



Build a Chatbot with Custom Slots



Ece Pelin

▼ **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

▶ Prompt for slot: accountType Message: For which account would you like your balan...	Slot type accountType	X
▶ Prompt for slot: dateOfBirth Message: For verification purposes, what is your date ...	Slot type AMAZON.Date	X

Add slot

Introducing Today's Project!

In today's project, I used Amazon Lex to build a chatbot that helps users check their bank account balances. I set up various intents, including the CheckBalance intent, to handle user requests related to retrieving account information.

What is Amazon Lex?

Amazon Lex is a service provided by AWS that enables developers to build conversational interfaces, such as chatbots, using voice and text.

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

One thing I didn't expect in this project was how challenging it would be to fine-tune the utterances and slot values for optimal user interaction.

This project took me...

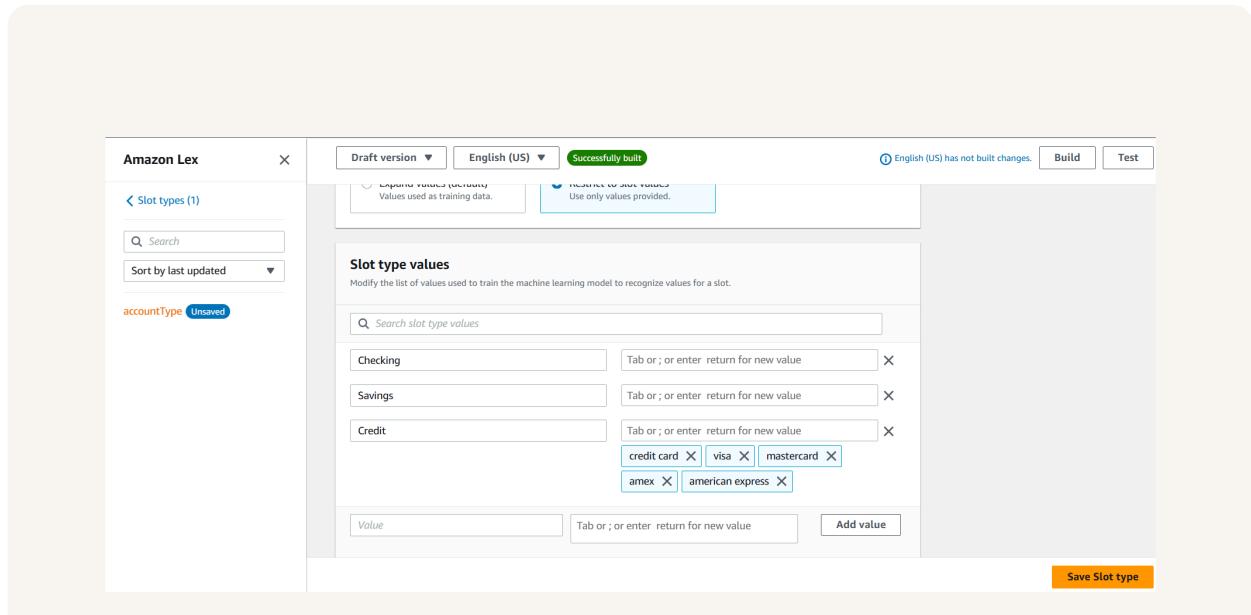
This project took me about 60 minutes to complete. I spent time setting up the intents, defining custom slots, and configuring the chatbot's utterances to ensure it could handle user inputs accurately.

Slots

Slots are placeholders in an AWS Lex bot that capture and store user input to fulfill an intent. Each slot represents a specific piece of information the bot needs from the user, such as a date, location, or product name.

By adding custom slots in utterances, my chatbot's users are able to interact with the bot in a more personalized and efficient way. Custom slots allow the bot to understand specific domain-related inputs, leading to more accurate responses.

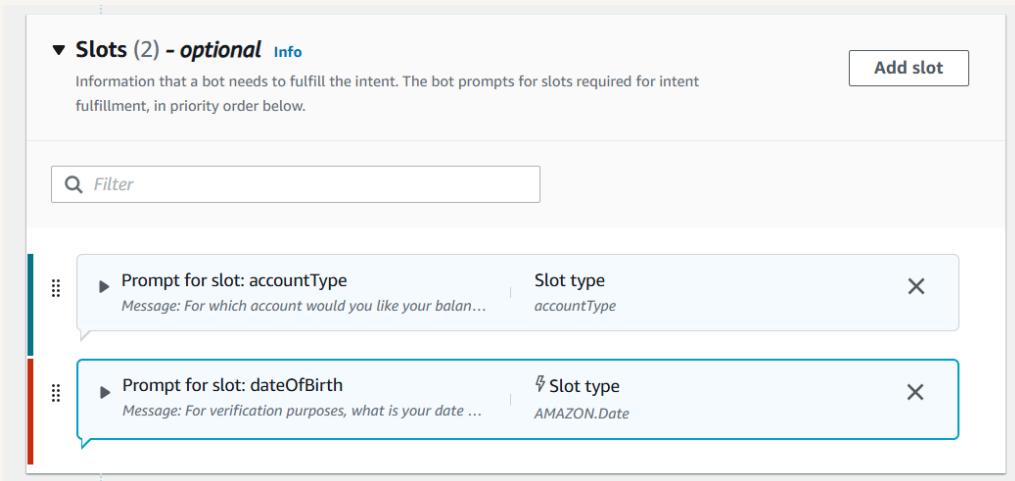
In this project, I created a custom slot type to define a specific set of values that are not covered by AWS Lex's built-in slot types. This allows the chatbot to recognize and validate user inputs more accurately based on predefined options.



Connecting slots with intents

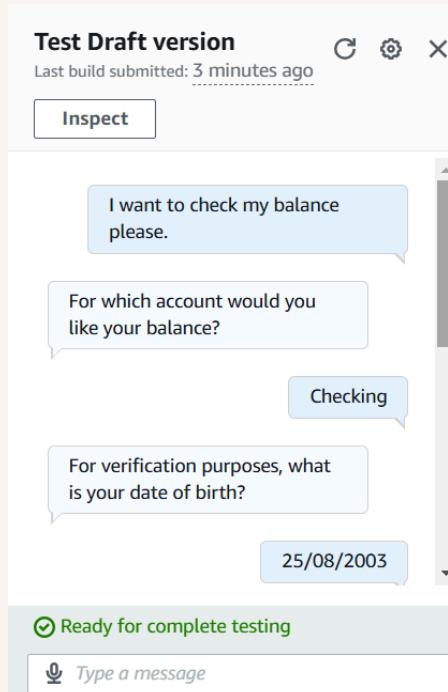
This slot type has restricted slot values, which means that the user can only provide inputs that match a predefined list of acceptable values.

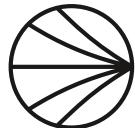
I associated my custom slot with CheckBalance, which is the intent responsible for checking the bank account balance. The custom slot is used to capture specific information, such as the account type or user identifier.



Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by embedding placeholders for the slot values within the utterance text. For example, "Check my balance for {AccountType}" where '{AccountType}' is the custom slot.





NextWork.org

Everyone should be in a job they love.

Check out nextwork.org for
more projects

