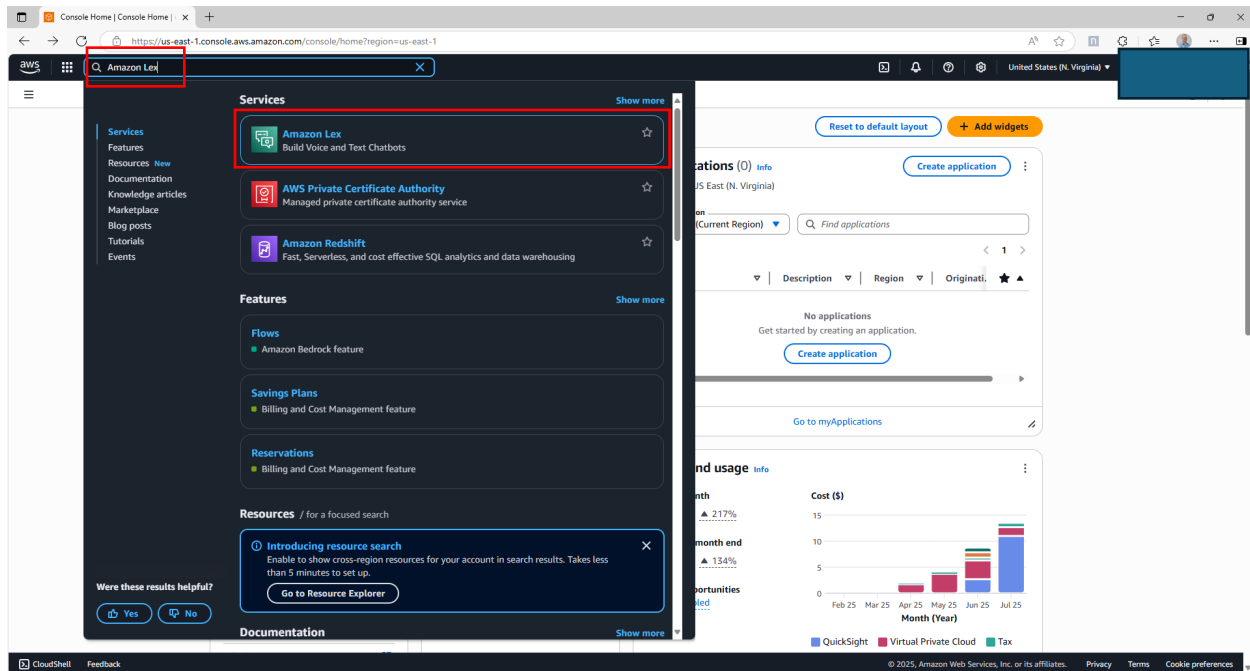
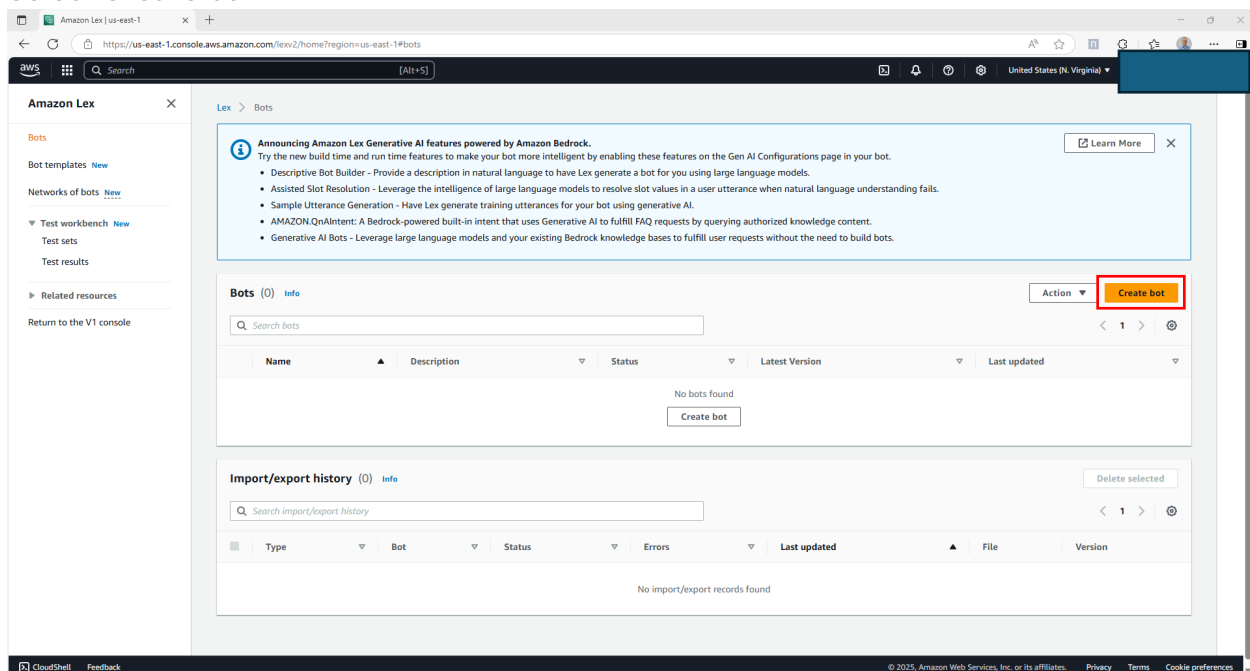


Log into AWS Console
Enter **Amazon Lex** in search bar
Select **Amazon Lex** under **Services**



Select **Create bot**



Under Bot name, enter **HotelBookingBot**

The screenshot shows the 'Configure bot settings' page in the Amazon Lex console. The page is divided into three main sections: 'Creation method', 'Bot configuration', and 'IAM permissions'. In the 'Bot configuration' section, the 'Bot name' field is highlighted with a red box and contains the text 'HotelBookingBot'. Below the name field, there is a description field with the text 'IT HelpDesk bot for employees in the North America office.' The 'IAM permissions' section is partially visible at the bottom of the page.

Under IAM permissions, select **Create a role with basic Amazon Lex permissions**
Under **Children's Online Privacy Protection Act (COPPA)**, select **No**

The screenshot shows the 'IAM permissions' page in the Amazon Lex console. The 'Runtime role' section has two radio buttons: 'Create a role with basic Amazon Lex permissions' (selected and highlighted with a red box) and 'Use an existing role'. Below this, there is a note about creating a role. The 'New role' section shows the role name 'AWSRoleForLexV2Bots_24737EP8008'. The 'Bot error logging' section has two radio buttons: 'Enabled' and 'Disabled'. The 'Children's Online Privacy Protection Act (COPPA)' section has two radio buttons: 'Yes' and 'No' (selected and highlighted with a red box).

Scroll down, select **Next**

Amazon Lex | us-east-1

https://us-east-1.console.aws.amazon.com/lexv2/home?region=us-east-1#createBot

AWSServiceRoleForLexV2Bots_Z4737EP8008

Bot error logging [info](#)
Debug unexpected issues on Lex bots.

Error logs
☐ Enabled
☐ Disabled
[Learn more about error logs](#)
[Go to error logs](#)

Children's Online Privacy Protection Act (COPPA) [info](#)
Is use of your bot subject to the [Children's Online Privacy Protection Act \(COPPA\)](#)?
☐ Yes
☒ No

Idle session timeout
You can configure how long a session is maintained when the user does not provide any input and the session is idle. Amazon Lex retains context information until a session ends.

Session timeout
5 minute(s)
By default, session duration is 5 minutes, but you can specify any duration between 1 and 1440 minutes (24 hours).

► **Advanced settings - optional** [info](#)

Cancel **Next**

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Under **Select Language**, select dropdown for **English Voice interaction**, select **Danielle** (or preferred voice)

Amazon Lex | us-east-1

https://us-east-1.console.aws.amazon.com/lexv2/home?region=us-east-1#createBot

Lex > Bots > Create bot

Step 1
[Configure bot settings](#)

Step 2
Add languages

Add language to bot [info](#)

▼ **Language: English (US)**

Select language
English (US)

Voice interaction
The text-to-speech voice that your bot uses to interact with users.
Danielle

Voice sample
Hello, my name is Danielle. Let me know how I can assist you. [Play](#)

Intent classification confidence score threshold
0.40
Min: 0.00, max: 1.00.

Descriptive Bot Builder - GenAI [info](#)
You must have Amazon Bedrock set up in order to use this feature. Please ensure you have requested access to Anthropic's V2 model.
Create a description of the bot you like to build. For example "We want a bot to help customers order food (using item id, quantity, size), check order status, and cancel an order. Use Order ID for indexing order."
Describe your use case
We want a bot to help customers order food (using item id, quantity, size), check order status, and cancel an order. Use Order ID for indexing orders.
Minimum characters: 100, Maximum characters: 2000
Select model
AI Anthropic Claude V2

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Scroll down, select Done

Amazon Lex | us-east-1

https://us-east-1.console.aws.amazon.com/lexv2/home?region=us-east-1#createBot

Language: English (US)

Select language: English (US)

Voice interaction: Danielle

Voice sample: Hello, my name is Danielle. Let me know how I can assist you. [Play]

Intent classification confidence score threshold: 0.40

Descriptive Bot Builder - GenAI

We want a bot to help customers order food (using item id, quantity, size, check order status, and cancel an order. Use Order ID for indexing orders.)

Select model: Anthropic Claude V2

Additional charges may be incurred based on the usage of generative AI features

Cancel Add another language Done

Under Bots, select HotelBookingBot

Amazon Lex

Lex > Bots

Announcing Amazon Lex Generative AI features powered by Amazon Bedrock.

Bots (1)

Name	Description	Status	Latest Version	Last updated
HotelBookingBot	-	Available	-	4 minutes ago

Import/export history (0)

Type	Bot	Status	Errors	Last updated	File	Version
No import/export records found						

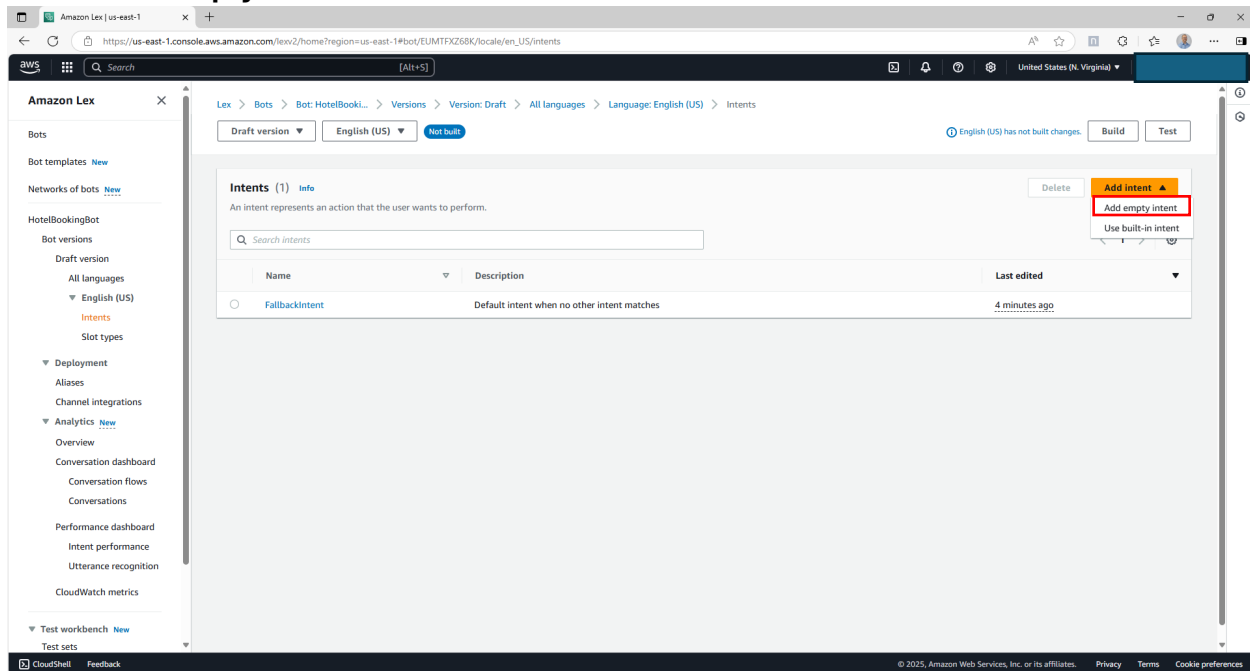
Select Intents

The screenshot shows the Amazon Lex console for the 'HotelBookingBot'. The left sidebar contains a navigation menu with the following items: Bots, Bot templates, Networks of bots, HotelBookingBot, Bot versions, Draft version, All languages, English (US) (highlighted with a red box), Intents, Slot types, Deployment, Aliases, Channel integrations, Analytics, Overview, Conversation dashboard, Conversation flows, Conversations, Performance dashboard, Intent performance, Utterance recognition, CloudWatch metrics, Test workbench, and Test sets. The main content area displays the 'Bot details' for 'HotelBookingBot', including its name, description, and ID. Below this, there are sections for 'Add languages' and 'Create versions and aliases for deployment'.

Select Add Intent

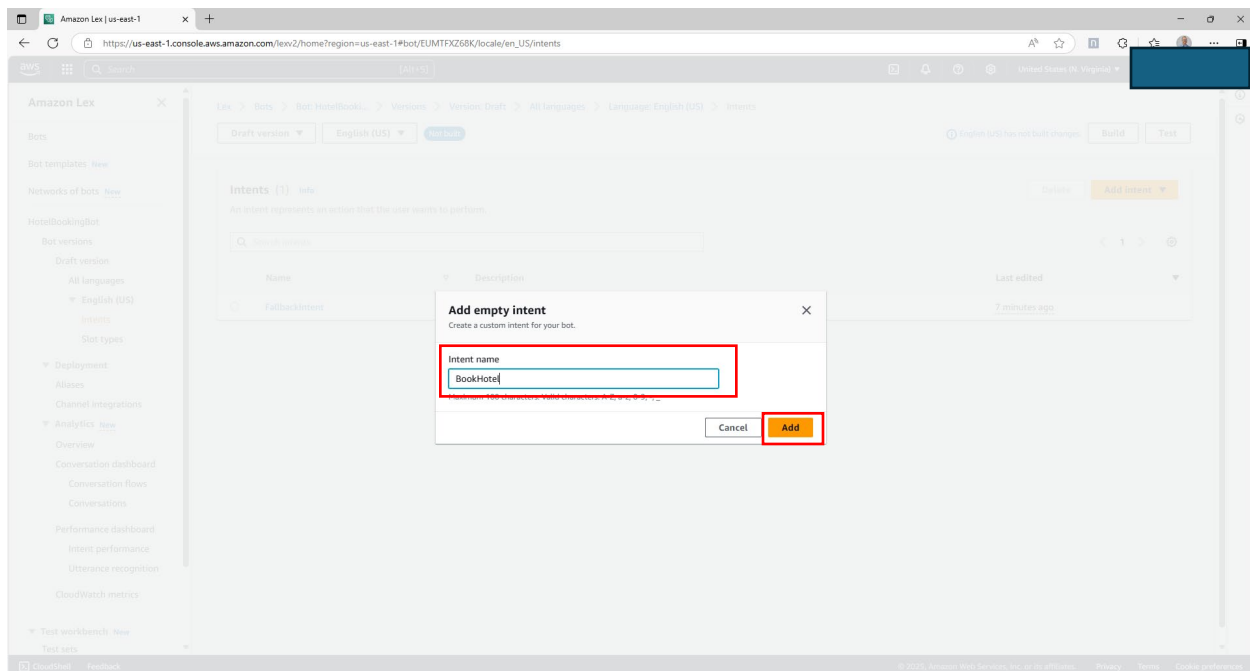
The screenshot shows the Amazon Lex console for the 'HotelBookingBot' in the 'Intents' section. The breadcrumb navigation at the top reads: Lex > Bots > Bot: HotelBooki... > Versions > Version: Draft > All languages > Language: English (US) > Intents. The page shows a table with one intent, 'FallbackIntent', which is the default intent when no other intent matches. The 'Add Intent' button is highlighted with a red box. The table has columns for Name, Description, and Last edited. The 'Last edited' column shows '4 minutes ago'.

Select Add empty intent



Intent name, enter **BookHotel**

Select Add



Scroll down to **Sample utterances**

The screenshot shows the Amazon Lex console interface for configuring an intent named 'BookHotel'. The breadcrumb navigation indicates the path: Lex > Bots > Bot: HotelBookingBot > Versions > Version: Draft > All languages > Language: English (US) > Intents > Intent: BookHotel. The page includes a left sidebar with navigation links like 'Back to intents list (2)', a search bar, and a list of intents including 'BookHotel' (marked as 'Unsaved') and 'FallbackIntent'. The main content area shows the 'Intent details' for 'BookHotel', including its name, a description, and its ID (GYRLAQAZ6P). The 'Sample utterances' section is highlighted with a red box, showing a list of sample utterances (currently empty) and a 'Generate utterances' button. The bottom of the page features a footer with AWS logo, CloudShell, Feedback, and copyright information.

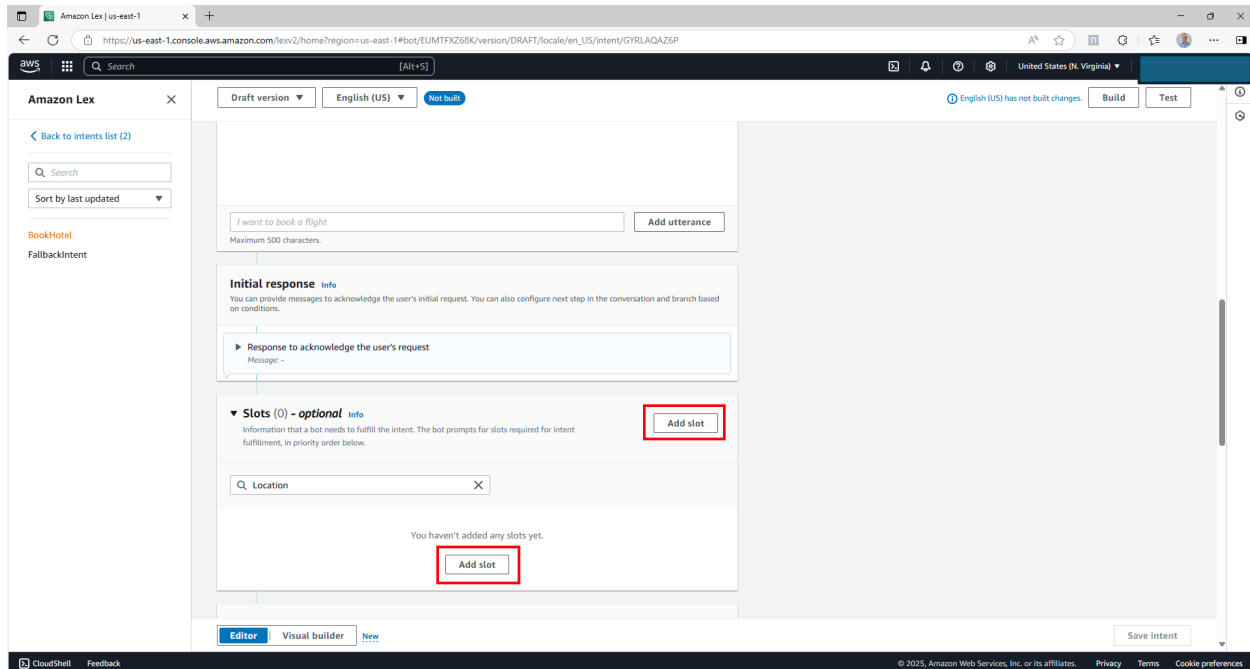
Enter utterances, such as **I want to book a hotel, Reserve a room, Can I get a hotel in Dallas**

Select **Add utterance**

This screenshot shows the 'Sample utterances' section of the 'BookHotel' intent configuration. It displays a list of existing sample utterances: 'I want to book a hotel' and 'Reserve a room for me'. Below this list, a new sample utterance 'Can I get a hotel in Dallas?' is entered into a text field, which is highlighted with a red box. To the right of this field is an 'Add utterance' button, also highlighted with a red box. The interface includes a search bar, a filter dropdown, and a 'Sort by added (ascending)' dropdown. A notification banner at the top states: 'To generate utterances, you must have permissions to Amazon Bedrock. Amazon Lex will make calls to Amazon Bedrock. Additional charges may be incurred based on the usage of Amazon Bedrock. Learn more'. The bottom of the page features a footer with AWS logo, CloudShell, Feedback, and copyright information.

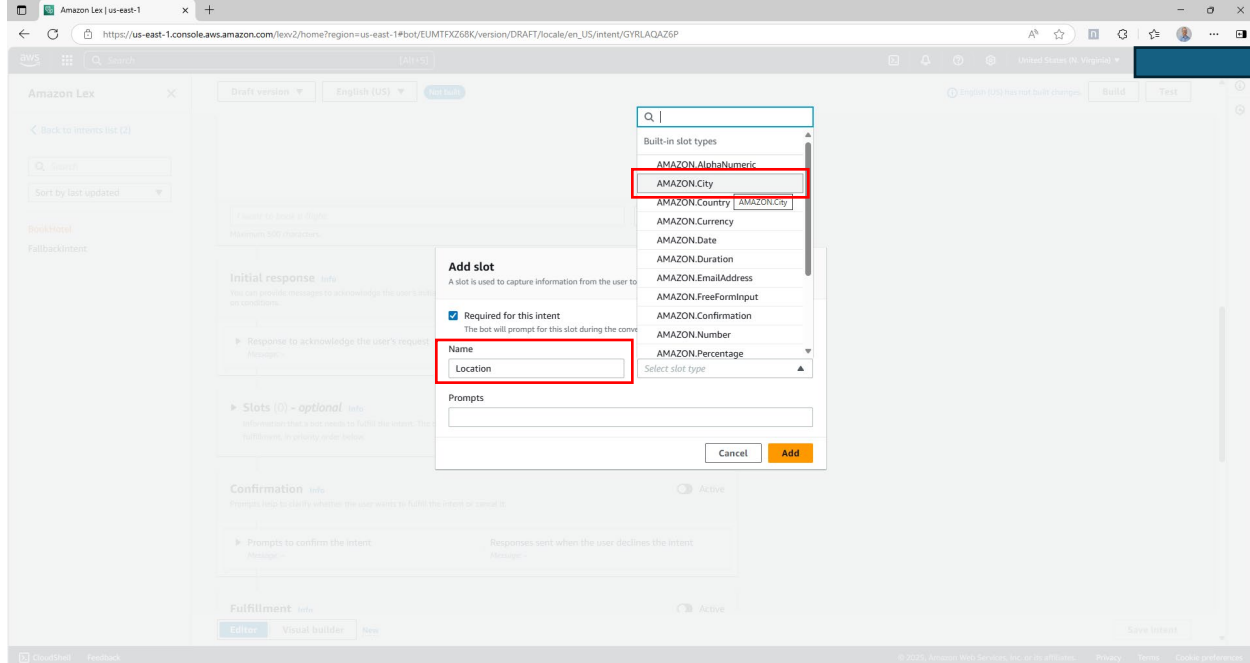
Scroll down to **Slots**

Select **Add slot**

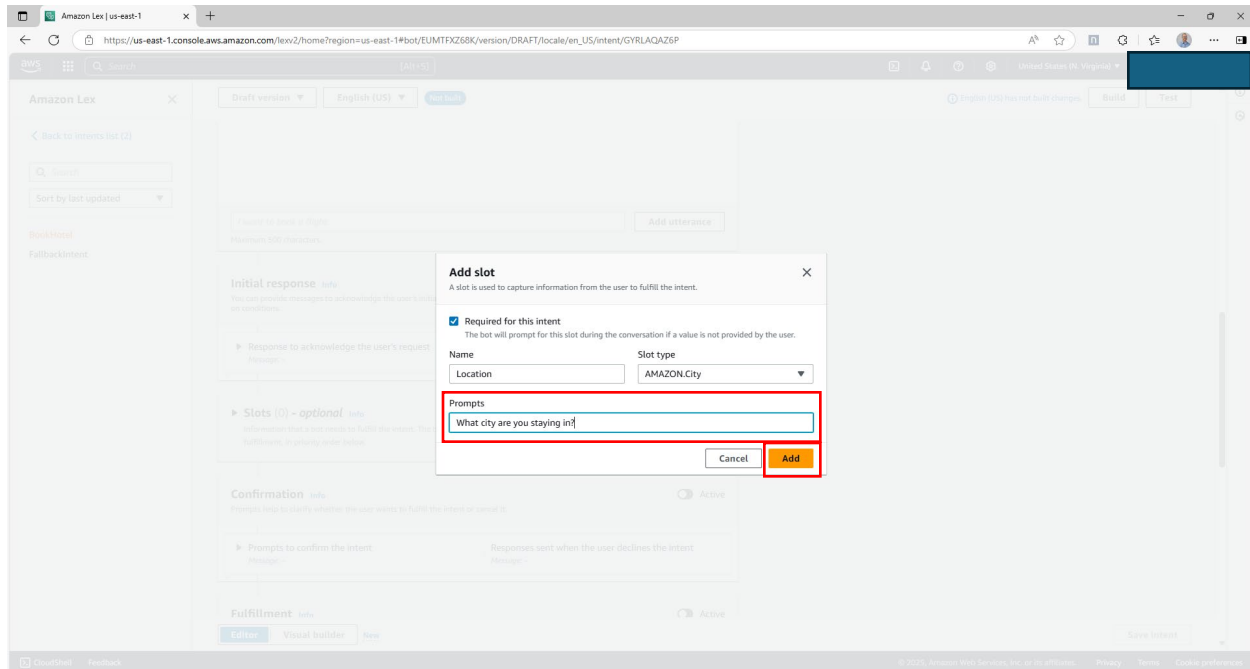


Under Name, enter **Location**

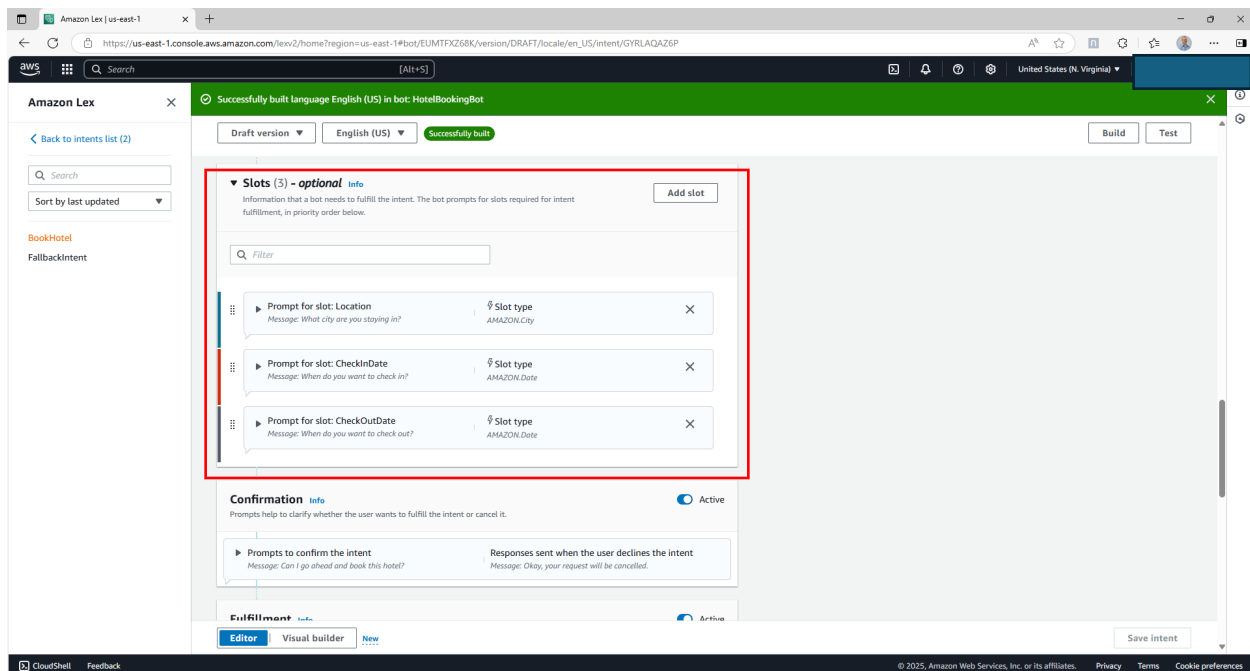
Under **Built-in slot types**, select **AMAZON.City**



Enter prompt **What city are you staying in?** Select **Add**

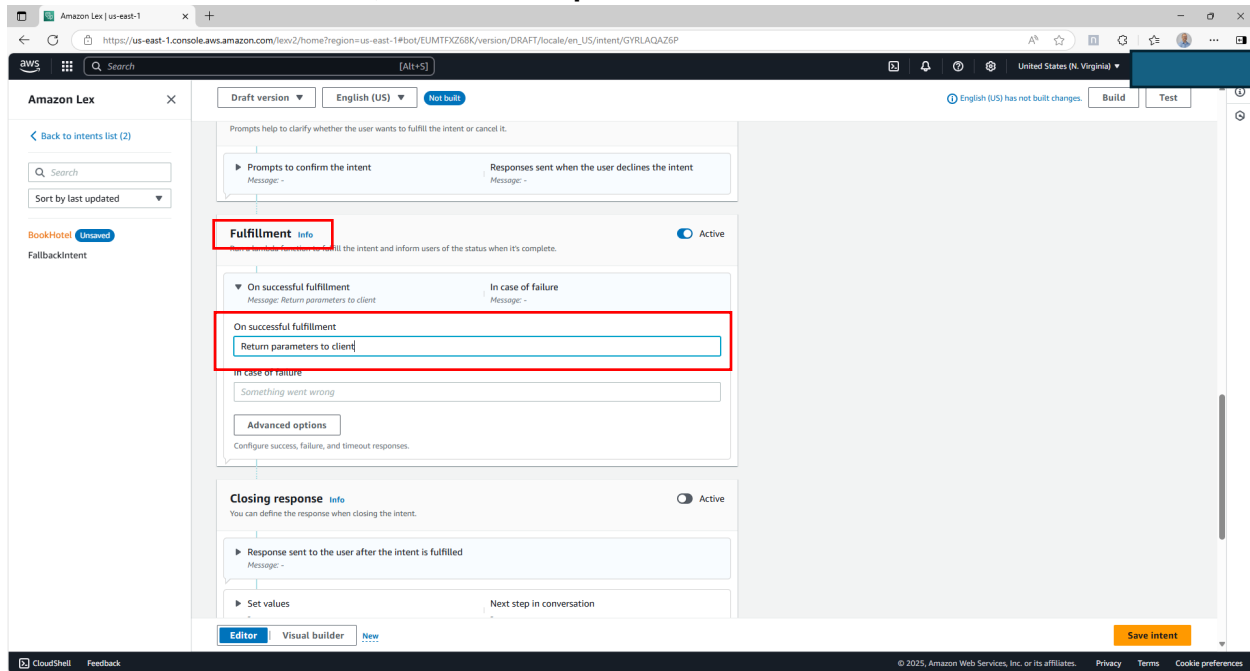


All slots added

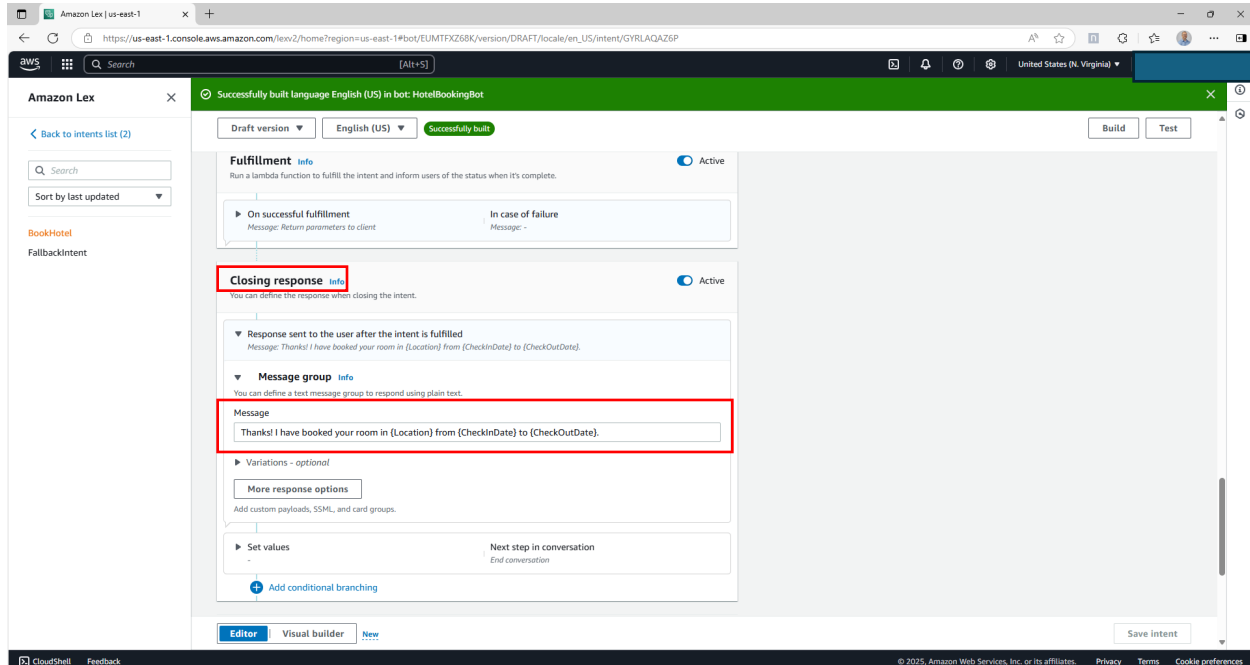


Scroll down under Fulfillment

On successful fulfillment, enter Return parameters to client



Under Closing response, enter “Thanks! I have booked your room in {Location} from {CheckInDate} to {CheckOutDate}.”



Select **Visual builder** to check process

Select **Save Intent**

Select **Build**

Amazon Lex console interface showing the 'BookHotel' intent. The 'Visual builder' tab is selected, displaying a flowchart for the intent. The flowchart includes steps: Start, Get slot value, Condition, Confirmation, Fulfillment, Closing response, and End conversation. The 'Build' button is highlighted in the top right, and the 'Visual builder' button is highlighted in the bottom left. The 'Save intent' button is highlighted in the bottom right.

Amazon Lex console interface showing the 'BookHotel' intent in the 'Building' view. The 'Building' tab is selected, displaying the 'Building language English (US) in bot: HotelBookingBot. If your language contains external source slot types, the build might take longer to complete.' section. The 'Build' button is highlighted in the top right, and the 'Save intent' button is highlighted in the bottom right.

Select Test

Amazon Lex | us-east-1

https://us-east-1.console.aws.amazon.com/lex2/home?region=us-east-1#bot/EUMTFXZ69K/version/DRAFT/locale/en_US/intent/GYRLAQAZ6P

Search

[Alt+S]

United States (N. Virginia)

BuildTest

Amazon Lex

Back to intents list (2)

Search

Sort by last updated

BookHotel

FallbackIntent

Draft versionEnglish (US)Successfully built

BuildTest

Fulfillment

Run a lambda function to fulfill the intent and inform users of the status when it's complete.

On successful fulfillment
Message: Return parameters to client

In case of failure
Message: -

Closing response

You can define the response when closing the intent.

Response sent to the user after the intent is fulfilled
Message: Thanks! I have booked your room in (Location) from (CheckInDate) to (CheckOutDate).

Set values
Next step in conversation
End conversation

Add conditional branching

Code hooks - optional

Use a Lambda function for initialization and validation
Allow dialog code hook invocation. Turn this off to prevent invocation of the code hook throughout this intent.

EditorVisual builderNew

Save intent

CloudShellFeedback

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Test Draft version

Last build submitted:

41 minutes ago



Inspect

I want to book a hotel

What city are you staying in?

Dallas

When do you want to check in?

July 16

When do you want to check out?

July 18

Can I go ahead and book this hotel?

✓ Ready for complete testing



Type a message

Save intent

Had to troubleshoot a few errors.

- 1) "Invalid Bot Configuration: Invalid slot name Location specified in next step."
 - a. Slot names are case sensitive
 - b. Adjust names to match the closing response
- 2) "Missing required key 'sessionId' in params"
 - a. Under **Initial Response**, ensure to select **Advanced Options**,
 - b. Expand **Dialog code hook**, unselect **Invoke Lambda function**

