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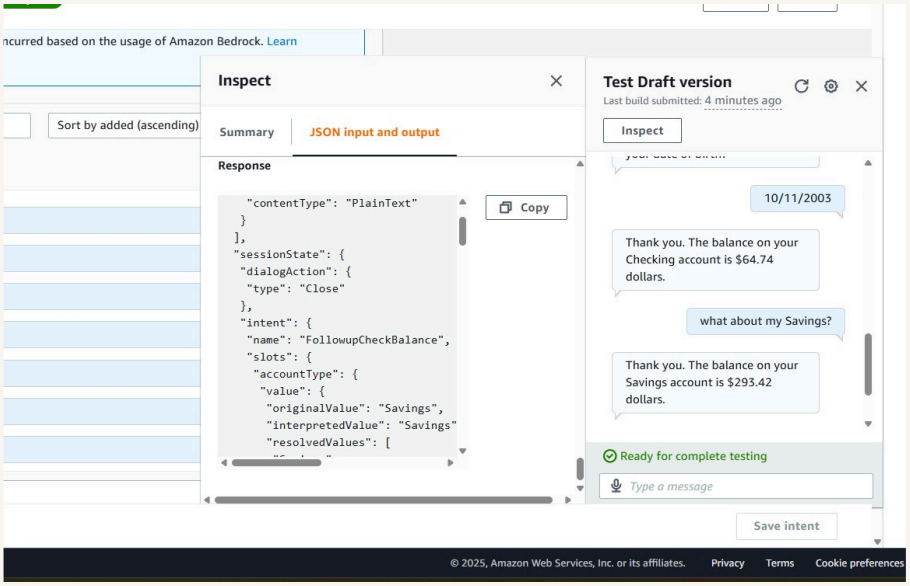
Save User Info with a Lex Chatbot

Gursimran Singh



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an AWS tool for building chatbots and voice apps. It’s useful because it lets your bot understand what users say, respond naturally, and even connect to backend systems to do things like fetch data or remember details.

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to build a chatbot that remembers user info using context carryover. It helped me set up multiple intents that share data, making the conversation feel smoother and more natural.

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

One thing I didn't expect in this project was how easy it is to make the chatbot remember user info across intents. Context carryover made it feel way more advanced without needing complex logic or extra coding.

This project took me...

This project took me about 1 hour to complete. Most of the time went into testing how context carryover worked between intents and making sure the chatbot remembered user info like birthday correctly.

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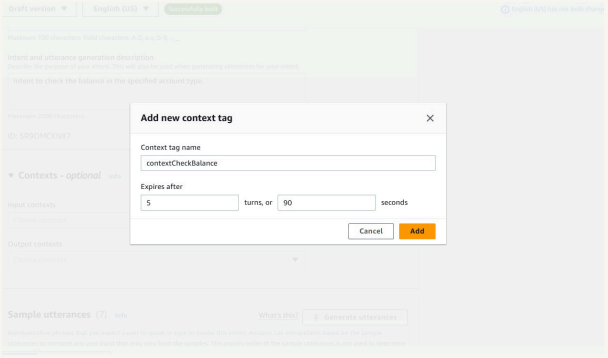
Context Tags

Context tags are labels used in Amazon Lex to pass information from one intent to another. They help the chatbot remember things a user said earlier—like a birthday—so it can use that info in future parts of the conversation.

There are two types of context tags: *input* and *output*. Output context tags are set by an intent to store info, while input context tags are used by another intent to access that stored info. Together, they help share data between intents.

I created a context tag called `contextCheckBalance`. This context tag was created in the CheckBalance intent. This tag stores information about the user's birthday so it can be passed to other intents that need it later in the conversation.



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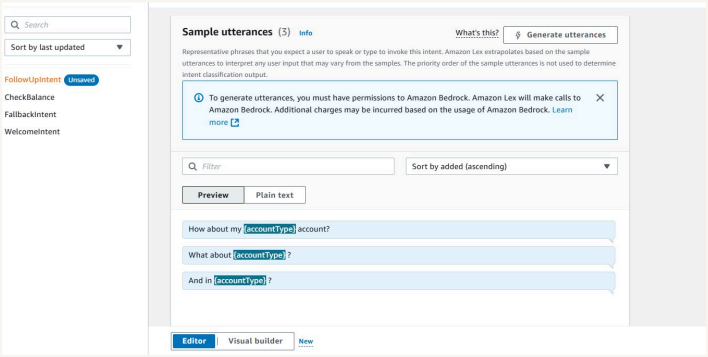
FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to handle follow-up balance questions without asking for the user's birthday again by reusing the info already collected through context carryover.

This intent is connected to the previous intent I made, CheckBalance, because it uses the birthday saved by CheckBalance through context carryover, allowing the chatbot to handle follow-up questions without asking for the same info again.



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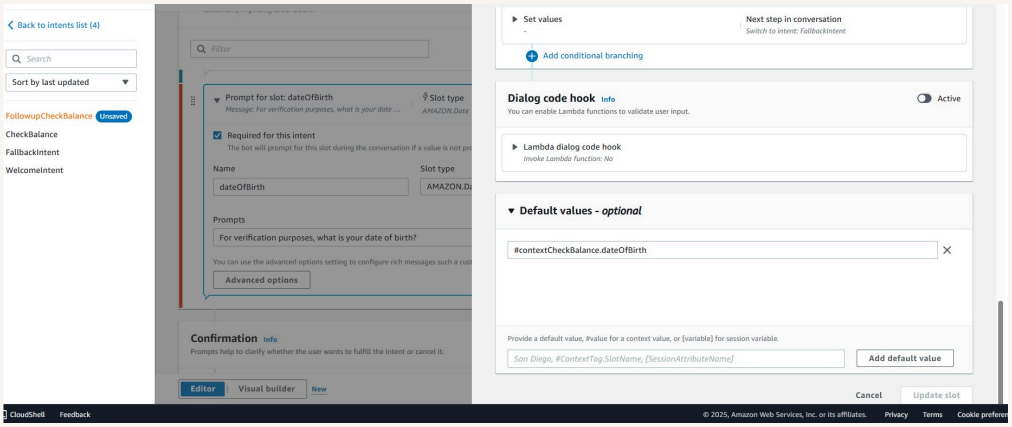
Input Context Tag

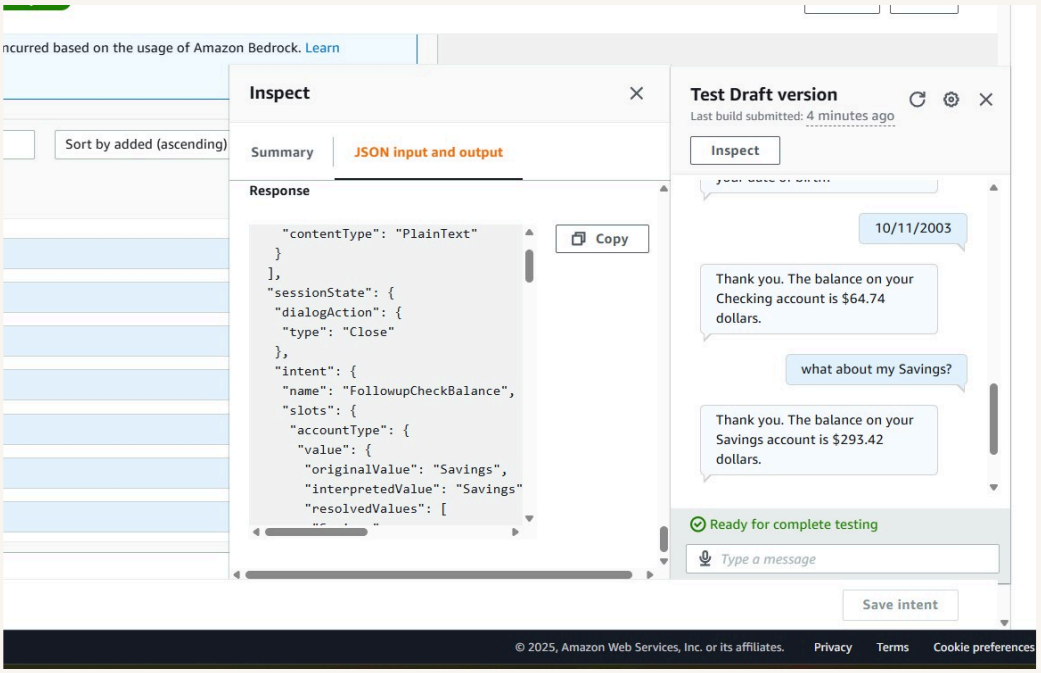
I created an input context, contextCheckBalance, that connects to the output context from the CheckBalance intent. This allows FollowupCheckBalance to access the saved birthday without asking the user again.



The final result!

To see the context tags and followup intent in action, I first asked my chatbot to check my balance, then said something like “What about my savings account?” This triggered FollowupCheckBalance using the saved birthday info.

If I had gone straight to trying to trigger FollowupCheckBalance without setting up any context, the chatbot wouldn’t have the user’s birthday info, so it would either ask for it again or fail to respond correctly, breaking the conversation flow.



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