

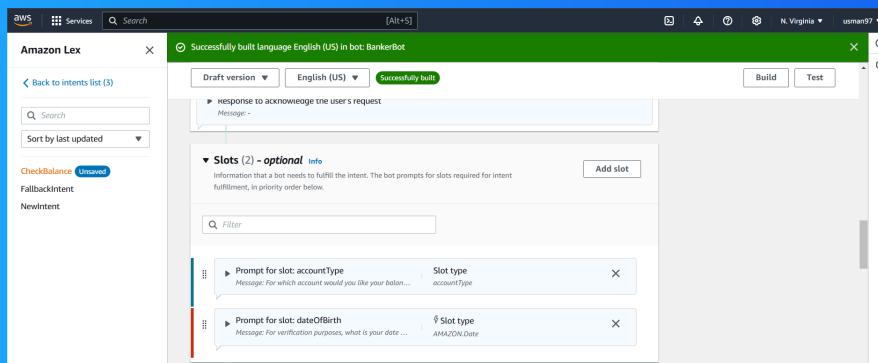


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# Build a Chatbot with Custom Slots



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# Introducing Today's Project!

I used Amazon Lex to build a simple chatbot for banking app service that greets the user and allows the user to check the balance for the user.

## What is Amazon Lex?

Amazon Lex is a service for building interfaces using voice and text. It's useful because it leverages NLP techniques to create simple chatbots that understand and respond to basic queries for new users navigating the app or website.

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

I didn't expect this tool to be so easy and simple to use, it is quite powerful and can make really good chatbots for company websites

## This project took me...

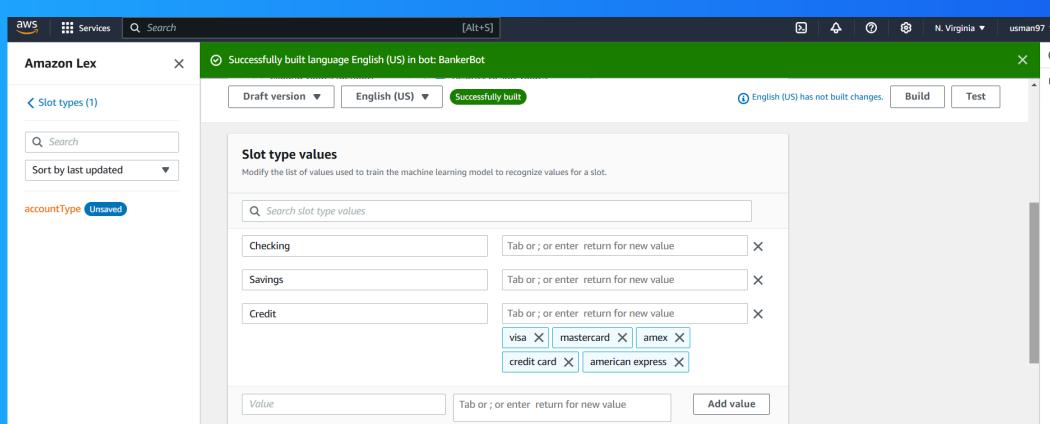
This project took me about 30 mins to finish

# Slots

Slots are pieces of information that a chatbot needs to complete a user's request. Just like we have blanks when filling a form.

By adding custom slots in utterances, my chatbot's users gain the ability to interact in a more personalized and dynamic way. Custom slots allow the chatbot to extract specific pieces of information, such as names, dates, locations, or preferences.

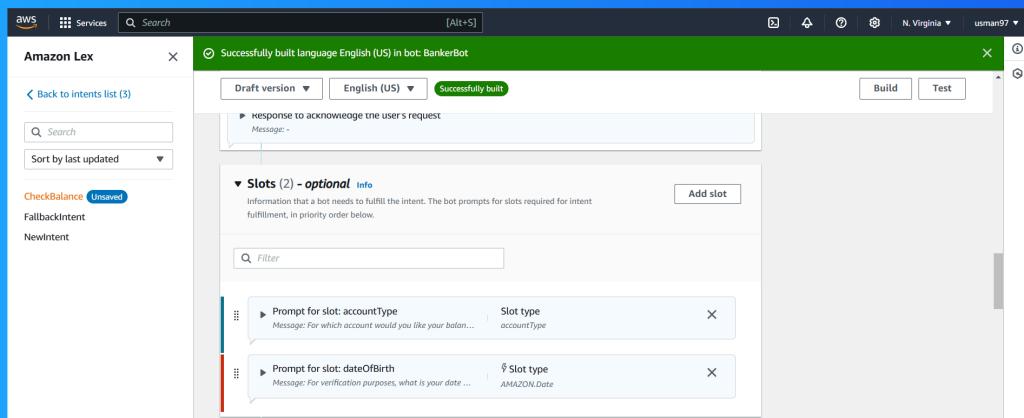
In this project, I created a custom slot type to add a slot named accountType, this will prompt the user to enter the type of account - savings or checking just like we have at ATM's.



# Connecting slots with intents

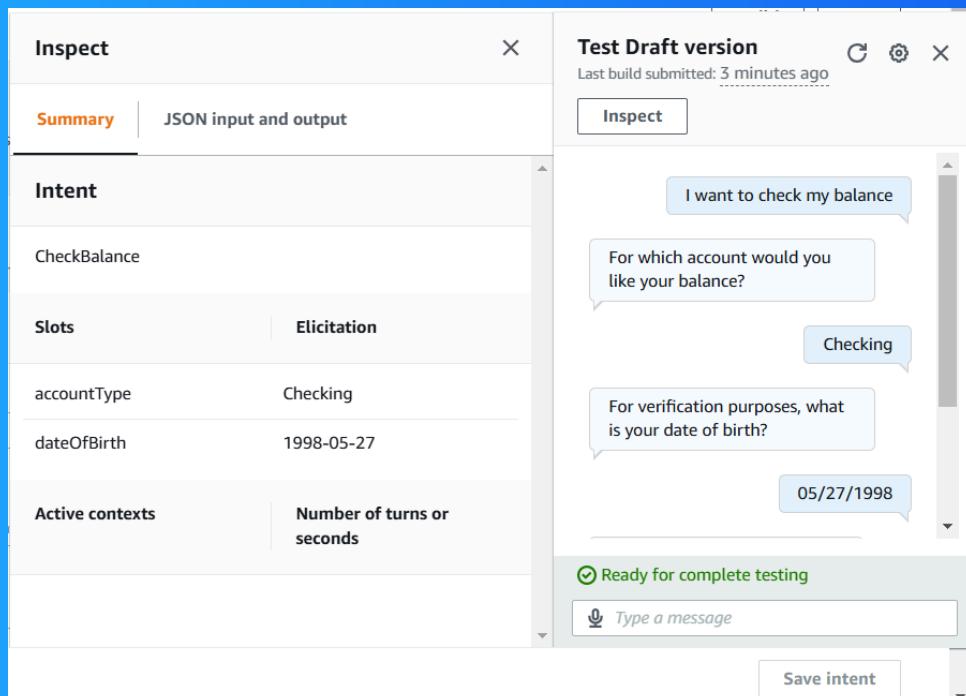
This slot type has restricted slot values, which means only valid accountTypes are selected from the options we have specified and other values will not be processed by the chatbot

I associated my custom slot with CheckBalance, which is an intent that checks the balance of the user and also prompt user input for account type and also get the date of birth for verification purposes



# Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by creating a custom slot for accountType which has three options: Savings, Checking and credit. And the other one was a built in slot for date of birth





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