

Amazon lex with twillo integration

Amazon Lex is an AWS service that enables developers to build conversational interfaces into applications using voice and text. It's powered by the same deep learning technologies as Amazon Alexa, making it possible to create sophisticated, natural language chatbots. Lex handles both automatic speech recognition (ASR) for converting speech to text and natural language understanding (NLU) to interpret the text's intent

Go to amazon lex, create bot, traditional, name HotelBooking

Lex > Bots > Create bot

Step 1
Configure bot settings

Step 2
Add languages

Configure bot settings [Info](#)

Creation method

Traditional Generative AI

☒ **Create a blank bot**
Create a basic bot with no preconfigured languages, intents, and slot types.

☐ **Start with an example**
An example bot has preconfigured languages, intents, and slot types. You can change these settings.

☐ **Start with transcripts**
Automatically generate intents from conversation transcripts that you upload. Only English (US) language is available when starting with a transcript.

Bot configuration

Bot name
HotelBooking
Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _

Description - optional
This description appears on bot list page. It can help you identify the purpose of your bot.
IT HelpDesk bot for employees in the North America office.

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Crate a basic role with amazon lex

This description appears on bot list page. It can help you identify the purpose of your bot.
IT HelpDesk bot for employees in the North America office.
Maximum 2000 characters.

IAM permissions [Info](#)

IAM roles are used to access other services on your behalf.

Runtime role

Choose a role that defines permissions for your bot. To create a custom role, use the IAM console.

☒ **Create a role with basic Amazon Lex permissions.**

☐ Use an existing role.

Creating a role takes a few minutes. Don't delete the role or edit the trust or permissions policies in this role until we've finished creating it.

New role

Amazon Lex creates a runtime role with permission to upload to Amazon CloudWatch Logs.

AWSRoleForLexV2Bots_NQDUK8TO9A

Bot error logging [Info](#)

Debug unexpected issues on Lex bots.

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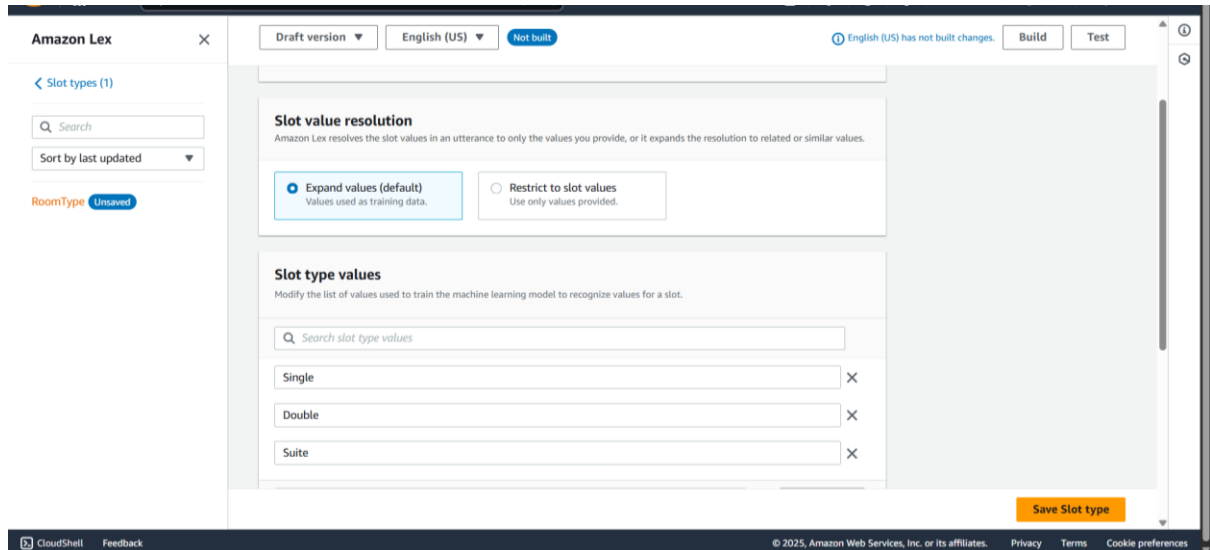
Add an intent, give name as booking

The screenshot shows the Amazon Lex console interface. On the left, a sidebar contains a search bar, a sort dropdown set to 'Sort by last updated', and a list of intents: 'NewIntent' (marked 'Unsaved') and 'FallbackIntent'. The main area displays the 'Intent: NewIntent' configuration page. At the top, a green banner reads 'Successfully created bot: HotelBooking'. Below this, a breadcrumb trail shows the navigation path: Lex > Bots > Bot: HotelBooking > Versions > Version: Draft > All languages > Language: English (US) > Intents > Intent: NewIntent. The page has tabs for 'Draft version', 'English (US)', and 'Not built'. A message states 'English (US) has not built changes.' with 'Build' and 'Test' buttons. The 'Intent details' section shows the 'Intent name' as 'Booking' with a character limit of 100. At the bottom, there are buttons for 'Editor', 'Visual builder', 'New', and 'Save intent'.

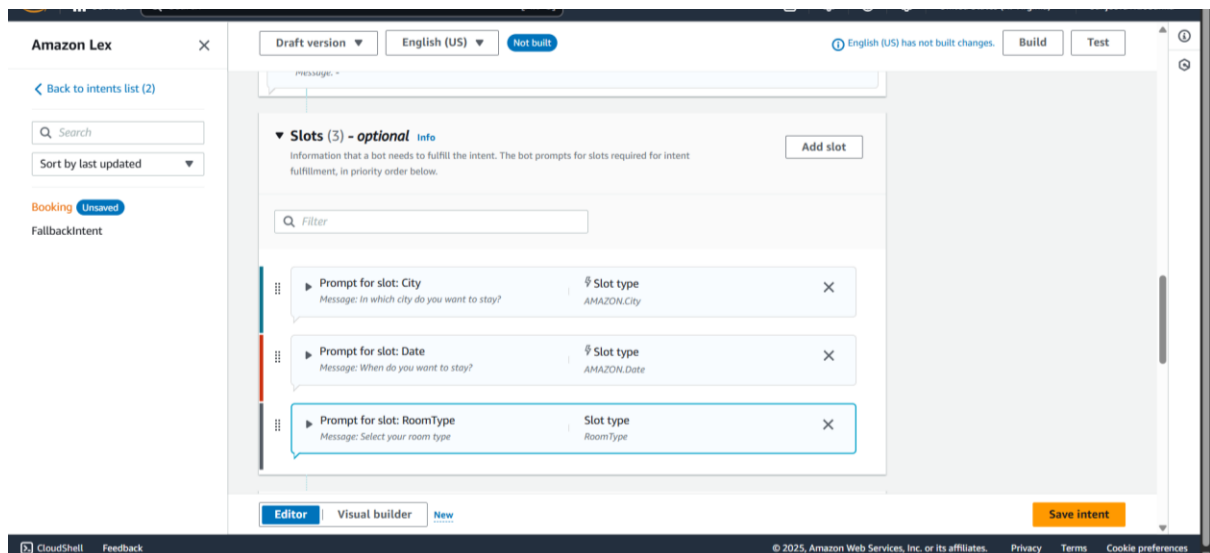
Add utterance which are relevant

This screenshot shows the 'Add utterance' section of the Amazon Lex console. The breadcrumb trail is the same as the previous image. The 'Add utterance' section includes a 'Filter' search bar and a 'Sort by added (ascending)' dropdown. There are two tabs: 'Preview' and 'Plain text'. Under the 'Preview' tab, three utterances are listed in blue speech bubbles: 'reserve hotel', 'i want to book a hotel', and 'i want to stay at a hotel'. At the bottom, an input field contains the text 'I want to book a flight' with a character limit of 500, and an 'Add utterance' button is next to it. The 'Save intent' button is also visible at the bottom right.

Create a slot of name RoomType, add values like single, double and suite



Add slots, like City, date, and RoomType



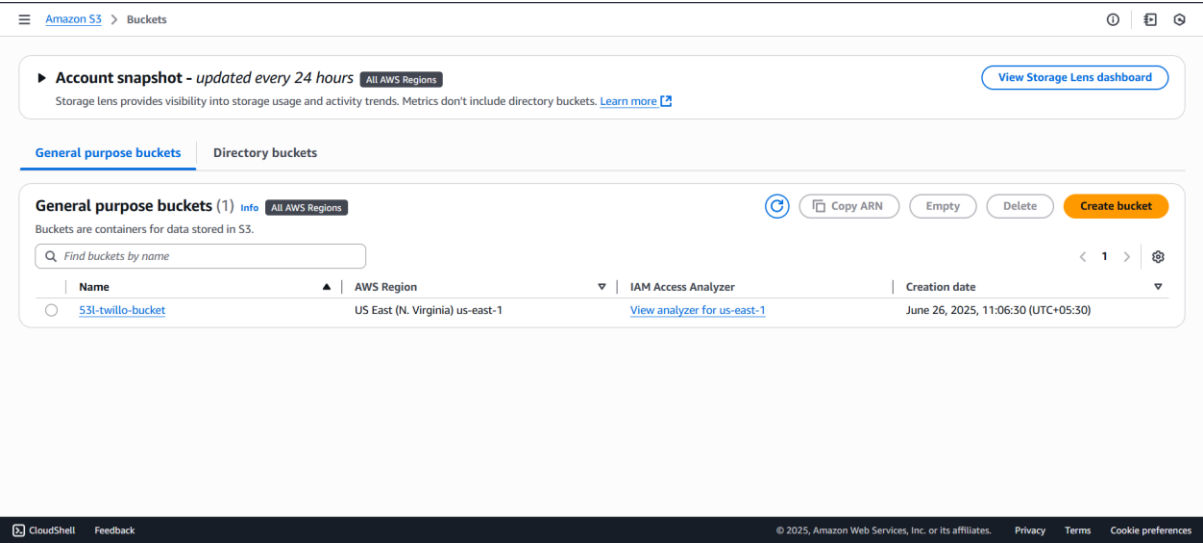
In room type give card buttons

The screenshot shows the Amazon Lex console interface. On the left, the 'Amazon Lex' sidebar is visible with a search bar and a list of intents: 'Booking' (highlighted in orange) and 'FallbackIntent'. The main area displays the 'Slot prompts editor' for the 'RoomType' slot. The editor shows a 'Prompt for slot: RoomType' with the message 'Select your room type' and a checkbox 'Required for this intent' which is checked. Below this, the 'Prompts' section shows 'Select your room type'. The 'Buttons - optional' section is expanded, showing three buttons: 'Single', 'Double', and 'Suite'. Each button has a title and a value field, both with a character limit of 50. The 'Add button' button is at the bottom. The footer shows '© 2025, Amazon Web Services, Inc. or its affiliates.' and links for 'Privacy', 'Terms', and 'Cookie preferences'.

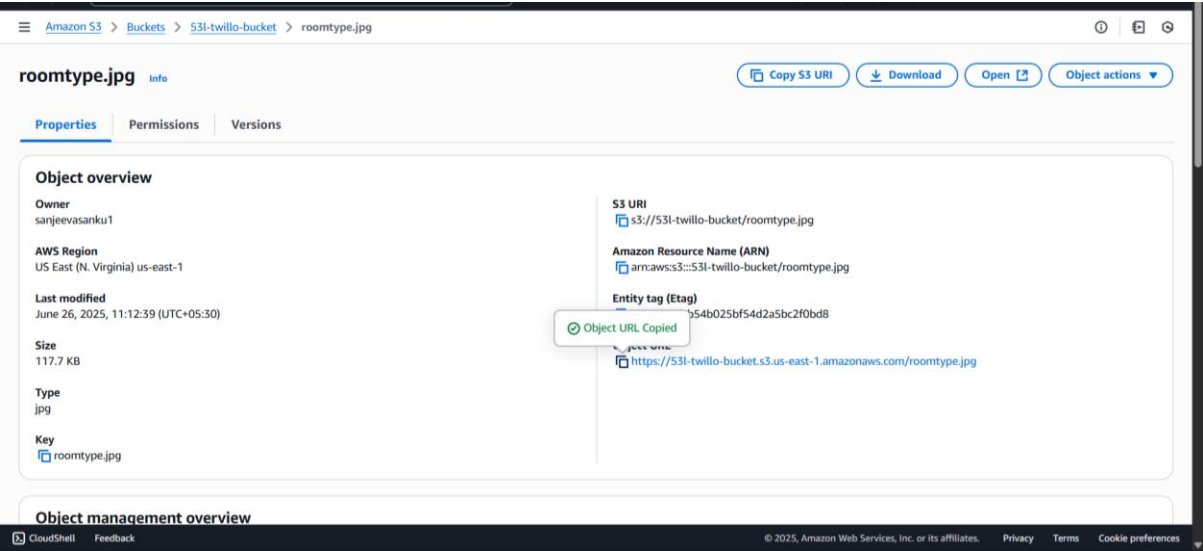
Give confirmation messages

The screenshot shows the Amazon Lex console interface. On the left, the 'Amazon Lex' sidebar is visible with a search bar and a list of intents: 'Booking' (highlighted in orange) and 'FallbackIntent'. The main area displays the 'Confirmation' editor for the 'RoomType' slot. The editor shows a 'Confirmation prompt' with the message 'Your hotel booking in (City) on (Date) of (RoomType) type is confirmed'. Below this, the 'Decline response' section shows 'Okay, your response will not be submitted'. The 'Advanced options' section is expanded, showing 'Configure confirmation prompts and decline responses'. The footer shows '© 2025, Amazon Web Services, Inc. or its affiliates.' and links for 'Privacy', 'Terms', and 'Cookie preferences'.

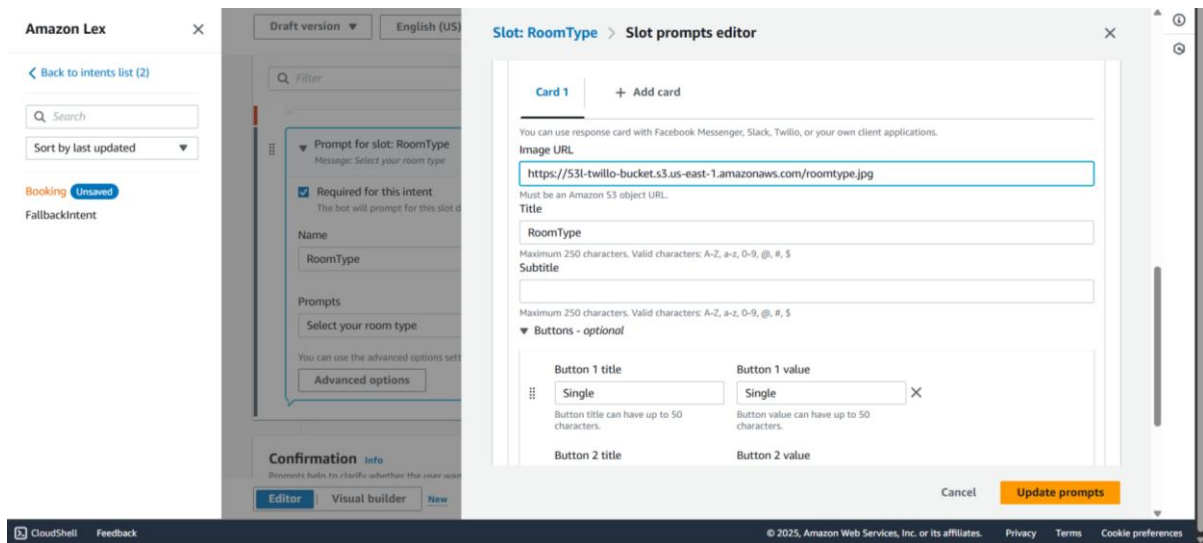
For images create a s3 bucket, general purpose



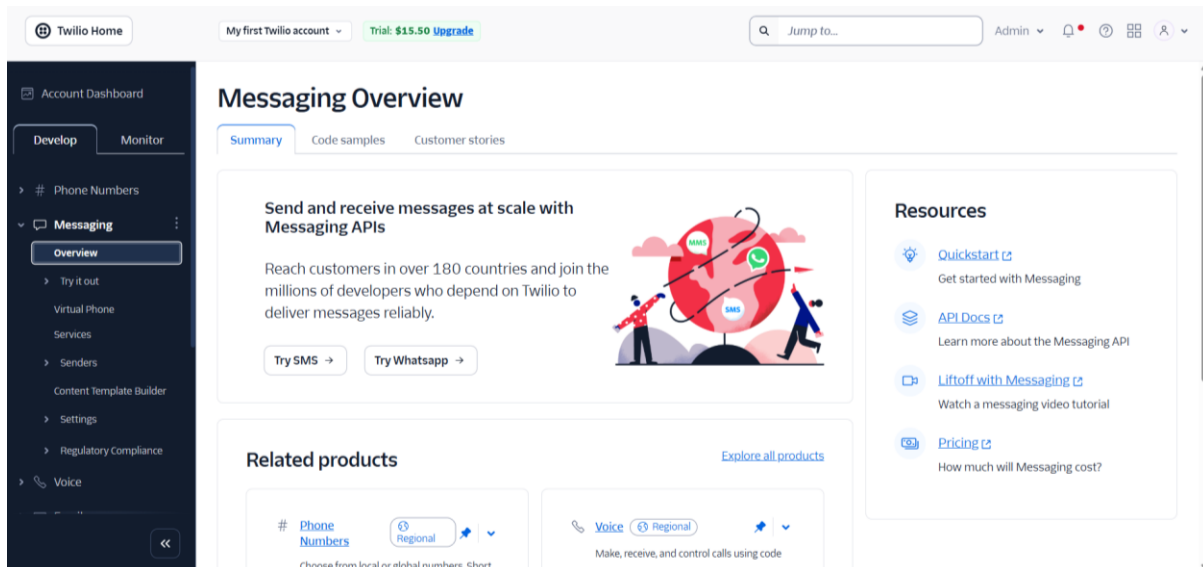
Upload an object edit ACL permissions and copy the url



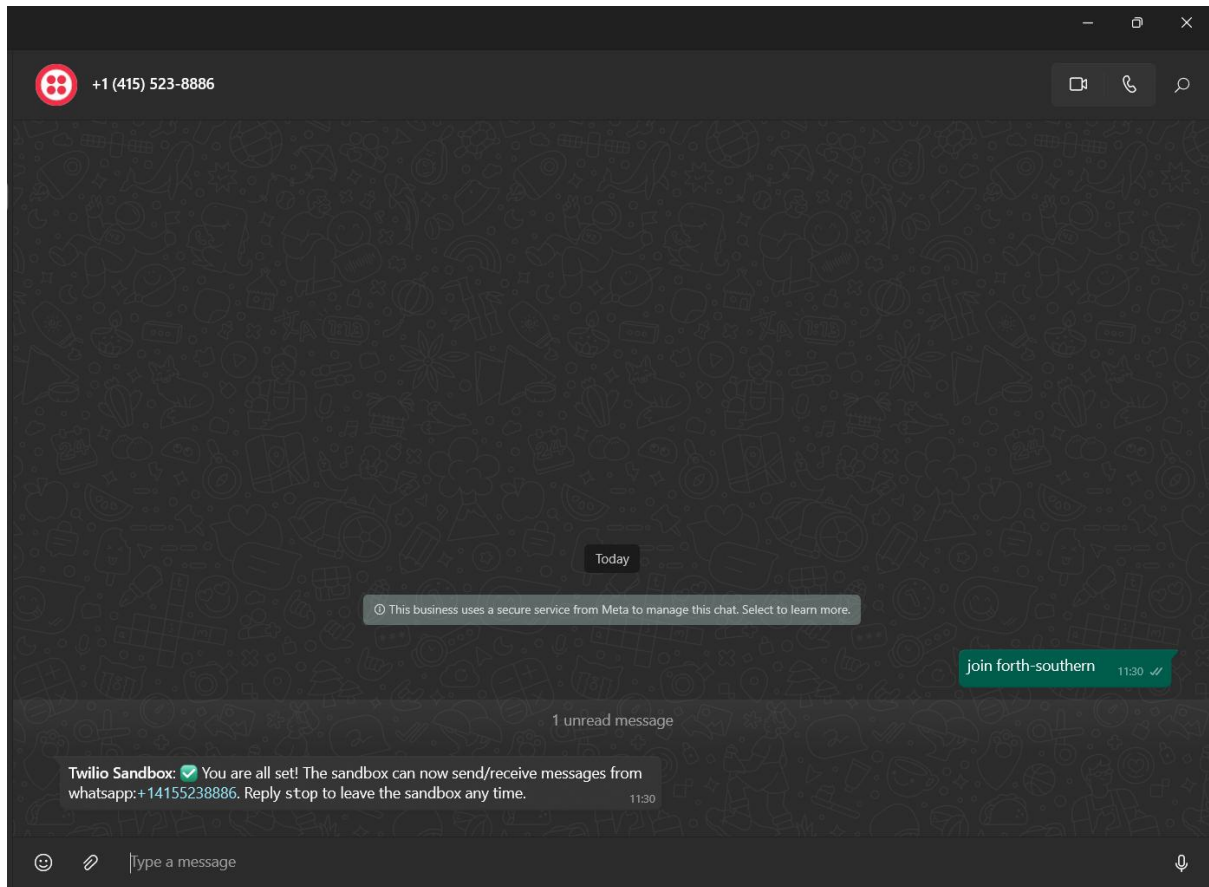
Paste the url here



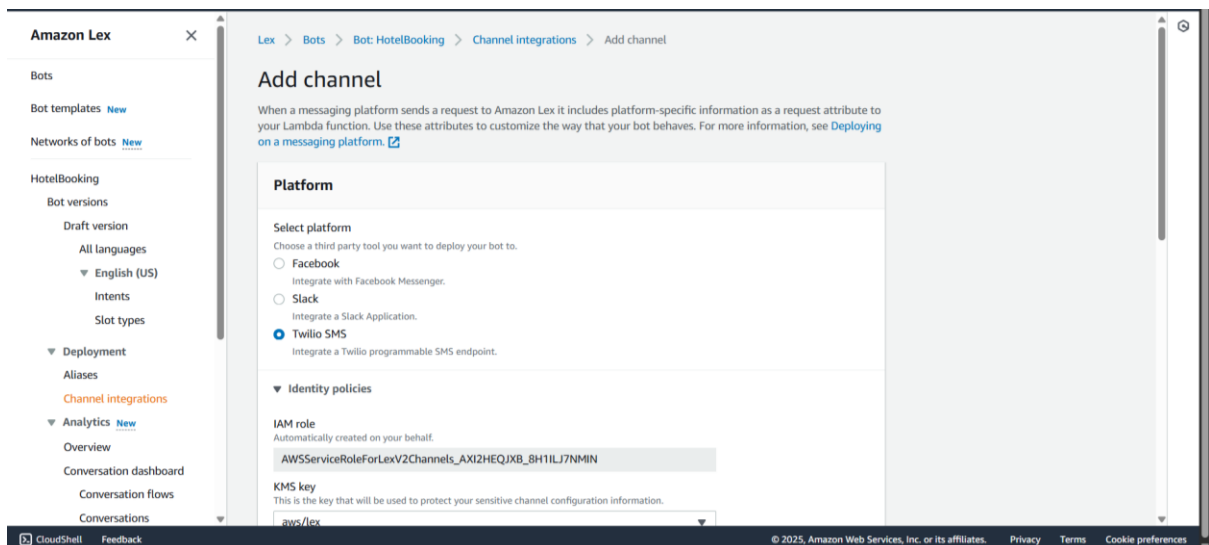
Now sign into twilio, click on messages, Try whatsapp



Try opening with whatsapp, we can see the that our number is connected



Go to lex and add a channel select Twillio SMS with basic iam role



Give name and alias name, copy and paste account sid and authentication token from twilio

The screenshot shows the 'Integration configuration' page in the Amazon Lex console. The left sidebar contains the navigation menu with 'Channel integrations' highlighted. The main content area is divided into two sections: 'Integration configuration' and 'Additional configuration'.

Integration configuration

- Name:** HotelBooking (Maximum 100 characters. Valid characters: A-Z, a-z, 0-9, -, _)
- Description - optional:** Customer Support (Maximum 2000 characters)
- Alias:** TestBotAlias
- Language:** English (US)

Additional configuration

- Account SID:** AC34c2c7f730c4b2a37fbd3437057c430b
- Authentication token:** 13f6f633556034631c43073150-80

The footer of the console shows 'CloudShell', 'Feedback', and copyright information for Amazon Web Services, Inc. or its affiliates.

After creation copy callback url

This screenshot shows the same 'Integration configuration' page, but now it displays the generated callback URL. The 'Additional configuration' section has been expanded to show the 'Callback URL' details.

Integration configuration

- Platform:** TwilioSms
- Alias:** TestBotAlias
- Description:** -

Additional configuration

- KMS key:** alias/aws/lex
- Generated:** Now
- Language:** English (US)

Callback URL

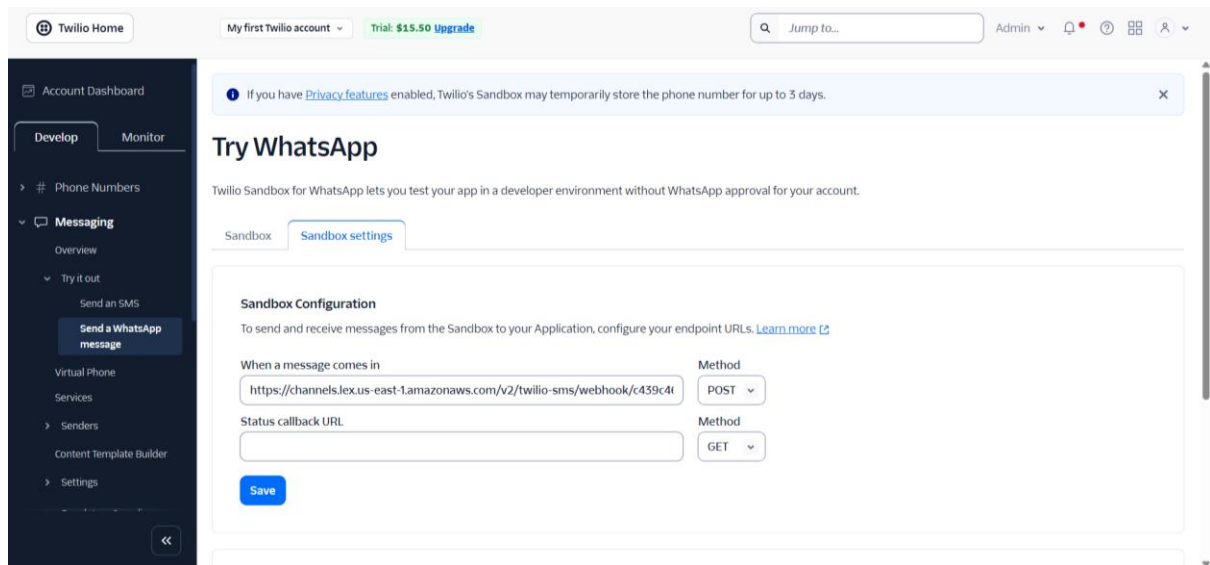
Endpoint: <https://channels.lex.us-east-1.amazonaws.com/v2/twilio-sms/webhook/c439c462-e22b-49b0-bdac-63bb1ad3bd42>

A 'Copy' button is provided next to the endpoint URL.

A blue informational box states: 'Use this generated callback URL to connect your channel to the alias listed. Learn more'.

The footer of the console remains the same, showing 'CloudShell', 'Feedback', and copyright information.

Paste it in sandbox settings-> when message comes in



Go to whatsapp and copy and paste **forth-southern**

