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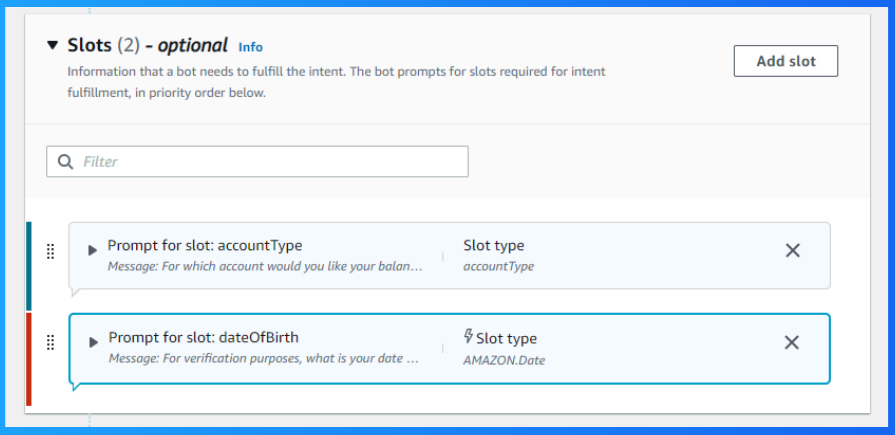
Build a Chatbot with Custom Slots

D DEVA TELAGAREDDY



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building conversational interfaces using voice or text, allowing developers to create chatbots and virtual assistants with ease.

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to develop a BankerBot that handles banking inquiries like checking balances and transferring funds by defining intents, creating custom slots for account types.

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

One thing I didn't expect in this project was how significantly the custom slot type improved the accuracy of user input recognition, making the conversation flow more natural and reducing the number of clarifications needed during interactions.

This project took me...

This project took me around 1 hour to complete

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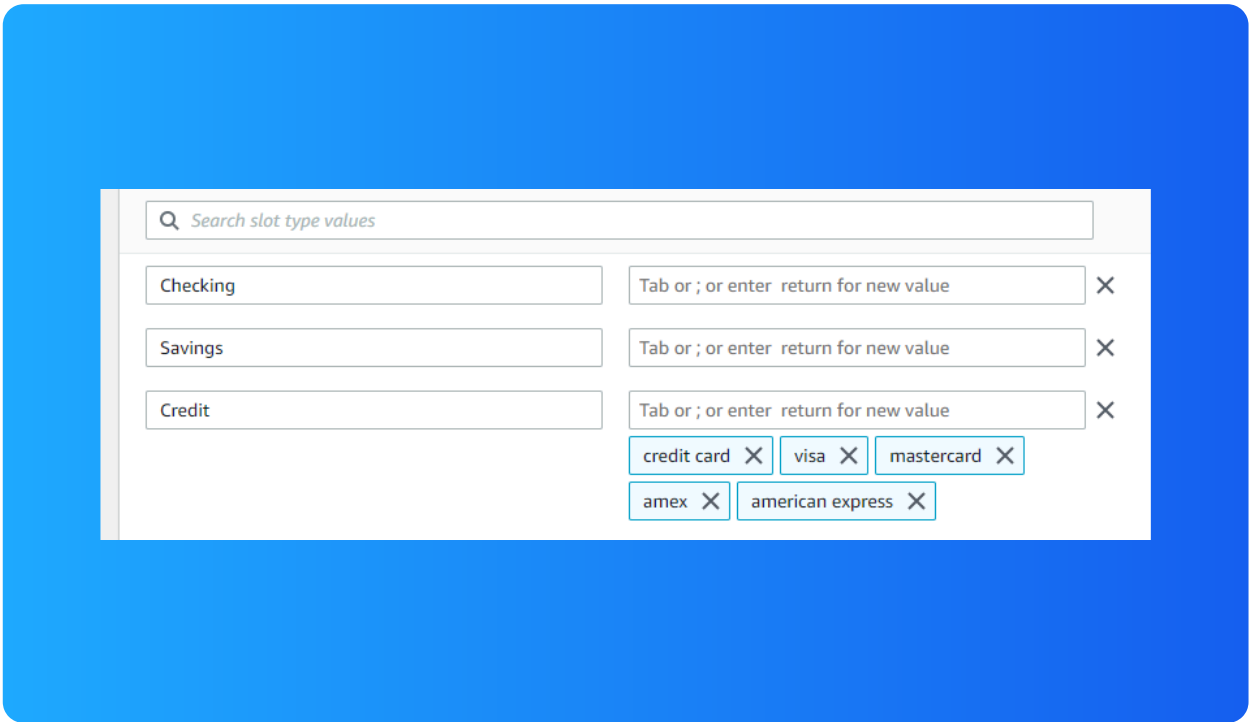
Slots

Slots are essentially the pieces of a conversation that the bot needs to capture, and they can be tailored to different scenarios such as ordering food, booking a hotel, or scheduling appointments.

I created a custom slot type to handle three types of accounts(Credit, Savings, and Checking) ,custom slot types can help the bot correctly identify and process the user's input.

Enabling "Restrict to slot values" ensures that the BankerBot will only accept the specified three account types (Credit, Savings, Checking) as valid, preventing Amazon Lex from recognizing any alternative inputs.



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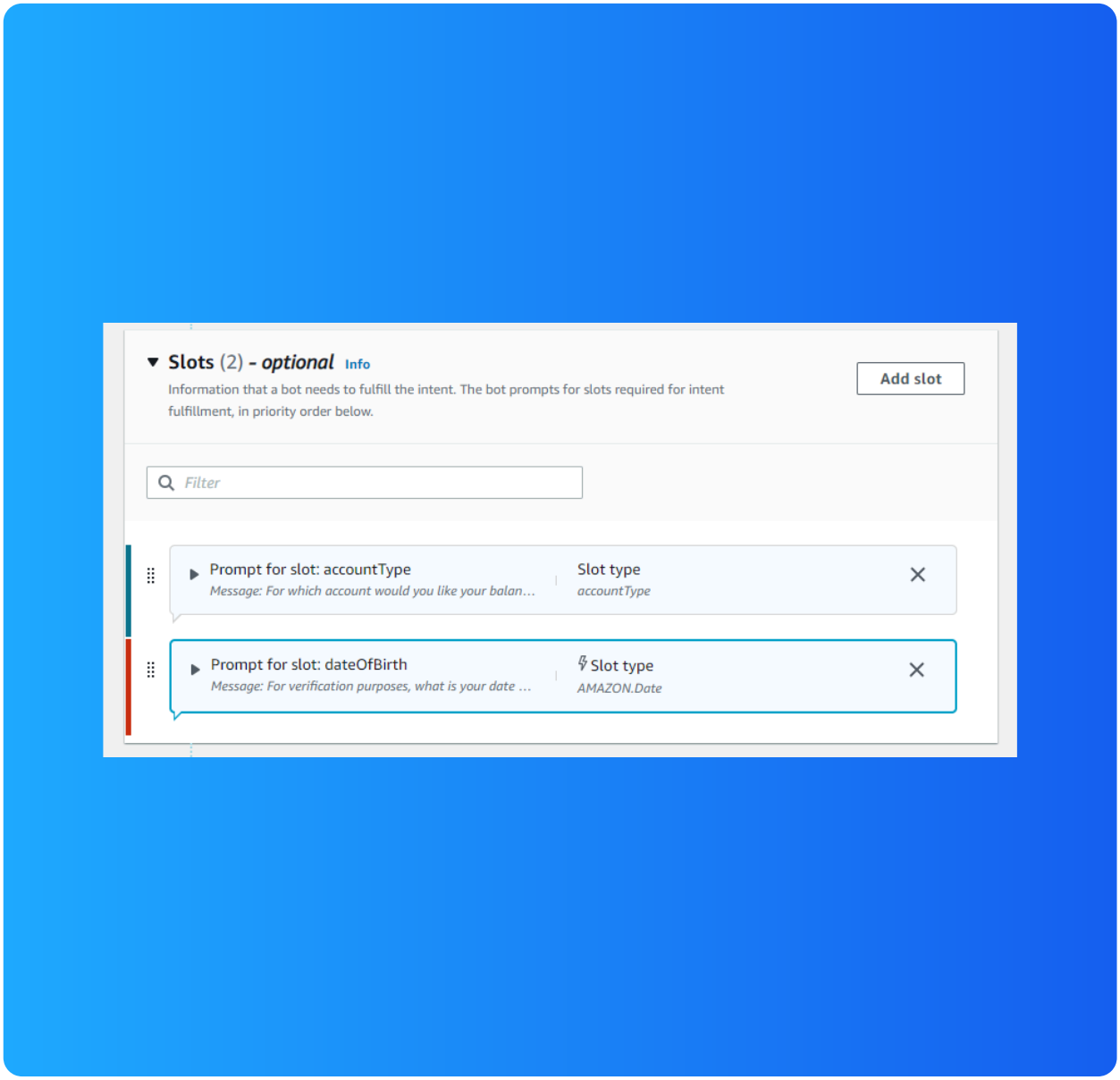
Connecting slots with intents

I associated my custom slot with CheckBalance, which allows the BankerBot to prompt users for their account type (Credit, Savings, or Checking) when they request to check their balance.



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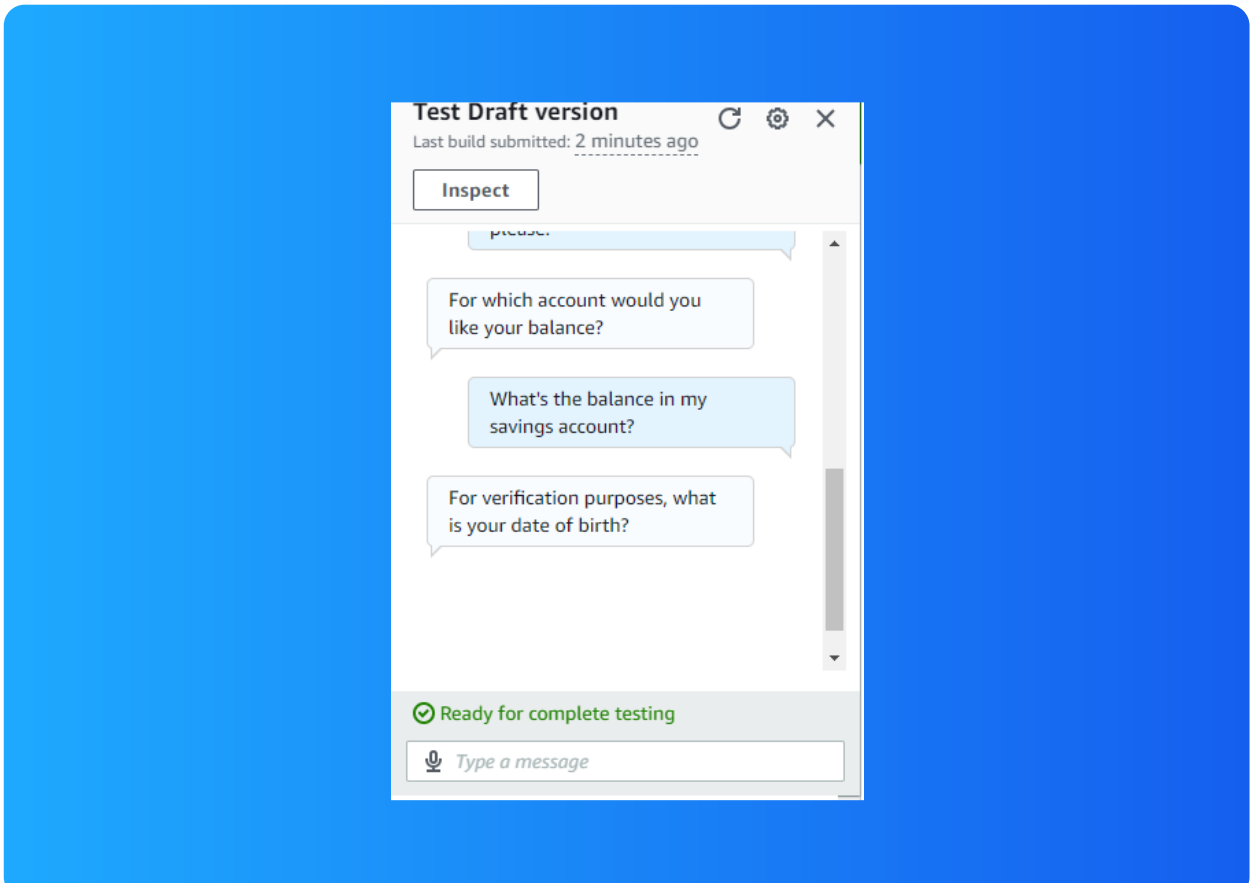
Slot values in utterances

I included slot values in some of the utterances (i.e., user inputs) by directly embedding the slot placeholders within the example phrases users might say. For example, I used utterances like "I want to check my {AccountType} balance" .

By adding custom slots in utterances, I enabled the BankerBot to dynamically capture essential information from users, such as their chosen account type (Credit, Savings, or Checking), making the conversation more natural and efficient.



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