Side-by-side Comparison of Amazon Lex and Google DialogFlow

**Lex: DialogFlow:**

* All intents are available all the time and all exist at the root level
* Visual editor UI is difficult to work with – blocks sometimes reappear once they’ve been deleted.
* A condition block cannot have the same parent.
* Only one confirmation block per intent
* Documentation is unreliable, recently moved from v1 to v2 and v2 docs are not always accurate/up to date
* Will invoke lambda at each step when you turn it on at the intent level, must uncheck at each step of intent otherwise it will make a call after each turn and give an error.
* Builds take a long time and must be done before being able to test any new changes
* Cannot store objects in sessionAttributes, strings only
* Work gets duplicated (not sure if it’s because 2 people have consoles open)
* Intents live at the page level, meaning that you must explicitly add them to each turn of the conversation if you want the bot to listen for it.
* UI editor is much cleaner than Lex
* Route groups exist – actionable flows you can create that cascade down the flow they’re added to.
* Flows – modular sets of actions that can be added to any step in other flows.
* Less-defined block purposes; only have pages which can be purposed for anything