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Save User Info with your Chatbot

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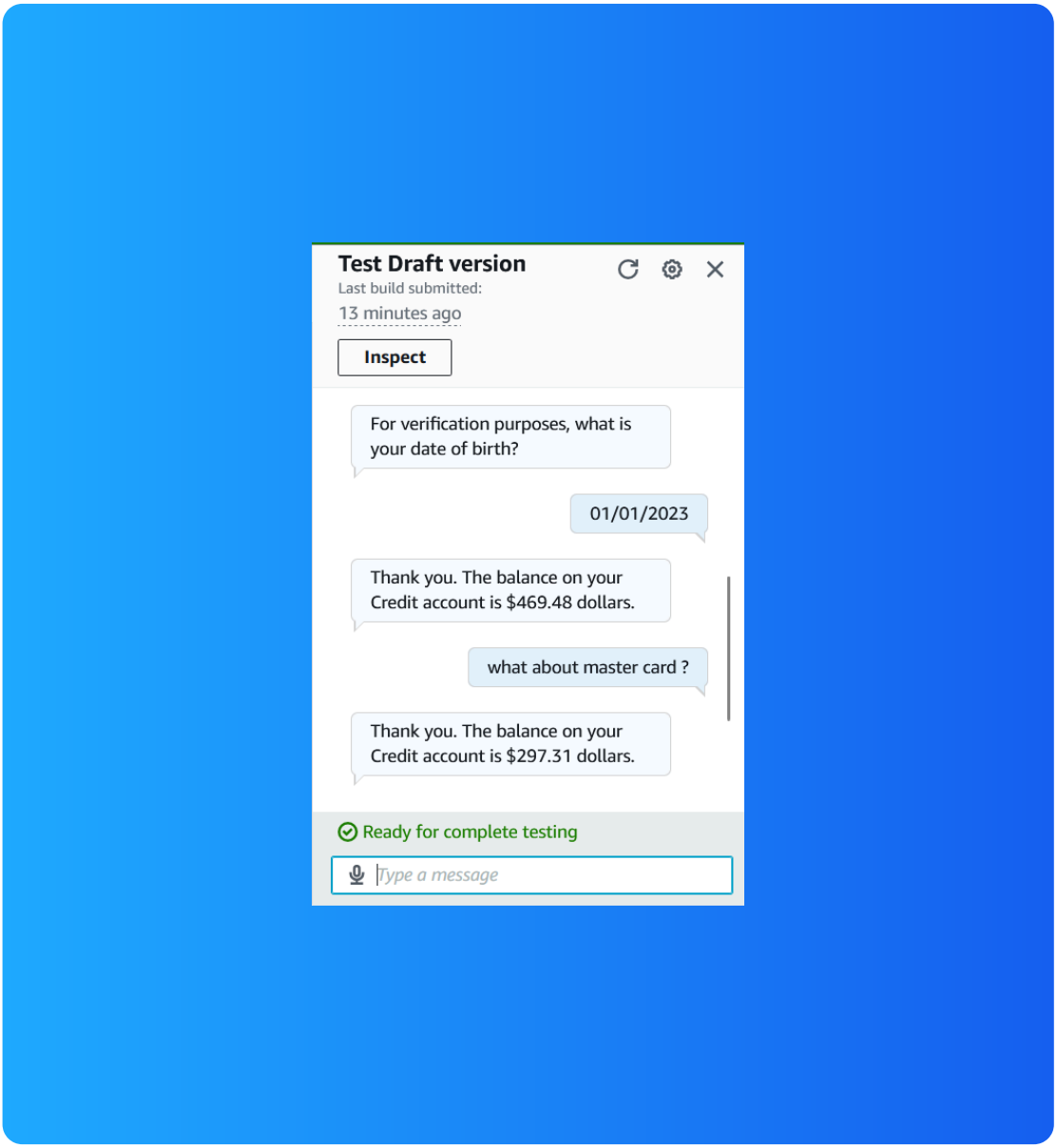

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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is an AWS product that uses AI to create powerful and dynamic chatbots that can be used to enhance customer experience. This AI-powered service creates a smooth and easy experience to set-up a chatbot for applications and websites.

How I used Amazon Lex in this project

I configured the Input and Output contexts so that Lex would be able to handle follow up questions.

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

I didn't expect the complexity of adding new featured to the chatbot, which ultimately enhance the user experience at the end of the day.

This project took me...

This project took me about 45 minutes.

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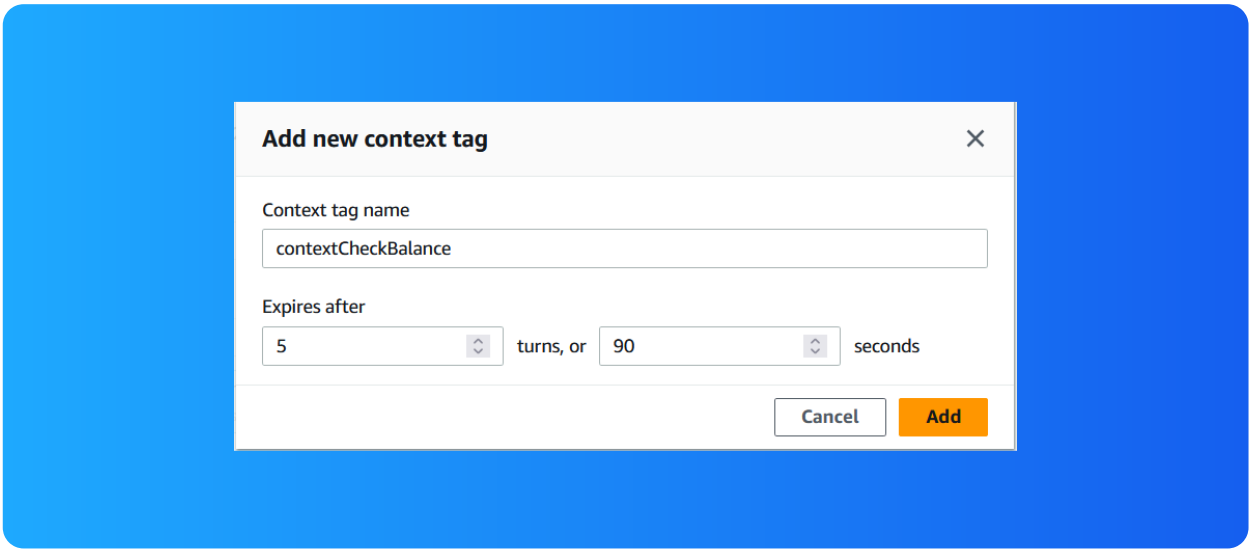
Context Tags

Context tags are used by Amazon Lex to store and check for specific information across different parts of a conversation. This helps the user to avoid repeating certain information.

There are two types of context tags: 1.) Output context tag - Tells the chatbot to remember certain details after an intent is finished . 2.) Input Context Tag - Checks if specific details are already available before an intent activates.

'I created a context tag called contextCheckBalance. This context tag was created in the intent CheckBalance. This tag stores information about the user's birthday.



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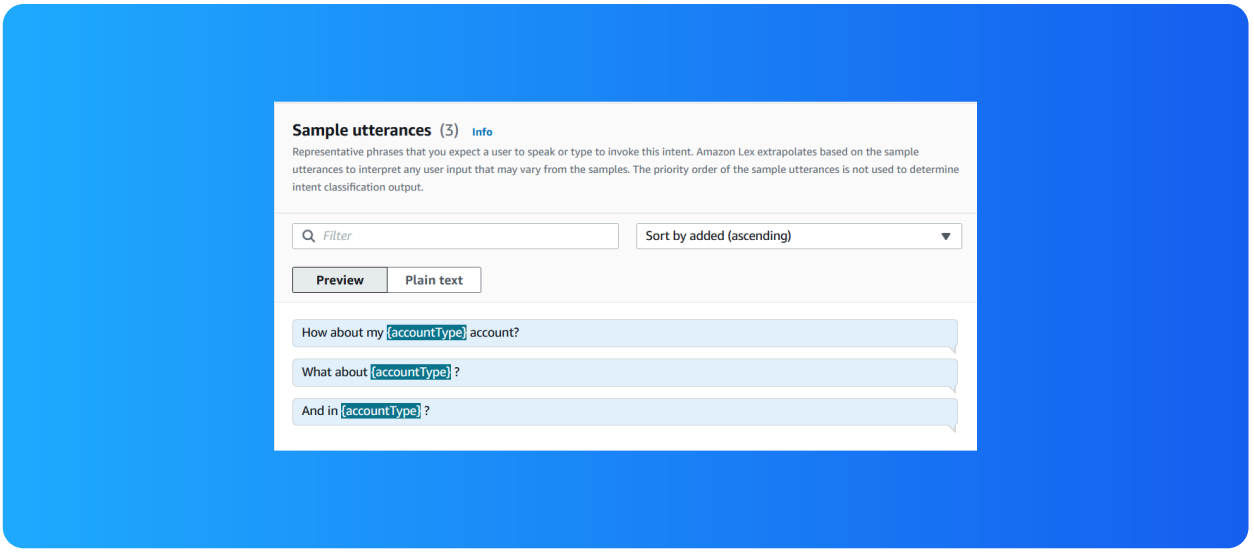
FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to handle follow up questions without asking for the user's birthday again.

This intent is connected to the previous intent I made, CheckBalance, because I put the #contextCheckBalance.dateOfBirth for the default value. It uses the birthday input obtained from CheckBalance to provide a response for FollowupCheckBalance.



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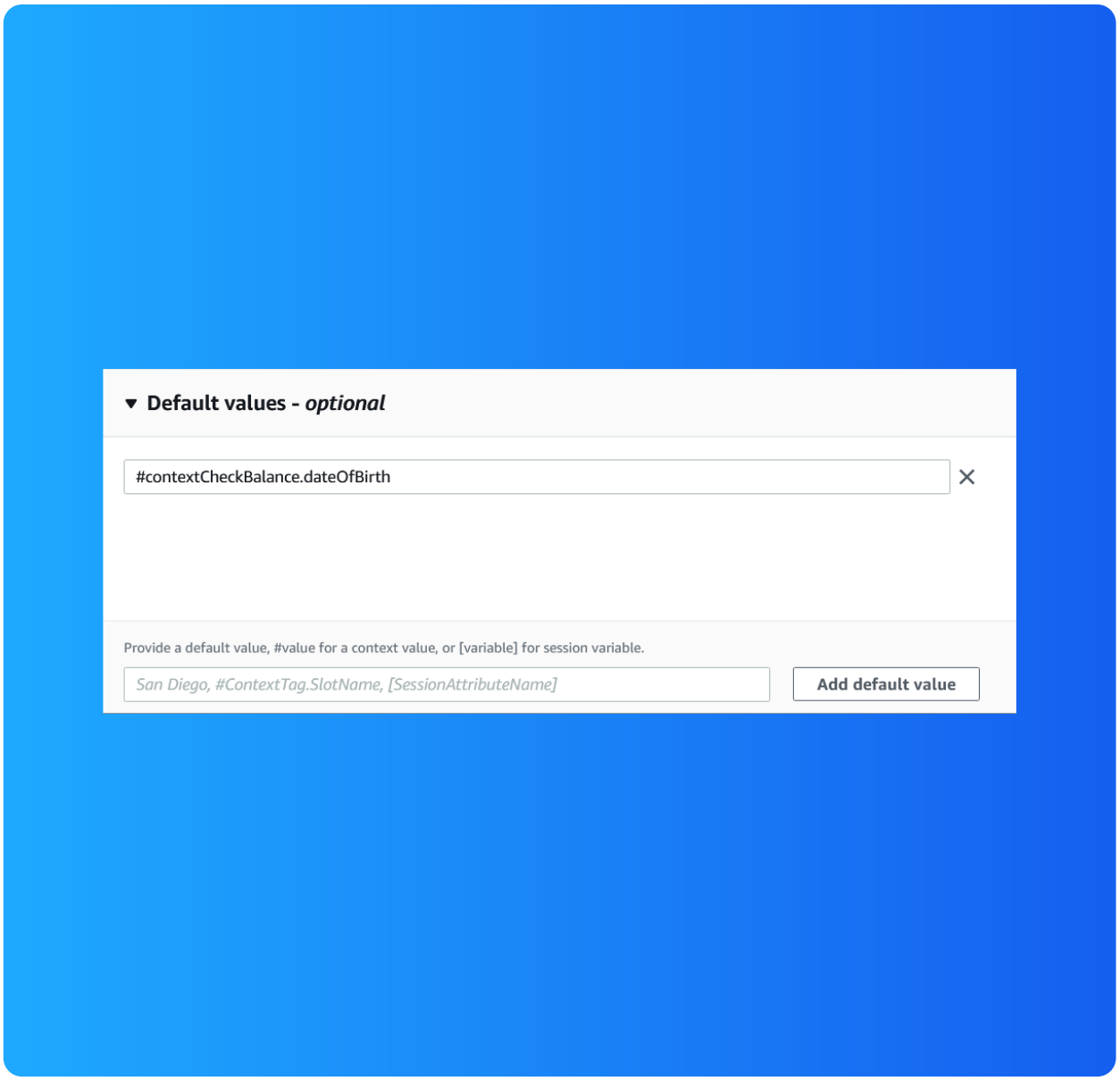
Input Context Tag

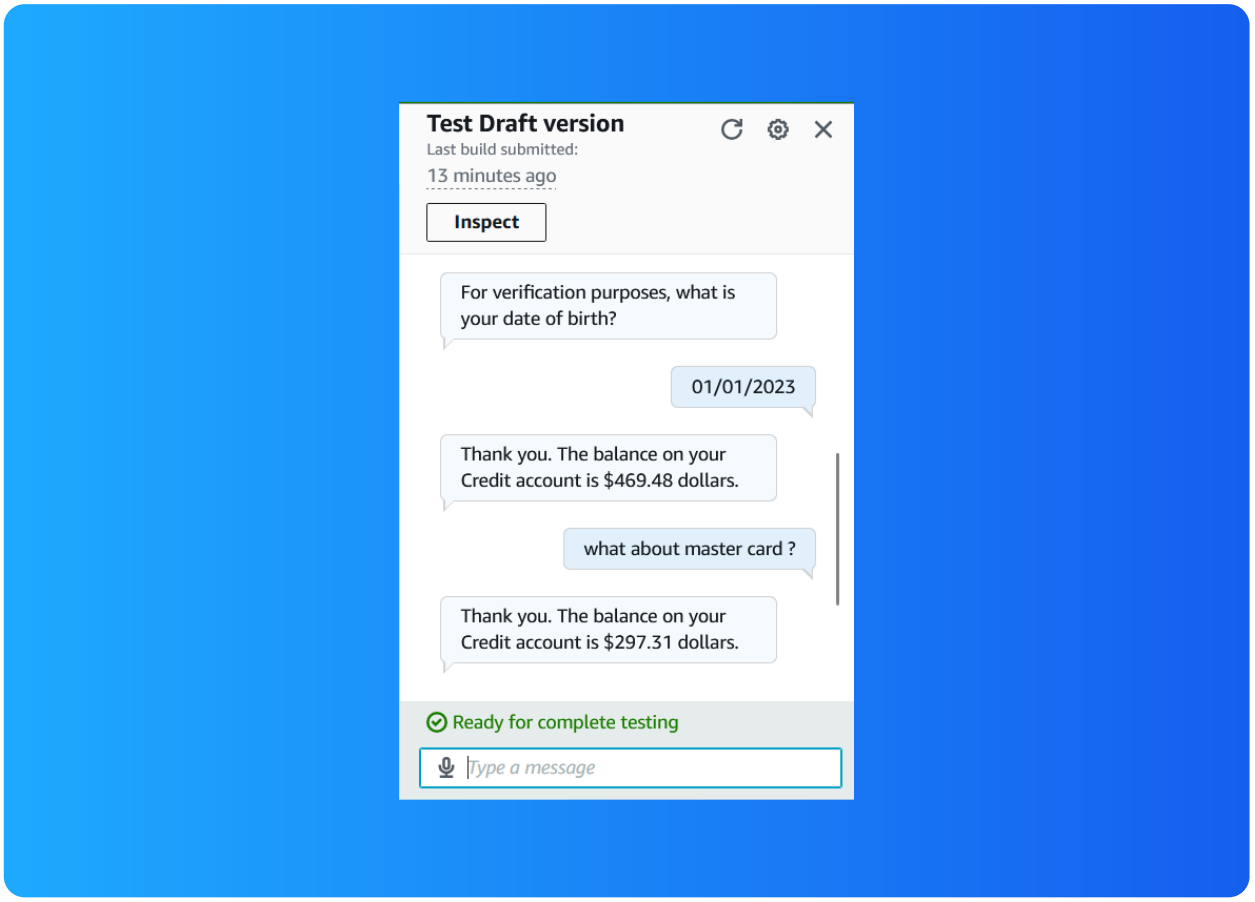
I created an input context, contextCheckBalance, that uses the output saved from the previous intent as the input of the FollowupCheckBalance intent.



The final result!

To see the context tags and followup intent in action, I triggered the FollowupCheckBalance with the phrase 'what about master card ?'

'If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context, I would have gotten an error response since FollowupCheckBalance intent's input context isn't available yet



Everyone should be in a job they love.

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