



Build a Chatbot with Custom Slots



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▼ **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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NextWork Student

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Introducing Today's Project!

What is Amazon Lex?

....

How I used Amazon Lex in this project

....

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

....

This project took me...

....

Slots

Slots are like a placeholders/'blanks' of information that my chatbot will seek to fill in order to fulfill an intent

In this project, I created a custom slot type to represent the different account types that a banking customers could have. A custom slot type was required as the default slot types did not accommodate for account types.

This slot type has restricted slot values, which means to makes sure that only the values that you specify will count as a valid accountType!

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

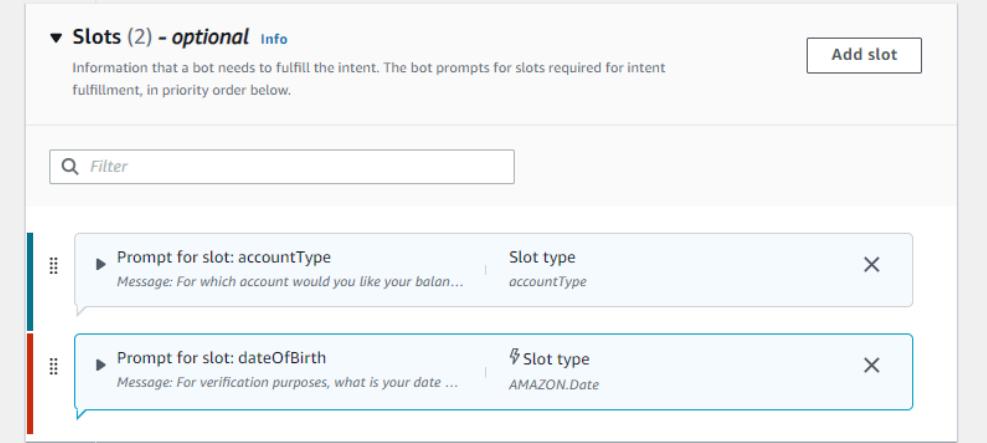
Value Tab or ; or enter return for new value Add value

Maximum 140 characters. Valid characters: A-Z, a-z, 0-9, @, #, \$

Use slot values as custom vocabulary [Info](#)

Connecting slots with intents

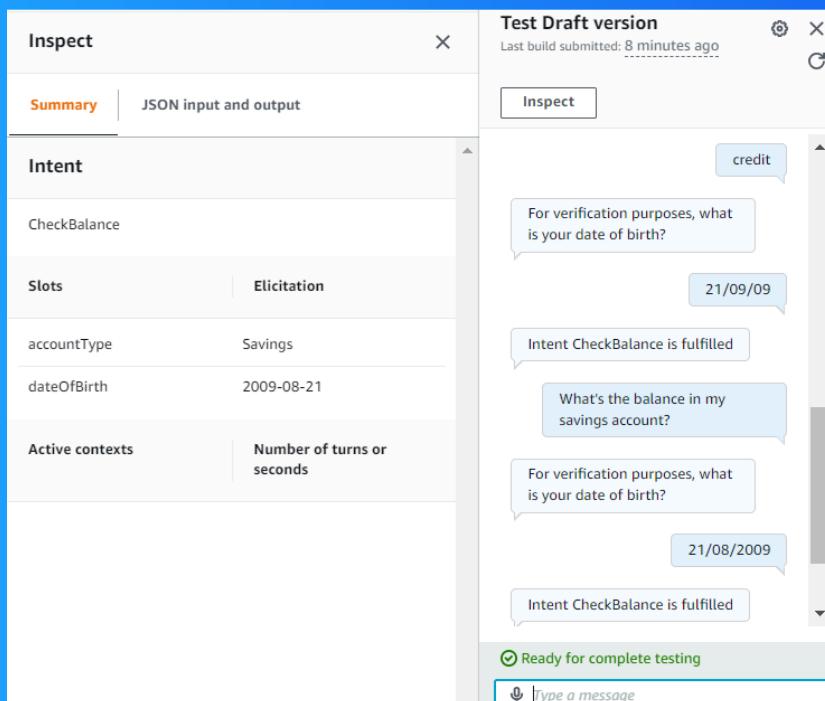
I associated my custom slot with CheckBalance, which is a new intent I created that will help my bank's customers check its users account balance



Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by... For example, I defined the utterance "What's the balance in my {accountType} account?"

the user experience is enhanced - the bot will automatically register which account type the user is trying to check, and will not ask for it again. This saves the user's time and makes the conversation much more efficient.





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