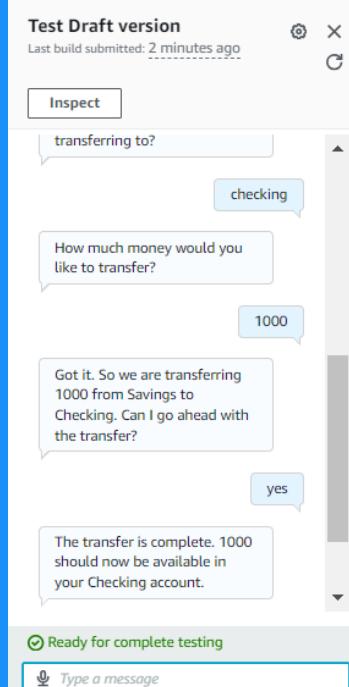




Build a Chatbot with Multiple Slots



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Introducing Today's Project!

What is Amazon Lex?

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How I used Amazon Lex in this project

.....

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

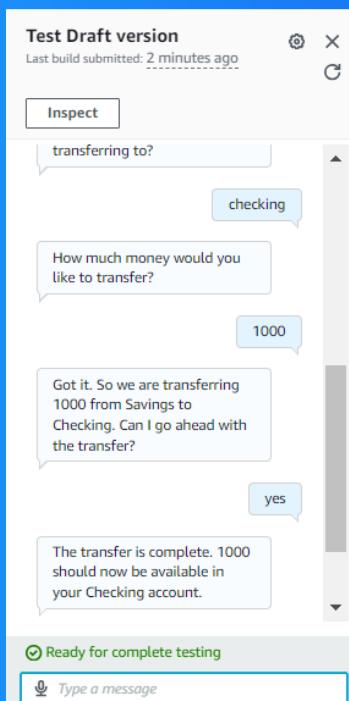
.....

This project took me...

.....

TransferFunds

An intent I created for my chatbot was 'TransferFunds', which will help the user transfer money between bank accounts



Using multiple slots

For this intent, I had to use the same slot type twice. This is because the 'TransferFunds' intent involved two different accounts - the source account and the target account

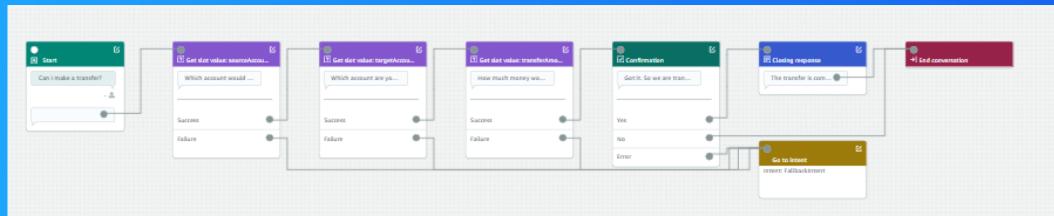
I also learnt how to create confirmation prompts, which are prompts designed for the chatbot to confirm the user's intention to carry out the user's intention to carry out the intent.

The screenshot shows the 'Confirmation' configuration page for an intent. At the top, there is a status indicator labeled 'Active'. Below it, a section titled 'Prompts help to clarify whether the user wants to fulfill the intent or cancel it.' contains two expandable sections: 'Prompts to confirm the intent' and 'Responses sent when the user declines the intent'. Under 'Prompts to confirm the intent', a message template is shown: 'Message: Got it. So we are transferring {transferAmount} from {sourceAccountType} to {targetAccountType}. Can I go ahead?'. Under 'Responses sent when the user declines the intent', a message template is shown: 'Message: The transfer has been cancelled.'. Below these, there are sections for 'Confirmation prompt' (with a message template: 'Got it. So we are transferring {transferAmount} from {sourceAccountType} to {targetAccountType}. Can I go ahead?') and 'Decline response' (with a message template: 'The transfer has been cancelled.'). A 'Advanced options' button is also present. At the bottom, a note says 'Configure confirmation prompts and decline responses.'

Exploring Lex features

Lex also has a special conversation flow feature that shows every step in a conversation in a logical, chronological order. You'll also see some blank 'ghost like' responses. These are recommendations for what you could add to your Intent set up

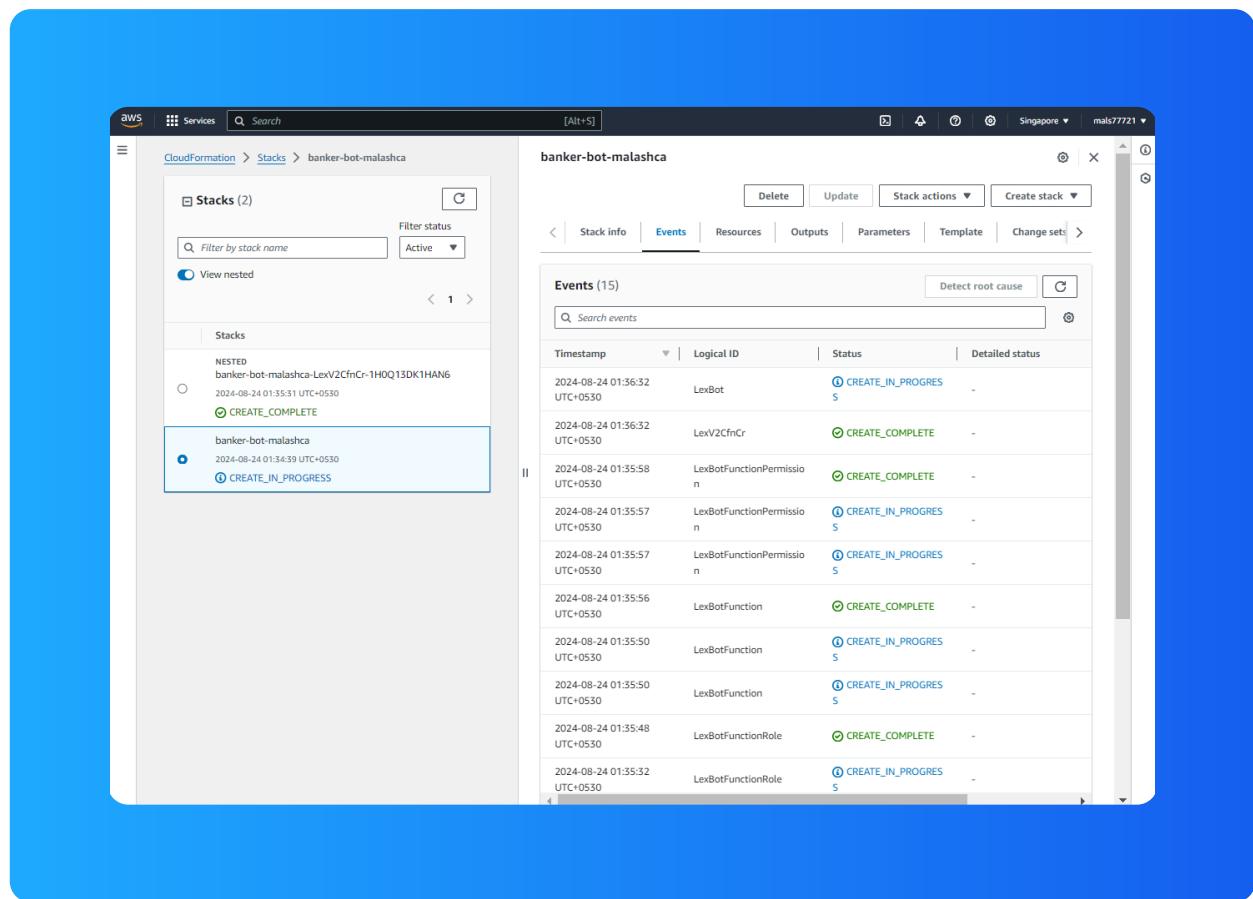
You could also set up your intent using a visual builder! A visual builder is used to build your intent from scratch



AWS CloudFormation

AWS CloudFormation is service that helps users deploy AWS resources in seconds, by defining the resources and their characteristics in a code file (called a YAML file).

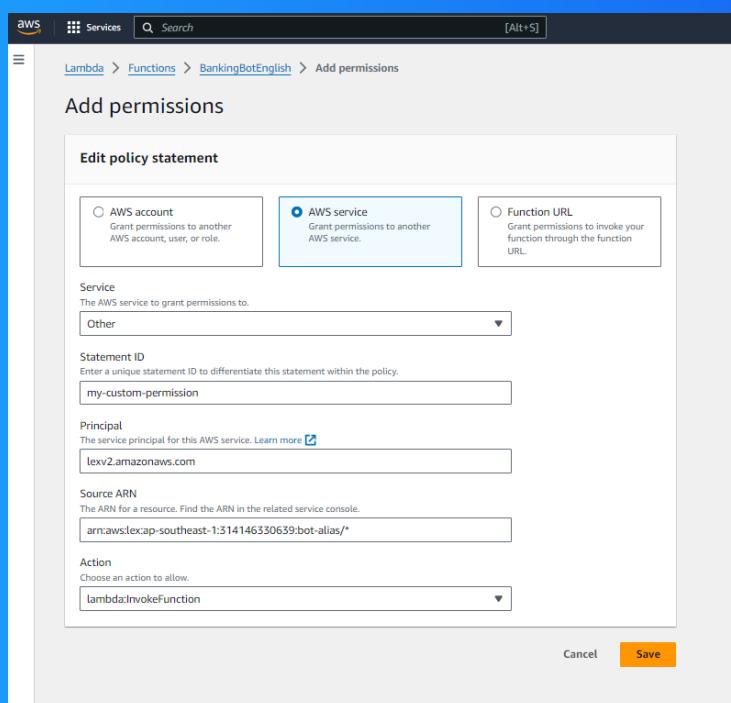
I used CloudFormation to deploy the entire BankerBot using a single CloudFormation stack.



The final result!

Re-building my bot with CloudFormation took me 1 minute to set up the CloudFormation stack. 3-4 minutes to wait for deployment to complete

There was an error after I deployed my bot! The error was about permissions in Lambda. I fixed this by giving it custom permission





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