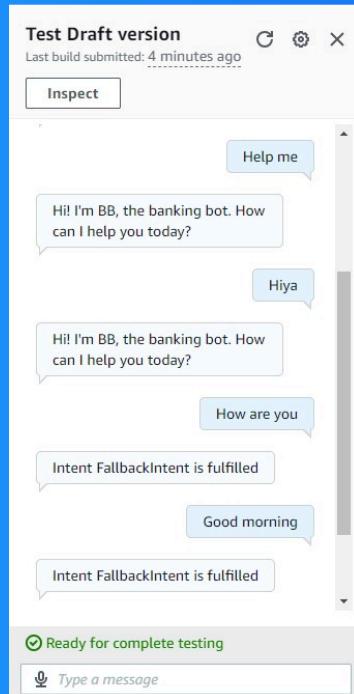
In terms of the intent classification confidence score, I kept the default value of 0.40. This means that my chatbot will be at least 40% confident in comprehending what the user asks



# Intents

Intents are statements that the user sends to the chatbot and achieve something in their conversation, such as requesting food for takeout, verifying bank details or booking tickets for a flight

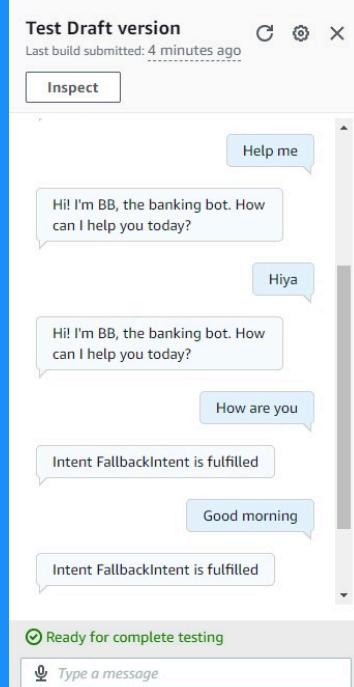
I created my first intent, WelcomeIntent, to welcome a user when they say hello or any form of greeting that the intent would recognize and to also use the FallbackIntent if that greeting was not recognized



# FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter the following options: 'Hi' 'Help Me' 'Hiya'

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered: 'How are you' 'Good morning' This error message occurred because the chatbot didn't understand the meaning behind those greetings





# Configuring FallbackIntent

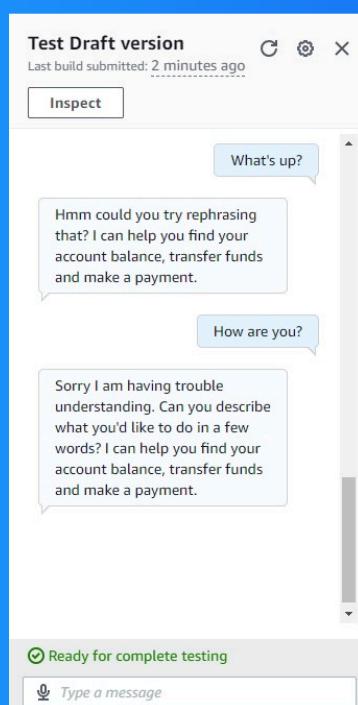
FallbackIntent is a default intent in every chatbot that gets triggered when it's unable to understand the message input (Utterance) that's received from the user

I wanted to configure FallbackIntent because the chatbot didn't have a relevant message for the default response

# Variations

To configure FallbackIntent I changed the message in the closing response configuration in my chatbot

I also added variations! What this means for an end user is that the chatbot will respond with the FallbackIntent message if it doesn't understand the utterance from the user or it may choose a random variation response; this makes it conversational





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