



Build a Chatbot with Custom Slots



Harika J

▼ **Slots (2) - optional** Info

Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.

Filter

<p>▶ Prompt for slot: accountType Message: For which account would you like your balan...</p>	Slot type <i>accountType</i>	X
<p>▶ Prompt for slot: dateOfBirth Message: For verification purposes, what is your date ...</p>	Slot type <i>AMAZON.Date</i>	X

Add slot



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Introducing Today's Project!

I used Amazon Lex in today's project to build a chatbot that understands user inputs, manages intents like checking account balances, and provides dynamic responses.

What is Amazon Lex?

Amazon Lex is a tool for creating chatbots that understand natural language and connect easily with AWS services.

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

One thing I didn't expect in this project was how easily Amazon Lex handles natural language inputs with minimal configuration.

This project took me...

This project took me around 20-30 minutes to set up, configure intents, add slots, and test the basic chatbot functionality.



Slots

Slots are placeholders in an intent that collect specific pieces of information from the user, such as dates, locations, or amounts, to complete the fulfillment of an action.

By adding custom slots in utterances, my chatbot's users can provide specific details, like account type or category, making interactions more tailored and efficient for their needs.

In this project, I created a custom slot type to define a specific set of acceptable values, ensuring the chatbot captures precise user inputs relevant to the intent.

Slot type values

Modify the list of values used to train the machine learning model to recognize values for a slot.

Search slot type values

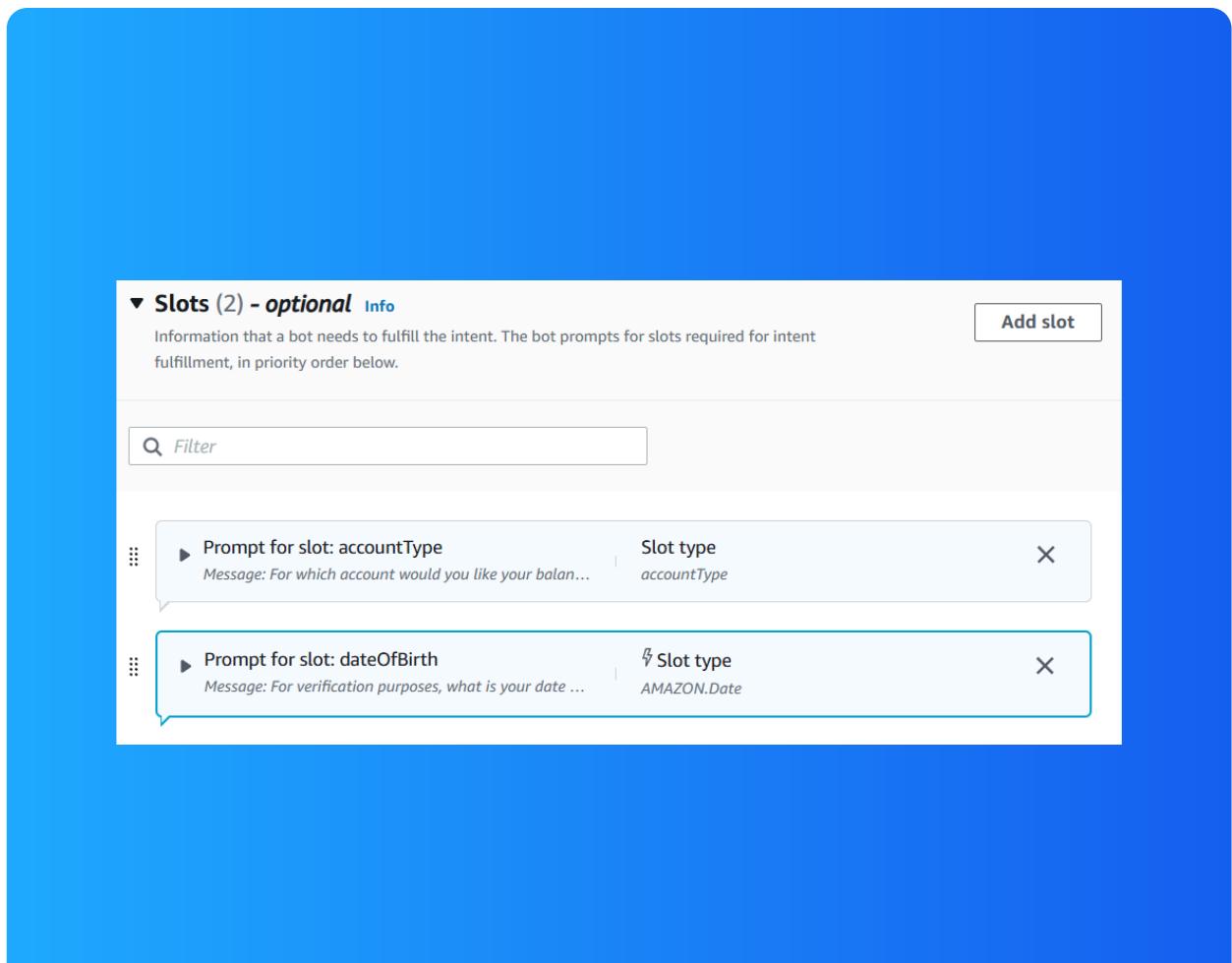
Checking	Tab or ; or enter return for new value	X	
Savings	Tab or ; or enter return for new value	X	
Credit	Tab or ; or enter return for new value	X	
	credit card X	visa X	mastercard X
	amex X	american express X	
<input type="text"/> Value	Tab or ; or enter return for new value	Add value	



Connecting slots with intents

This slot type has restricted slot values, which means the chatbot will only accept user inputs that match the predefined values, ensuring accurate and controlled data collection.

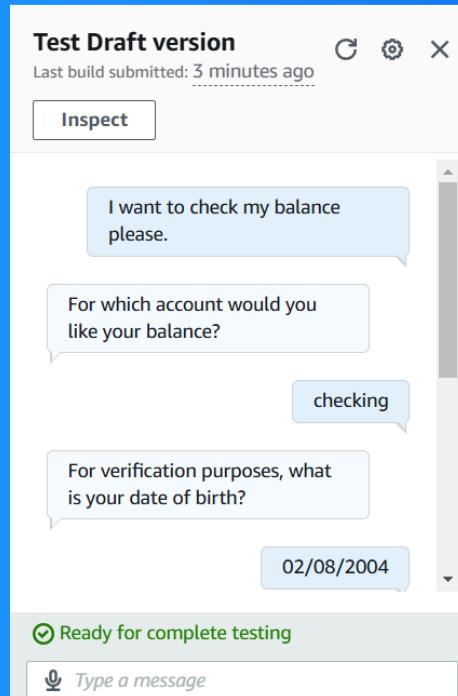
I associated my custom slot with CheckBalance, which is an intent designed to help users retrieve their account balance by collecting necessary details like account type or number.





Slot values in utterances

I included slot values in some of the utterances (i.e., user inputs) by using placeholders for the slot names within curly braces. For example: "What is the balance in my {AccountType} account?" or "Can you check my balance for {AccountType}?"





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