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Build a Chatbot with Amazon Lex



Delvin Dsouza (dx)

Test Draft version C X
Last build submitted: 2 minutes ago

Inspect

yo

Intent FallbackIntent is fulfilled

yo hey

Hi! I'm DX, the Finance Bot. How can I help you to make Great Finance Decisions?

how are you doing my man

Intent FallbackIntent is fulfilled

Ready for complete testing

Type a message

The screenshot shows a test session for a bot named 'DX'. The user says 'yo', the bot replies with 'Intent FallbackIntent is fulfilled'. The user says 'yo hey', the bot replies with its welcome message: 'Hi! I'm DX, the Finance Bot. How can I help you to make Great Finance Decisions?'. The user says 'how are you doing my man', the bot replies with 'Intent FallbackIntent is fulfilled'. At the bottom, there's a status message 'Ready for complete testing' with a checkmark, and a text input field with a microphone icon and placeholder text 'Type a message'.

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is great a tool to build Voice and Text Chatbots with lot of Configurations.

How I used Amazon Lex in this project

Services I used were Intent, Languages Key concepts I learnt include How to handle and manage Intents, add Languages? How to manage Fallback Responses.

One thing I didn't expect was...

One thing I didn't expect in this project was how easy it will be do all these settings and the fantastic thing is it is connected with other amazon services for more advanced configurations.

This project took me...

This project took me approximately 1 hour. The most challenging part was understand other config settings. It was most rewarding to see the chatbot working and responding like i want to.



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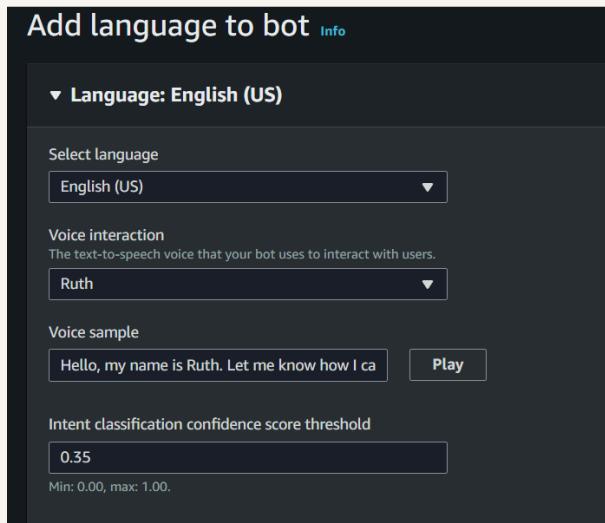
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Setting up a Lex chatbot

It took 2 to 3 Minutes to create a chatbot including the setup.

While creating my chatbot, I also created a role with basic permissions because it needs to integrate with other AWS services like lambda and for that it needs permission.

In terms of the intent classification confidence score, I kept the default value of 0.35. This means if the chat bot is sure of the user input or the confidence level is above 35% then it will provide the output or else it can throw an error.





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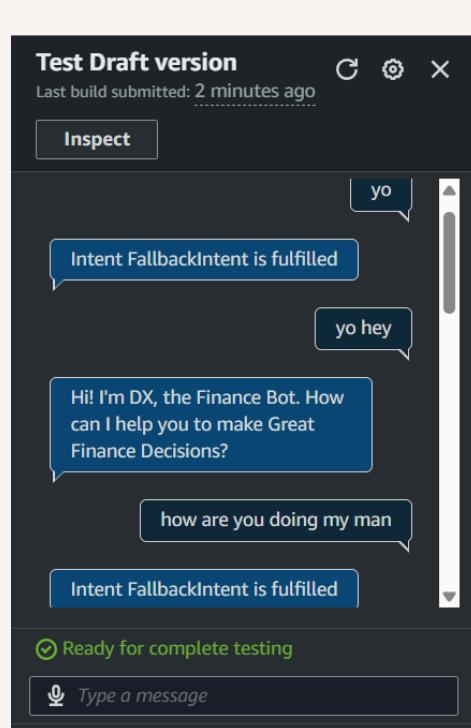
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Intents

Intents are a kind of triggers where a chatbot is expecting from the users and then can run the conversation according to that intent.

I created my first intent, WelcomIntent, to Greet the User and Let them know we are here to help on making there financial decisions.





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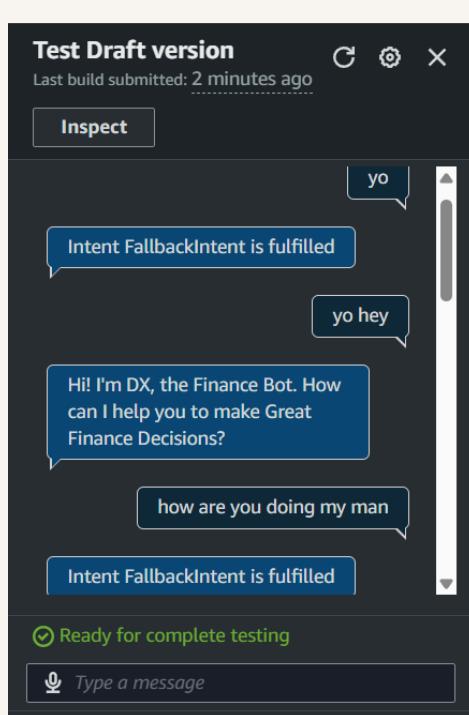
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FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter yo hey or even related words to the message i put but when i describe it, then it doesn't fulfil the Intent.

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered a detail message or other ways to greet which is not familiarize This error message occurred because it needs more examples to understand.



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Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot doesn't understand the user questions or response. Which is done through intent classification. where it will trigger if confidence is below 35 or 40% as per set

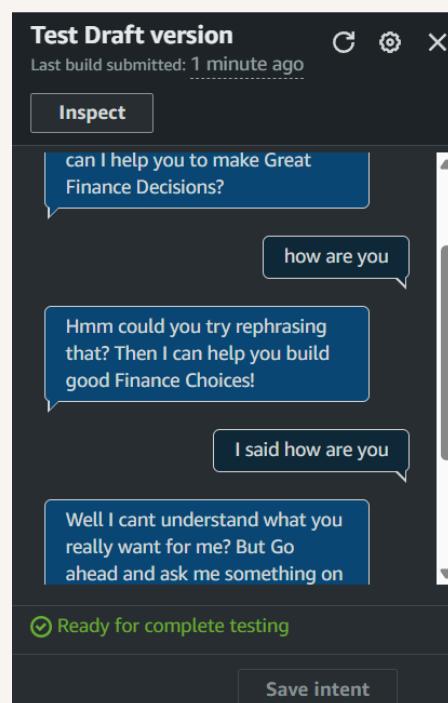
I wanted to configure FallbackIntent because it will tell the user that it didn't understand the user's query and will guide the user and what to talk about.



Variations

To configure FallbackIntent, I went to its setting and changed the responses and variations.

I also added variations! What this means for an end user is that they wont see one type of message getting repeated and can see variations of the message so it will feel like a real person they are talking to!





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