



Build a Chatbot with Amazon Lex



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The screenshot shows the 'Add language to bot' configuration page in the AWS Lambda console. The top navigation bar includes 'Lex', 'Create Bot', and a user icon. The main section is titled 'Add language to bot' with an 'Info' link. A dropdown menu shows 'Language: English (US)'. Under 'Select language', 'English (US)' is selected. In the 'Voice interaction' section, 'Danielle' is chosen from a dropdown. The 'Voice sample' field contains the text 'Hello, my name is Danielle. Let me know how I can assist you.' and a 'Play' button. The 'Intent classification confidence score threshold' is set to '0.40'. A note at the bottom states: 'You must have Amazon Bedrock set up in order to use this feature. Please ensure you have requested access to Amazon Bedrock via the AWS Support Center.'



Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a aws service that helps to built chatbot .

How I used Amazon Lex in this project

Services I used were amazon lex Key concepts I learnt include intents, fallbackintents, utterances and confidence score thersholt.

One thing I didn't expect was...

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

This project took me...

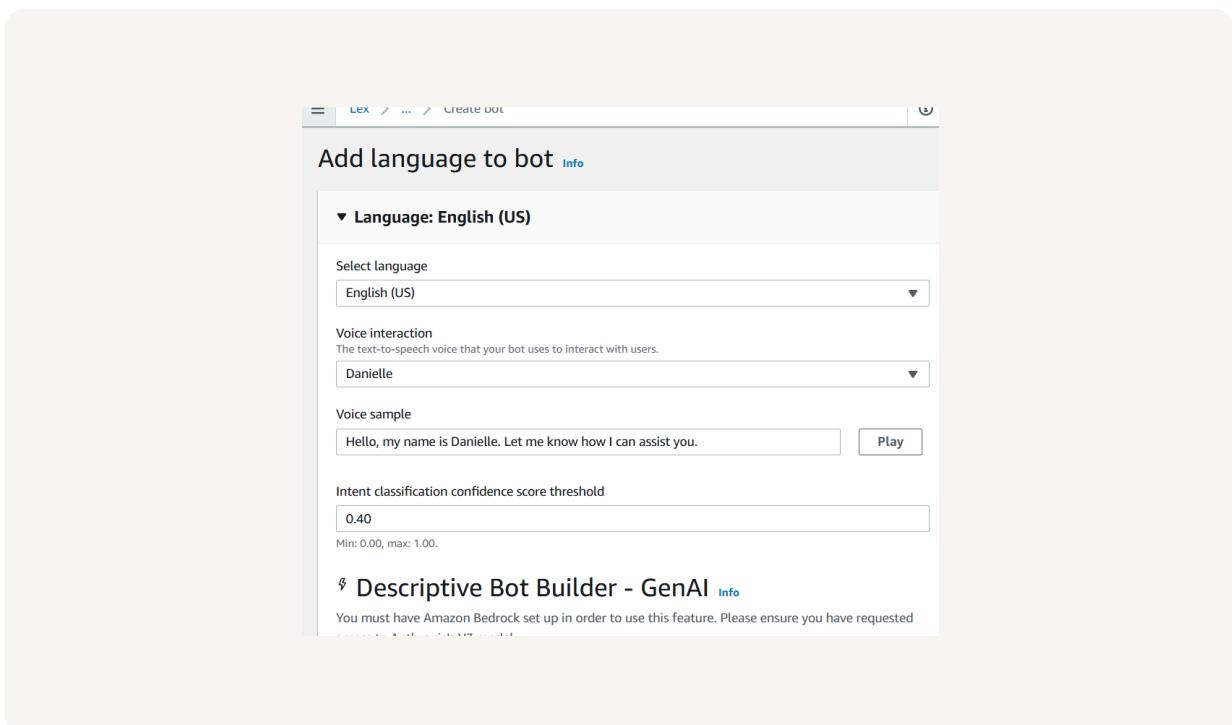
This project took me approximately half and hour .The most challenging part was deciding help voice to go with . It was most rewarding to see my bot in action in a way that i wanted.

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... because amazon lex need other permissions to interact with other aws resources like aws lambda

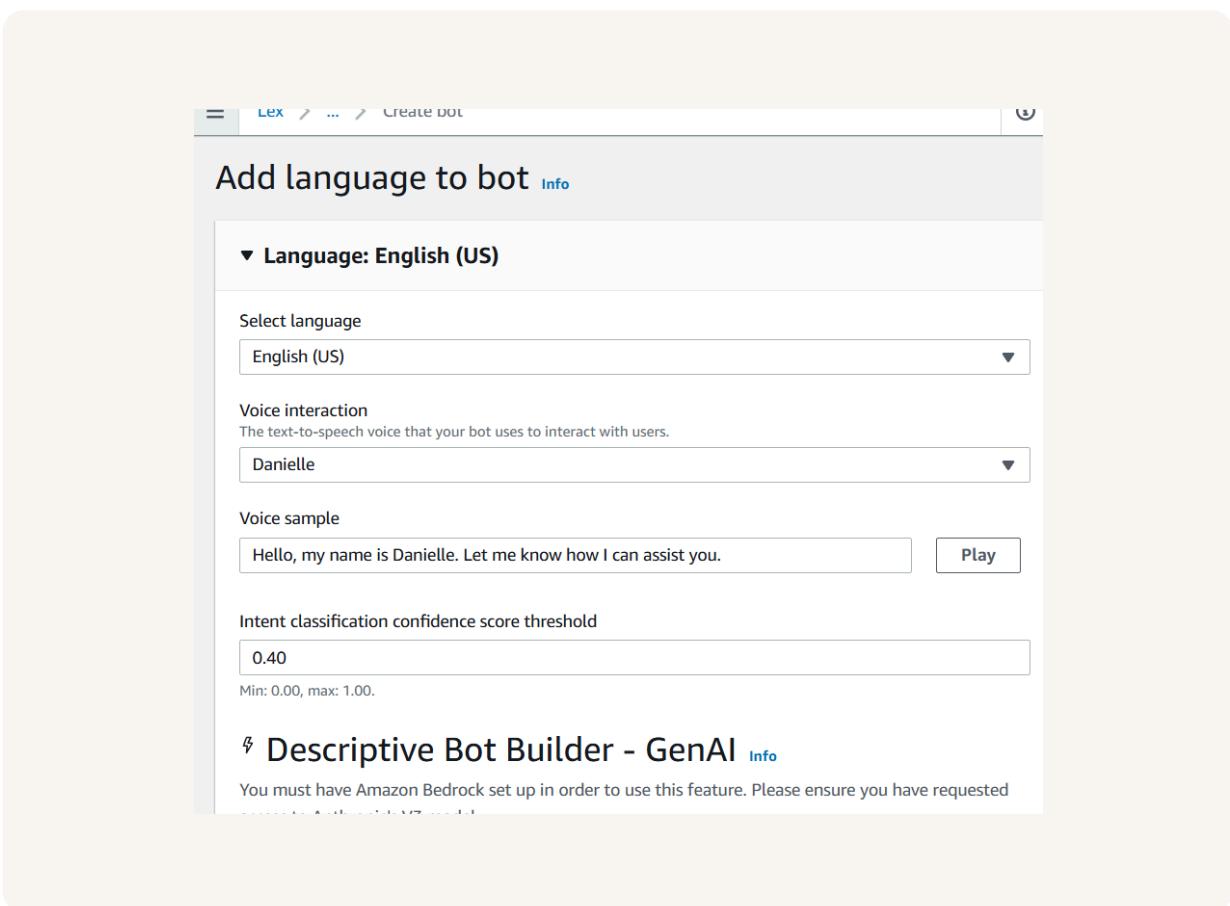
In terms of the intent classification confidence score, I kept the default value of 0.40. This means the chatbot we are creating needs to be atleast 40% confidence to be able to interact with the user



Intents

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

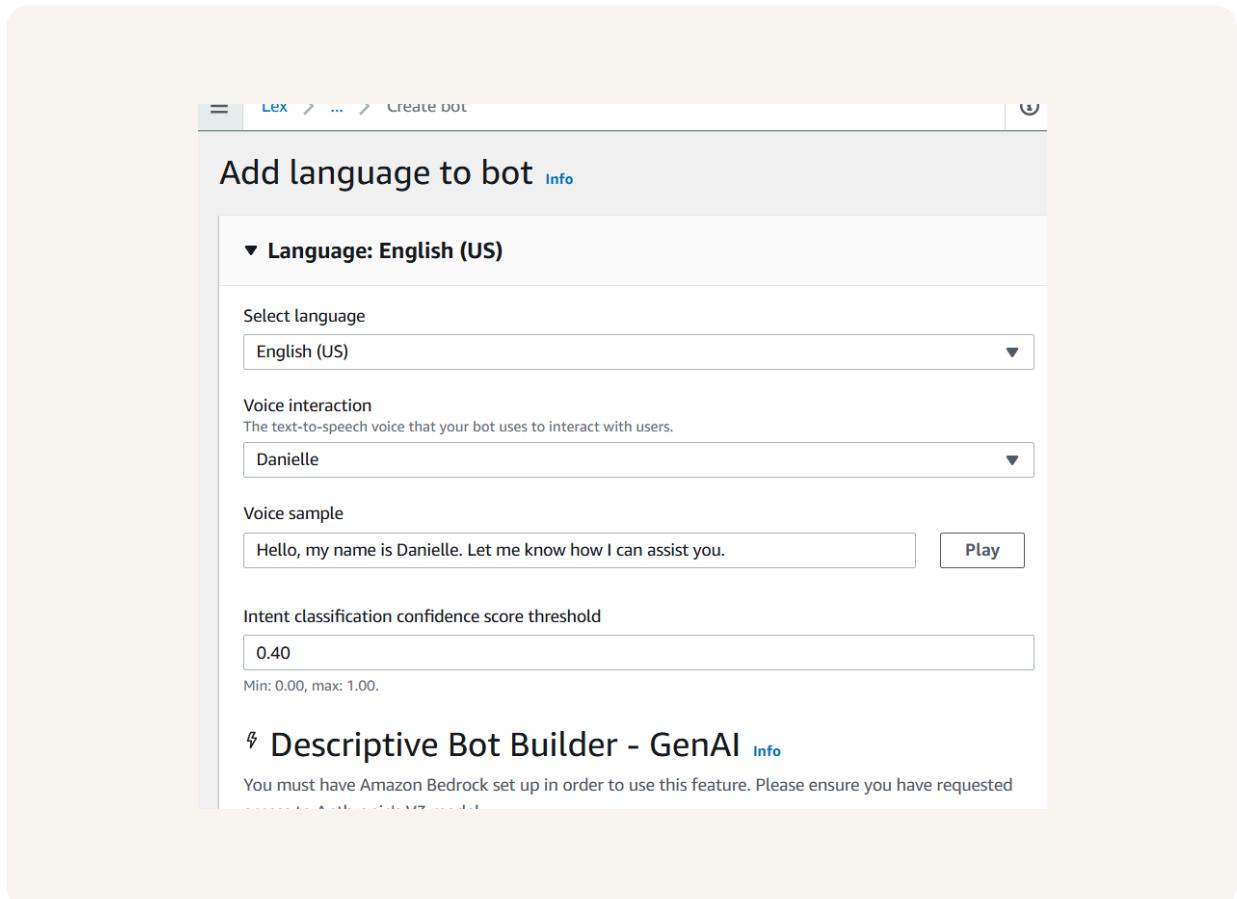
I created my first intent, WelcomeIntent, to greet users when they hello or ask for help



FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter 'hello' and 'hiya' .

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered 'how are you' This error message occurred because my bot coudn't match to initially define intents.





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Configuring FallbackIntent

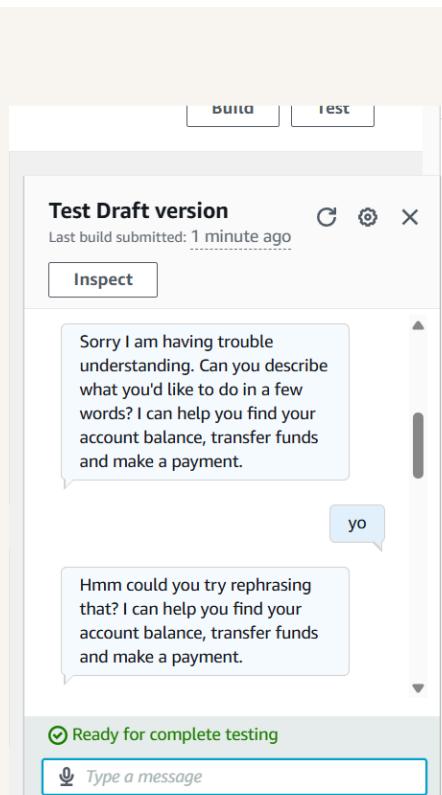
FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot doesn't understand the user's input

I wanted to configure FallbackIntent because i want my bot to respond to the users in a friendly way even when there is errors.

Variations

To configure FallbackIntent, I customized the closing response messages and added variations so it sounded more natural.

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





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