



Build a Chatbot with Amazon Lex



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Add language to bot [Info](#)

▼ Language: English (US)

Select language

English (US)

Description - *optional*

Maximum 200 characters.

Voice interaction

The text-to-speech voice that your bot uses to interact with users.

Danielle

Voice sample

Hello, my name is Danielle. Let me know how I can assist you.

Play

Intent classification confidence score threshold

0.40

Min: 0.00, max: 1.00.

Cancel

Add another language

Done



Introducing Today's Project!

What is Amazon Lex?

It's a chatbot service it is useful for building your own chatbot, customising it as per your needs

How I used Amazon Lex in this project

To create a customized chat bot.

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

Variation in the lex fallbacks

This project took me...

30 mins



Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me less than 4 mins.

While creating my chatbot, I also created a role with basic permissions because it needs permission to call other AWS services on users behalf

In terms of the intent classification confidence score, I kept the default value of 0.40. This means the chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.

The screenshot shows the 'Add language to bot' dialog in the Amazon Lex console. The dialog is titled 'Add language to bot' with an 'Info' link. It contains the following fields and options:

- Language:** English (US) (indicated by a dropdown arrow)
- Select language:** English (US) (dropdown menu)
- Description - optional:** A text input field with a placeholder and a maximum character limit of 200.
- Voice interaction:** Danielle (dropdown menu)
- Voice sample:** A text input field containing 'Hello, my name is Danielle. Let me know how I can assist you.' and a 'Play' button.
- Intent classification confidence score threshold:** 0.40 (input field with a minimum of 0.00 and a maximum of 1.00).

At the bottom of the dialog, there are three buttons: 'Cancel', 'Add another language', and 'Done'.



Intents

intents are what the user is trying to achieve in their conversation with the chatbot. For example, checking a bank account balance; booking a flight; and ordering food.

I created my first intent, WelcomeIntent, to greet the user

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Cancel

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FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter greetings "hello", "Hi"

Intent FallbackIntent is fulfilled' when I entered my name. This error message occurred because it did not understand the utter words

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English (US) ▼

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Danielle ▼

Voice sample

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Min: 0.00, max: 1.00.

Cancel

Add another language

Done



Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot has a confidence score below 40% for all the intents that developer has defined

I wanted to configure FallbackIntent because I want to give users a dynamic range of responses, making them sound more conversational!



Variations

To configure FallbackIntent, I selected FallbackIntent on the navigation panel, choose. In Closing responses, I added a Response sent to the user after the intent is fulfilled.

I also added variations! What this means for an end user is will get a dynamic range of responses, making them sound more conversational!

