

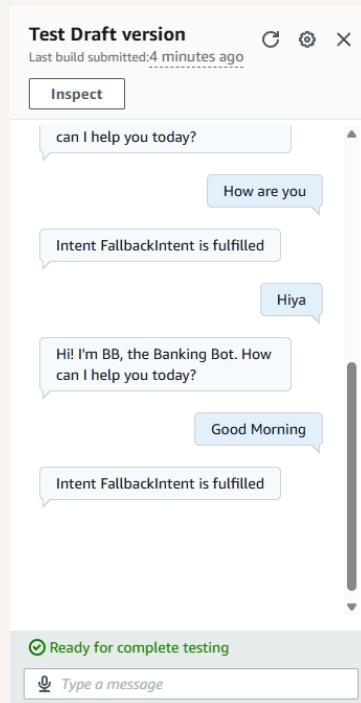


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Build a Chatbot with Amazon Lex



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an Aws services that helps us build chatbots very easily.

How I used Amazon Lex in this project

Services I used were Amazon Lex.Key concepts I learnt include intents, utterances, fallback intent, and confidence score threshold.

One thing I didn't expect was...

One thing I didn't expect in this project was how easy it is to create a chatbot without any coding experience.

This project took me...

This project took me approximately one hour. The most challenging part was deciding which voice to go with because they were all so much fun! It was most rewarding to my bot in action and respond in a way that i wanted.



Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me 7 minutes.

While creating my chatbot, I also created a role with basic permissions because Lex needs permission to interact with other Aws services like Lambda.

In terms of the intent classification confidence score, I kept the default value of 0.40. This means my chatbot needs to be atleast 40% confident to respond to a user's input.

The screenshot shows the 'Add language to bot' configuration page in the AWS Lex console. The page is divided into two main sections: 'Step 1 Configure bot settings' on the left and 'Step 2 Add languages' on the right. In the 'Step 2' section, the 'Language' dropdown is set to 'English (IN)'. The 'Select language' dropdown also shows 'English (IN)'. There is an optional 'Description' field which is empty. Under 'Voice interaction', the voice name is 'Kajal'. A 'Voice sample' field contains the text 'Hello, my name is Kajal. Let me know how I can assist you.' with a 'Play' button next to it. The 'Intent classification confidence score threshold' is set to '0.40'. At the bottom, there are 'Cancel', 'Add another language', and 'Done' buttons, with 'Done' being highlighted in orange.

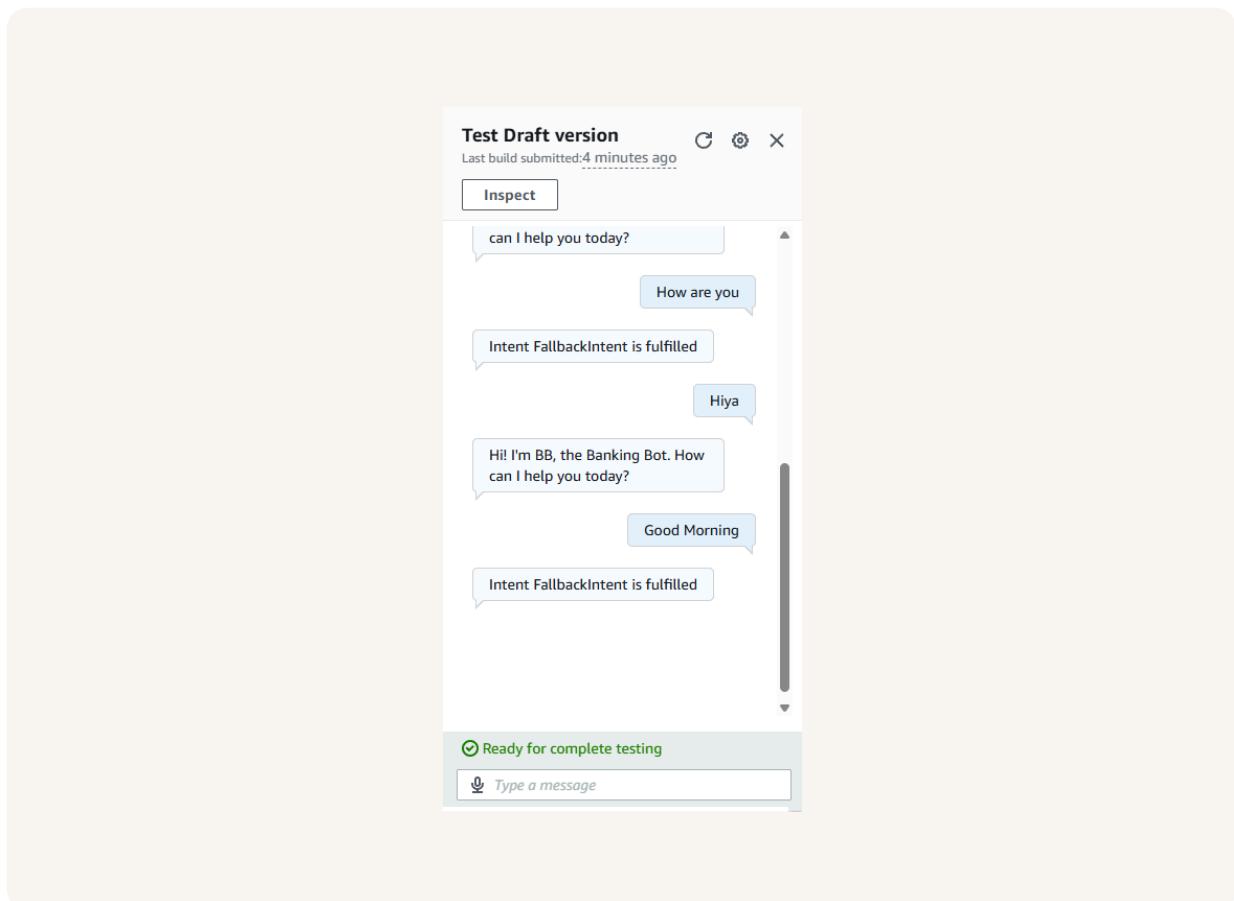
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Intents

Intents are user goals that the chatbot needs to understand and respond to.

I created my first intent, WelcomeIntent, to greet users when they say "Hello" or Ask for help.



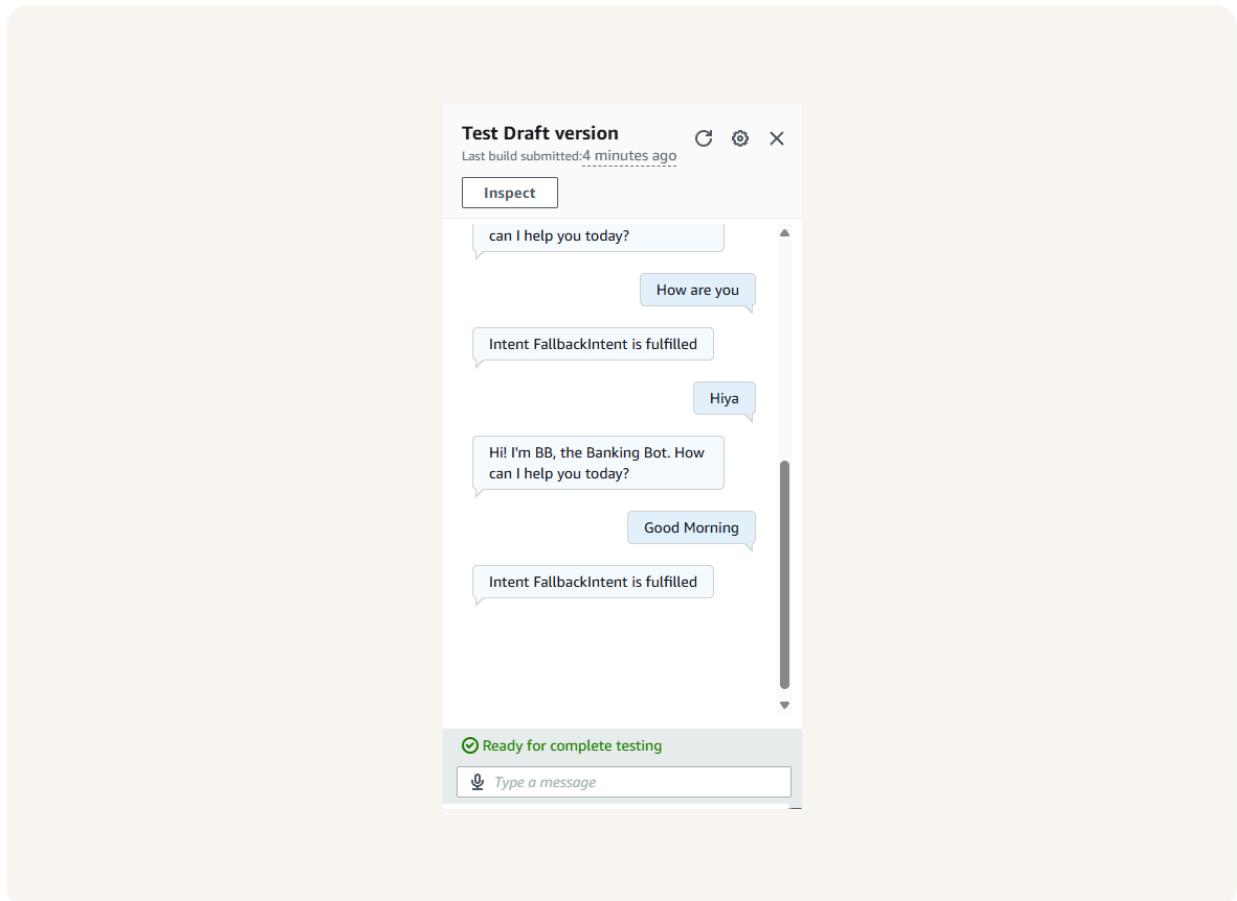
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FallbackIntent

I launched and tested my chatbot, which could respond successfully if I entered "Hiya" and "Hello".

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered "How Are You" and "Good Morning". This error message occurred because my bot couldn't match it to the initially defined intents.





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Configuring FallbackIntent

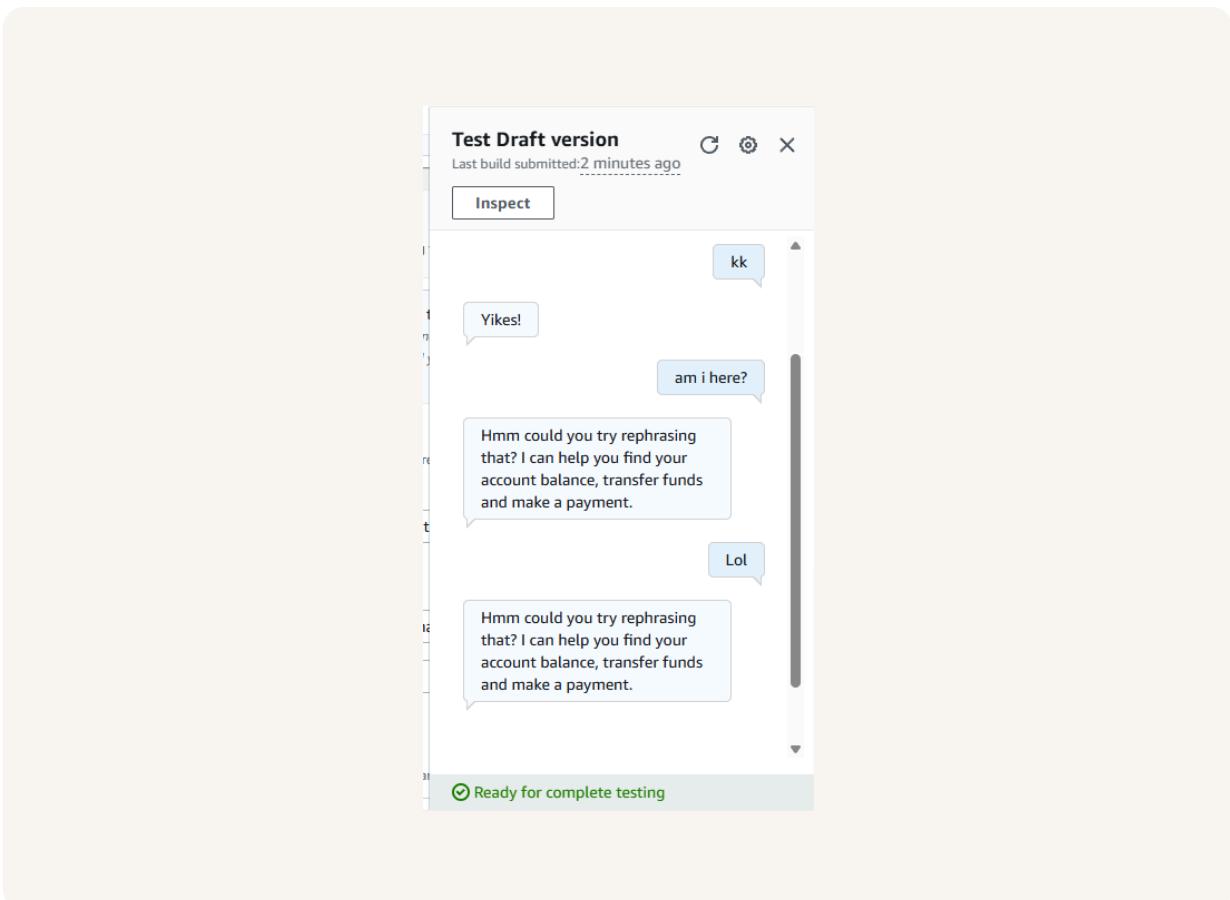
FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot doesn't recognize the user's input.

I wanted to configure FallbackIntent because i wanted my BankerBot to respond to the users in a friendly manner even when there is an error.

Variations

To configure FallbackIntent, I customized the closing response messaged and add variations so it sounds more natural.

I also added variations! What this means for an end user is that they will see slightly different responses each time the bot doesn't understand.





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