Build and Deploy Chatbots using Amazon Lex

Creating a dental chatbot with **Amazon Lex, AWS Lambda, Cognito, IAM, and S3** involves multiple AWS services that work together to manage chatbot interactions, secure authentication, storage, and permissions.

Here's a step-by-step guide to get you started.

Step 1 : Set Up Amazon Lex for the Chatbot

1. **Create the Bot**:

   - In the AWS Lex Console, create a new bot and give it a descriptive name (e.g., "DentalChatBot").

   - Choose the preferred language and set up any additional options like voice if you need text-to-speech.

2. **Define Intents**:

   - Intents are actions the chatbot can perform, like "ScheduleAppointment" or "GetDentalAdvice."

   - For each intent, add sample **utterances** (phrases users may say) such as:

     - "I want to schedule a dental appointment"

     - "Tell me about dental hygiene"

3. **Set Up Slots**:

   - Slots are variables or pieces of information required to fulfill the intent. For example, for scheduling an appointment, you might add slots for:

     - **Appointment Type** (root canal)

     - **Date** (`AMAZON.DATE` slot type)

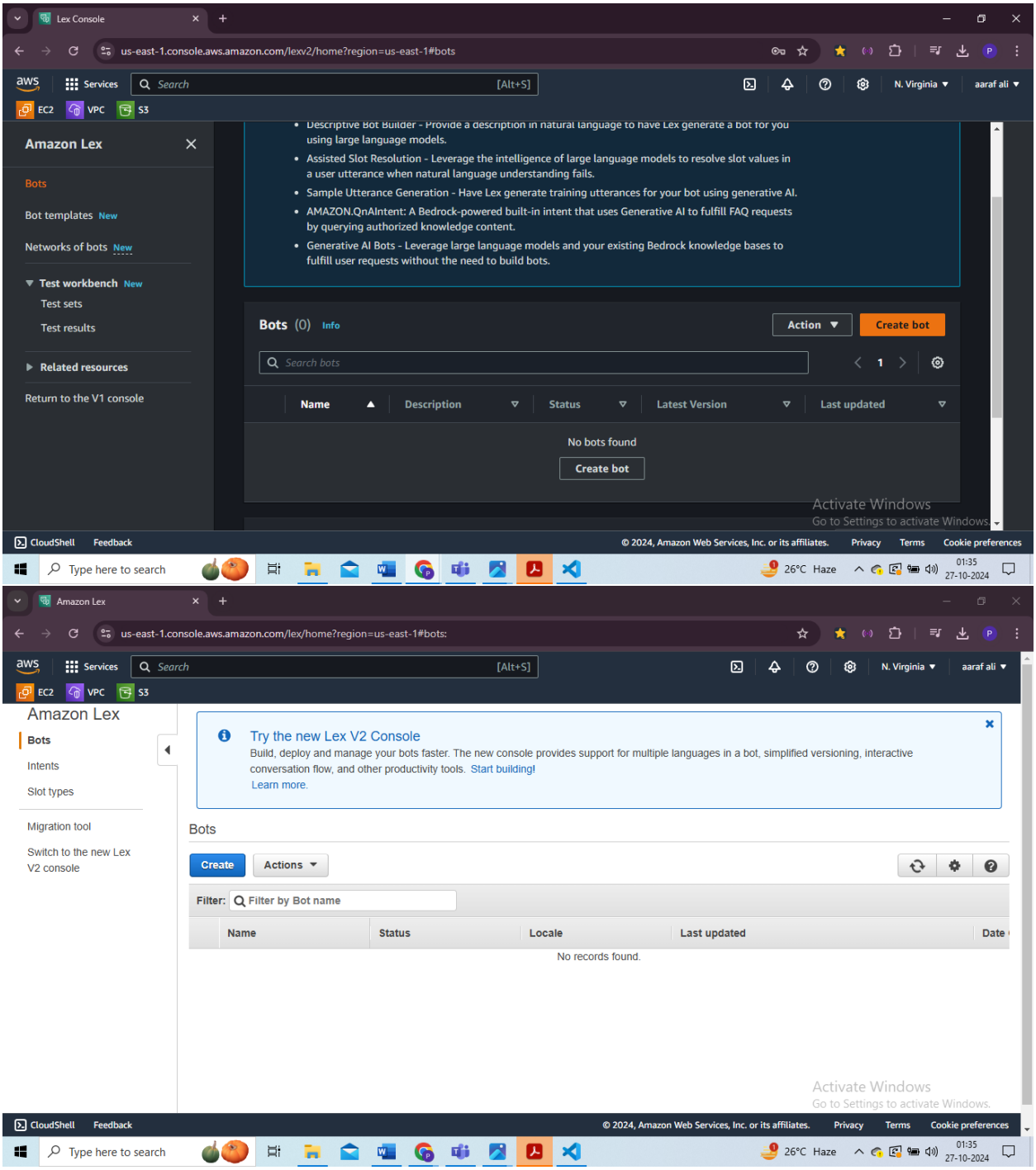
     - **Time** (`AMAZON.TIME`)

4. **Fulfillment**:

   - Set up a Lambda function (explained in Step 2) to handle backend processing and scheduling logic for the chatbot.

5. **Test the Bot**:

   - In the Lex console, test the bot to make sure it captures intents and slots correctly.


Lex Console
us-east-1.console.aws.amazon.com/lexv2/home?region=us-east-1#bots
Services
Search
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EC2
VPC
S3
Amazon Lex
Bots
Bot templates New
Networks of bots New
Test workbench New
Test sets
Test results
Related resources
Return to the V1 console
Descriptive Bot Builder - Provide a description in natural language to have Lex generate a bot for you using large language models.
Assisted Slot Resolution - Leverage the intelligence of large language models to resolve slot values in a user utterance when natural language understanding fails.
Sample Utterance Generation - Have Lex generate training utterances for your bot using generative AI.
AMAZON.QnAIntent: A Bedrock-powered built-in intent that uses Generative AI to fulfill FAQ requests by querying authorized knowledge content.
Generative AI Bots - Leverage large language models and your existing Bedrock knowledge bases to fulfill user requests without the need to build bots.
Bots (0) Info
Action
Create bot
Search bots
Name
Description
Status
Latest Version
Last updated
No bots found
Create bot
Activate Windows
Go to Settings to activate Windows.
CloudShell
Feedback
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us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bots:
Services
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EC2
VPC
S3
Amazon Lex
Bots
Intents
Slot types
Migration tool
Switch to the new Lex V2 console
Try the new Lex V2 Console
Build, deploy and manage your bots faster. The new console provides support for multiple languages in a bot, simplified versioning, interactive conversation flow, and other productivity tools. Start building!
Learn more.
Bots
Create
Actions
Filter:
Filter by Bot name
Name
Status
Locale
Last updated
Date
No records found.
Activate Windows
Go to Settings to activate Windows.
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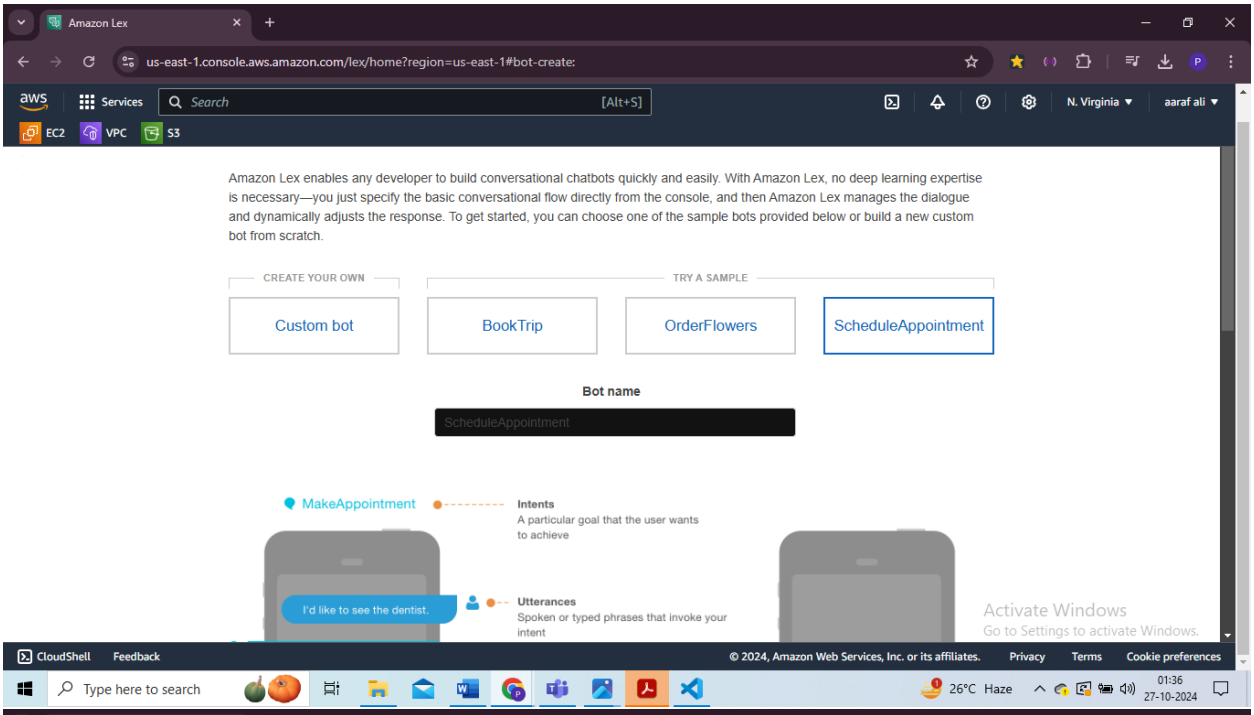
Amazon Lex
us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-create:
Services
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EC2
VPC
S3
Amazon Lex enables any developer to build conversational chatbots quickly and easily. With Amazon Lex, no deep learning expertise is necessary—you just specify the basic conversational flow directly from the console, and then Amazon Lex manages the dialogue and dynamically adjusts the response. To get started, you can choose one of the sample bots provided below or build a new custom bot from scratch.
CREATE YOUR OWN
TRY A SAMPLE
Custom bot
BookTrip
OrderFlowers
ScheduleAppointment
Bot name
ScheduleAppointment
MakeAppointment
Intents
A particular goal that the user wants to achieve
I'd like to see the dentist.
Utterances
Spoken or typed phrases that invoke your intent
Activate Windows
Go to Settings to activate Windows.
CloudShell
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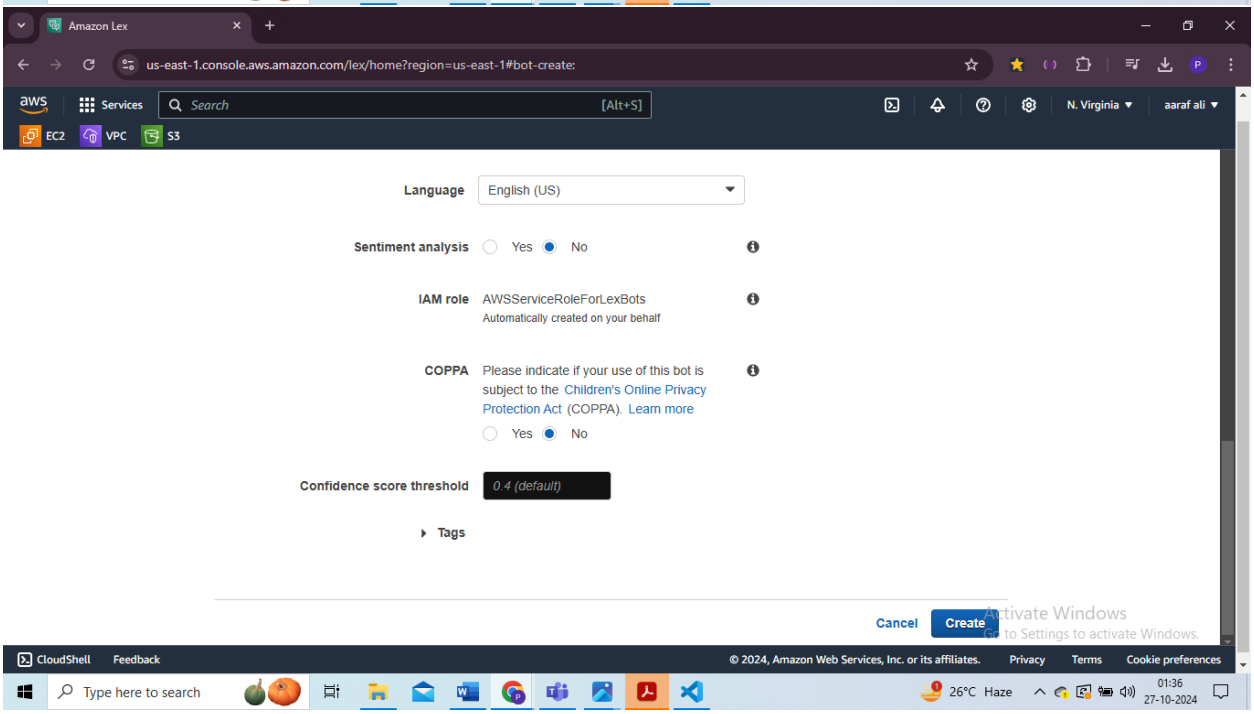
Amazon Lex
us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-create:
Services
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N. Virginia
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EC2
VPC
S3
Language
English (US)
Sentiment analysis
Yes
No
IAM role
AWSServiceRoleForLexBots
Automatically created on your behalf
COPPA
Please indicate if your use of this bot is subject to the Children's Online Privacy Protection Act (COPPA). Learn more
Yes
No
Confidence score threshold
0.4 (default)
Tags
Cancel
Create
Activate Windows
Go to Settings to activate Windows.
CloudShell
Feedback
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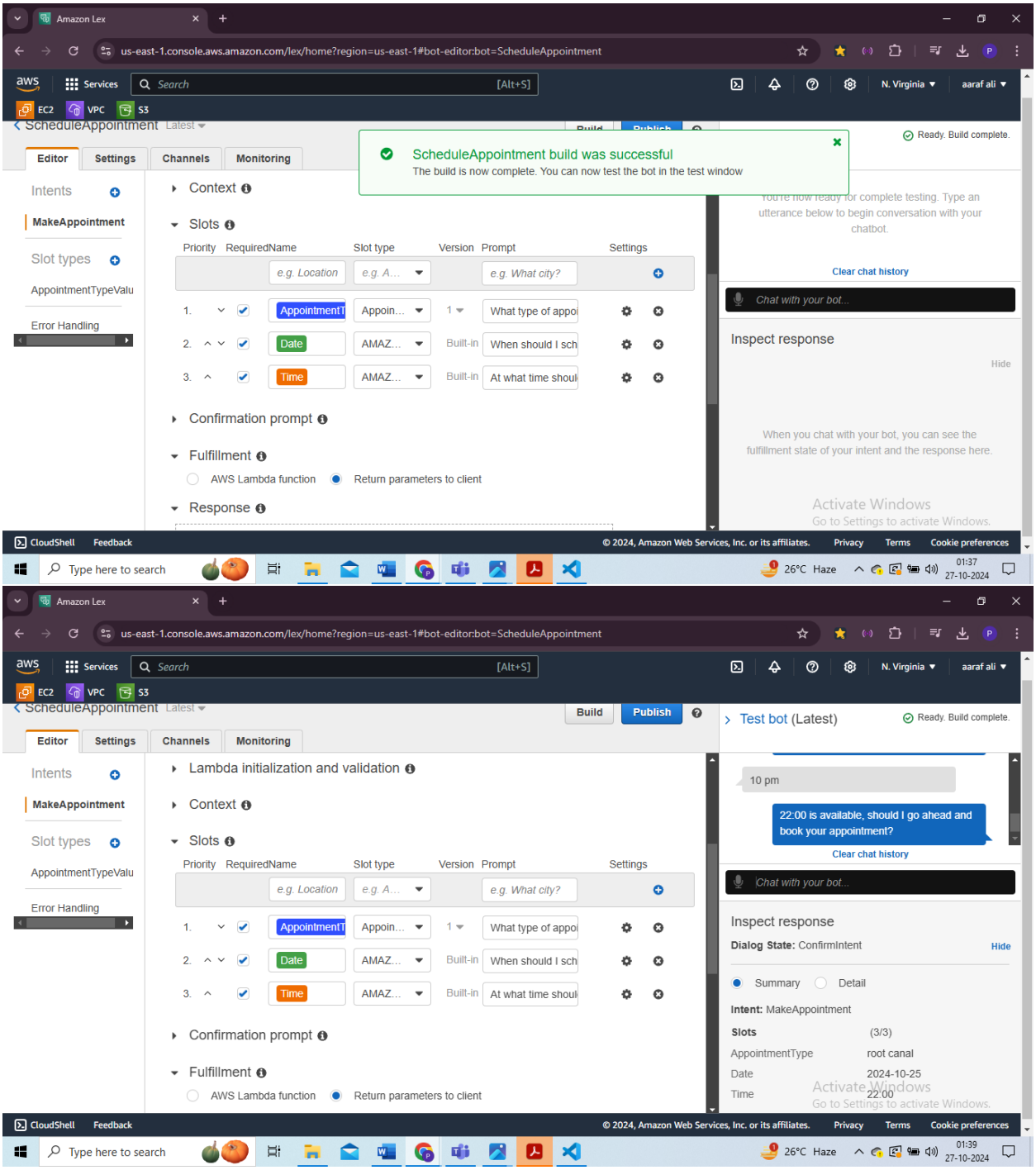
Amazon Lex
us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-editor:bot=ScheduleAppointment
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EC2
VPC
S3
ScheduleAppointment
Latest
Build
Publish
Editor
Settings
Channels
Monitoring
ScheduleAppointment build was successful
The build is now complete. You can now test the bot in the test window
Ready. Build complete.
Intents
MakeAppointment
Slot types
AppointmentTypeValu
Error Handling
Context
Slots
Priority
RequiredName
Slot type
Version
Prompt
Settings
e.g. Location
e.g. A...
e.g. What city?
1. AppointmentT Appoin... 1 What type of appoi
2. Date AMAZ... Built-in When should I sch
3. Time AMAZ... Built-in At what time shoul
Confirmation prompt
Fulfillment
AWS Lambda function
Return parameters to client
Response
You're now ready for complete testing. Type an utterance below to begin conversation with your chatbot.
Clear chat history
Chat with your bot...
Inspect response
Hide
When you chat with your bot, you can see the fulfillment state of your intent and the response here.
Activate Windows
Go to Settings to activate Windows.
CloudShell
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Amazon Lex
us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-editor:bot=ScheduleAppointment
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EC2
VPC
S3
ScheduleAppointment
Latest
Build
Publish
Editor
Settings
Channels
Monitoring
Test bot (Latest)
Ready. Build complete.
Intents
MakeAppointment
Slot types
AppointmentTypeValu
Error Handling
Lambda initialization and validation
Context
Slots
Priority
RequiredName
Slot type
Version
Prompt
Settings
e.g. Location
e.g. A...
e.g. What city?
1. AppointmentT Appoin... 1 What type of appoi
2. Date AMAZ... Built-in When should I sch
3. Time AMAZ... Built-in At what time shoul
Confirmation prompt
Fulfillment
AWS Lambda function
Return parameters to client
10 pm
22:00 is available, should I go ahead and book your appointment?
Clear chat history
Chat with your bot...
Inspect response
Dialog State: ConfirmIntent
Hide
Summary
Detail
Intent: MakeAppointment
Slots (3/3)
AppointmentType root canal
Date 2024-10-25
Time 22:00
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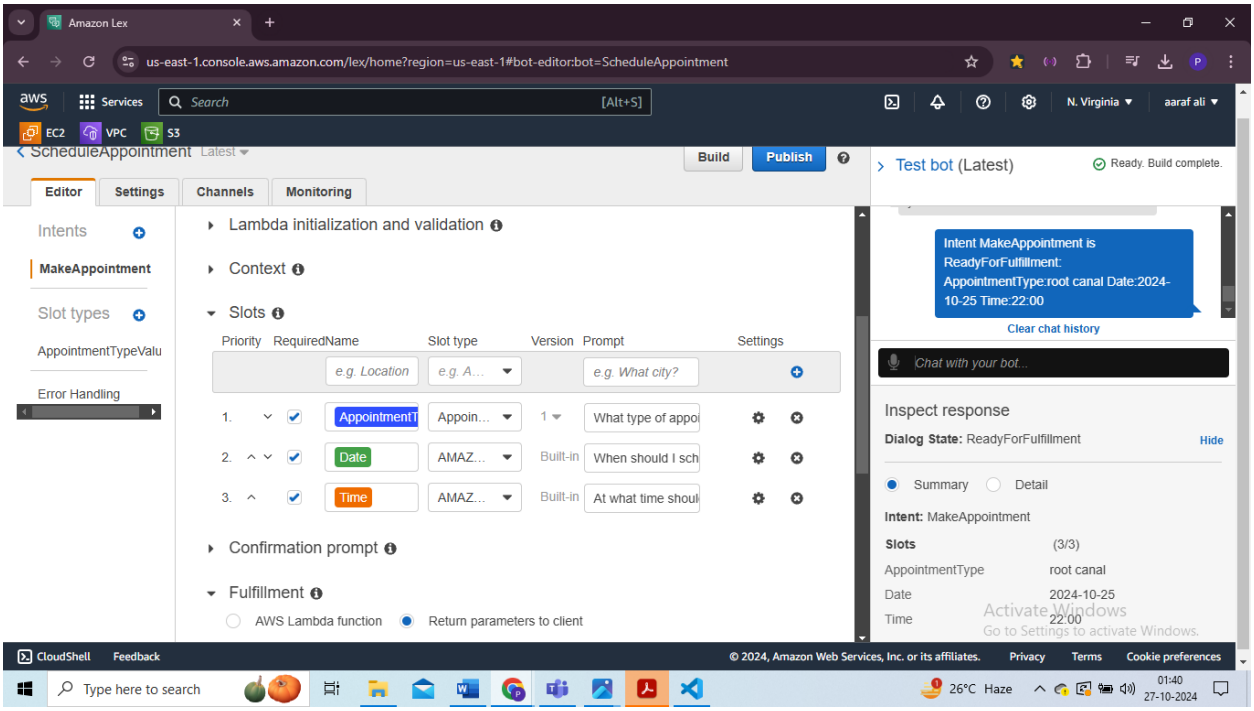


Step 2 : Create the Lambda Function for Intent Fulfillment

1. **Create a Lambda Function**:

   - In the AWS Lambda console, create a new function using Python as the runtime.

   - Name it something like `MyChatBot`.

2. **Assign IAM Permissions**:

   - Attach an IAM role to this function that allows it to interact with Lex, S3, and other AWS resources as needed.

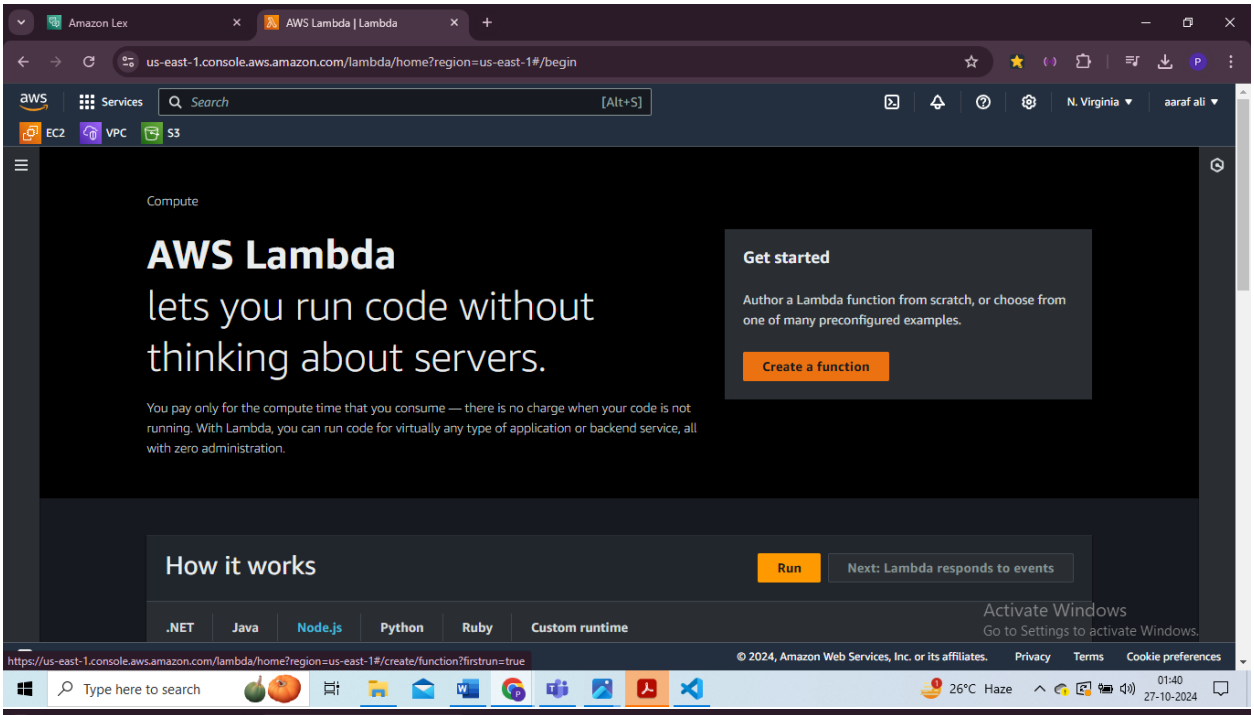
3. **Write the Lambda Function Code**:

4. **Connect Lambda to Lex**:

   - In the Lex console, for each intent, choose the Lambda function ` MyChatBot ` in the fulfillment section.

5. **Test the Lambda Integration**:

   - Verify that Lex sends inputs to the Lambda function and receives appropriate responses.


Amazon Lex
AWS Lambda | Lambda
us-east-1.console.aws.amazon.com/lambda/home?region=us-east-1#/begin
Services
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EC2
VPC
S3
Compute
AWS Lambda
lets you run code without thinking about servers.
You pay only for the compute time that you consume — there is no charge when your code is not running. With Lambda, you can run code for virtually any type of application or backend service, all with zero administration.
Get started
Author a Lambda function from scratch, or choose from one of many preconfigured examples.
Create a function
How it works
Run
Next: Lambda responds to events
.NET
Java
Node.js
Python
Ruby
Custom runtime
Activate Windows
Go to Settings to activate Windows.
https://us-east-1.console.aws.amazon.com/lambda/home?region=us-east-1#/create/function?firstrun=true
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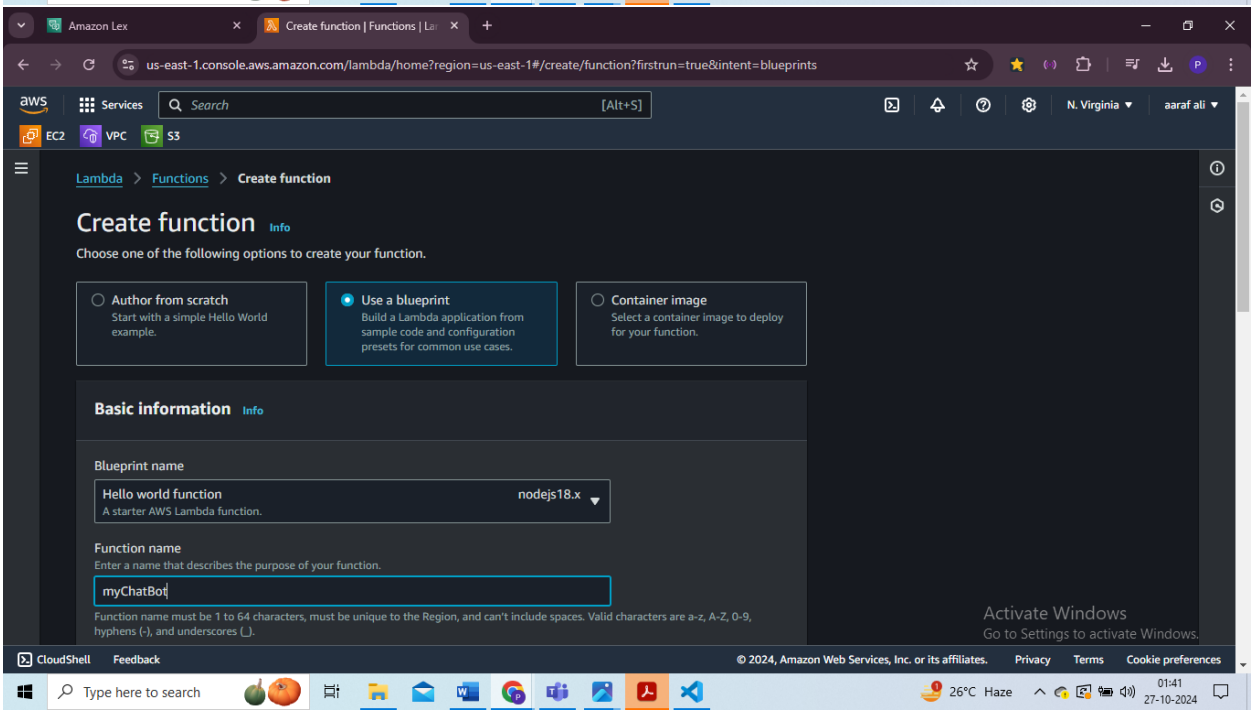
Amazon Lex
Create function | Functions | La
us-east-1.console.aws.amazon.com/lambda/home?region=us-east-1#/create/function?firstrun=true&intent=blueprints
Services
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EC2
VPC
S3
Lambda
Functions
Create function
Create function
Info
Choose one of the following options to create your function.
Author from scratch
Start with a simple Hello World example.
Use a blueprint
Build a Lambda application from sample code and configuration presets for common use cases.
Container image
Select a container image to deploy for your function.
Basic information
Info
Blueprint name
Hello world function
A starter AWS Lambda function.
nodejs18.x
Function name
Enter a name that describes the purpose of your function.
myChatBot
Function name must be 1 to 64 characters, must be unique to the Region, and can't include spaces. Valid characters are a-z, A-Z, 0-9, hyphens (-), and underscores (_).
Activate Windows
Go to Settings to activate Windows.
CloudShell
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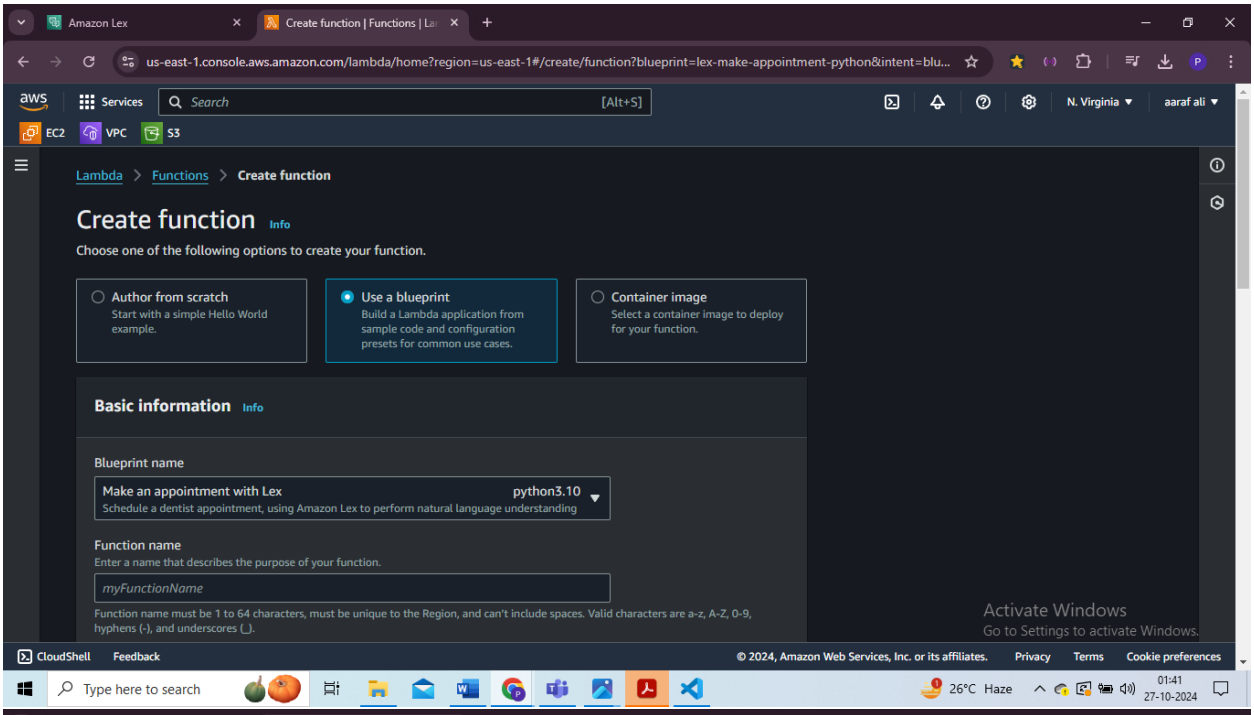
Amazon Lex
Create function | Functions | La
us-east-1.console.aws.amazon.com/lambda/home?region=us-east-1#/create/function?blueprint=lex-make-appointment-python&intent=blu...
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EC2
VPC
S3
Lambda > Functions > Create function
Create function Info
Choose one of the following options to create your function.
Author from scratch
Start with a simple Hello World example.
Use a blueprint
Build a Lambda application from sample code and configuration presets for common use cases.
Container image
Select a container image to deploy for your function.
Basic information Info
Blueprint name
Make an appointment with Lex
python3.10
Schedule a dentist appointment, using Amazon Lex to perform natural language understanding
Function name
Enter a name that describes the purpose of your function.
myFunctionName
Function name must be 1 to 64 characters, must be unique to the Region, and can't include spaces. Valid characters are a-z, A-Z, 0-9, hyphens (-), and underscores (_).
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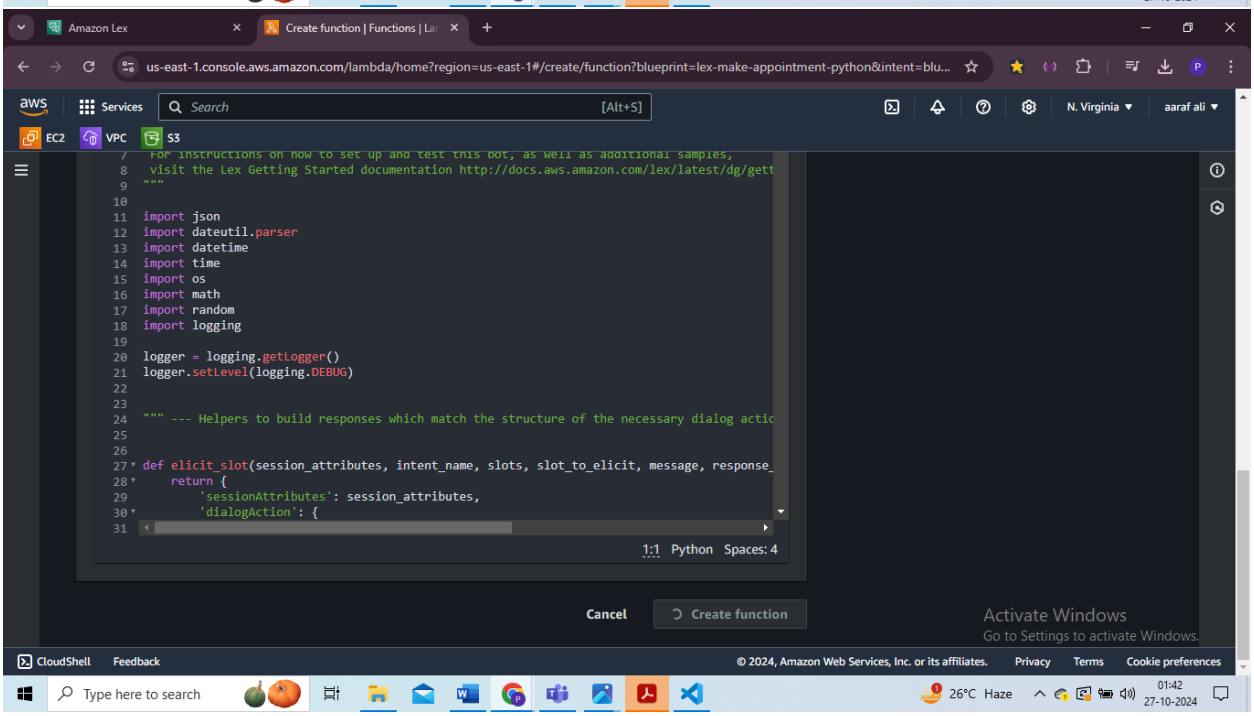
Amazon Lex
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us-east-1.console.aws.amazon.com/lambda/home?region=us-east-1#/create/function?blueprint=lex-make-appointment-python&intent=blu...
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EC2
VPC
S3
visit the Lex Getting Started documentation http://docs.aws.amazon.com/lex/latest/dg/gett
"""
import json
import dateutil.parser
import datetime
import time
import os
import math
import random
import logging
logger = logging.getLogger()
logger.setLevel(logging.DEBUG)
""" --- Helpers to build responses which match the structure of the necessary dialog actic
def elicit_slot(session_attributes, intent_name, slots, slot_to_elicit, message, response_
return {
'sessionAttributes': session_attributes,
'dialogAction': {
1:1 Python Spaces: 4
Cancel
Create function
Activate Windows
Go to Settings to activate Windows.
CloudShell
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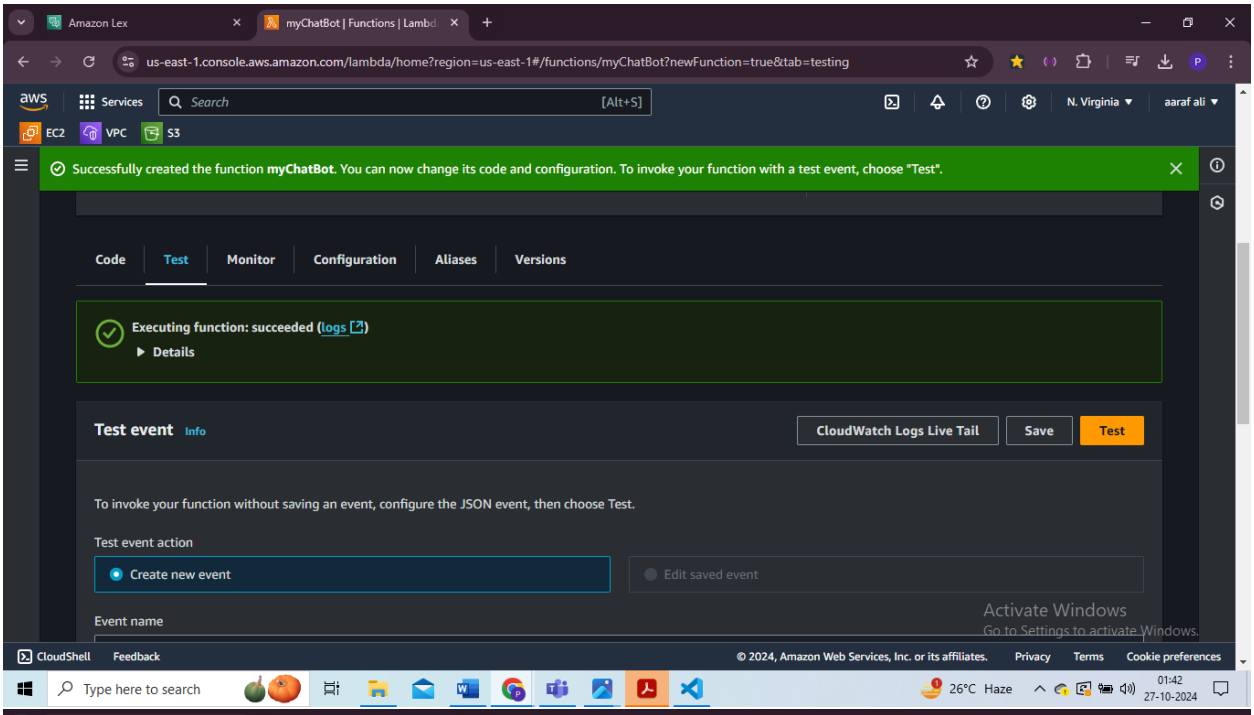
Amazon Lex
myChatBot | Functions | Lambd
us-east-1.console.aws.amazon.com/lambda/home?region=us-east-1#/functions/myChatBot?newFunction=true&tab=testing
Services
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EC2
VPC
S3
Successfully created the function myChatBot. You can now change its code and configuration. To invoke your function with a test event, choose "Test".
Code
Test
Monitor
Configuration
Aliases
Versions
Executing function: succeeded (logs)
Details
Test event
Info
CloudWatch Logs Live Tail
Save
Test
To invoke your function without saving an event, configure the JSON event, then choose Test.
Test event action
Create new event
Edit saved event
Event name
Activate Windows
Go to Settings to activate Windows.
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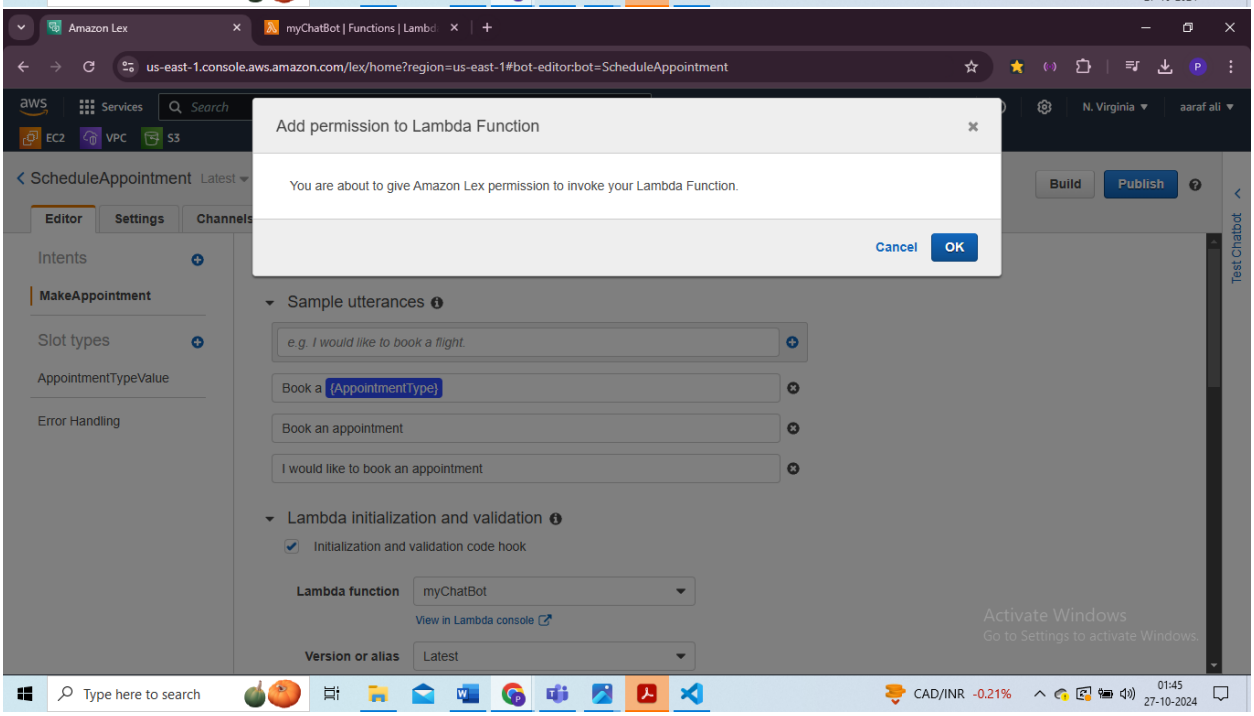
Amazon Lex
myChatBot | Functions | Lambd
us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-editor:bot=ScheduleAppointment
Add permission to Lambda Function
You are about to give Amazon Lex permission to invoke your Lambda Function.
Cancel
OK
ScheduleAppointment
Latest
Build
Publish
Editor
Settings
Channels
Intents
MakeAppointment
Slot types
AppointmentTypeValue
Error Handling
Sample utterances
e.g. I would like to book a flight.
Book a {AppointmentType}
Book an appointment
I would like to book an appointment
Lambda initialization and validation
Initialization and validation code hook
Lambda function
myChatBot
View in Lambda console
Version or alias
Latest
Test Chatbot
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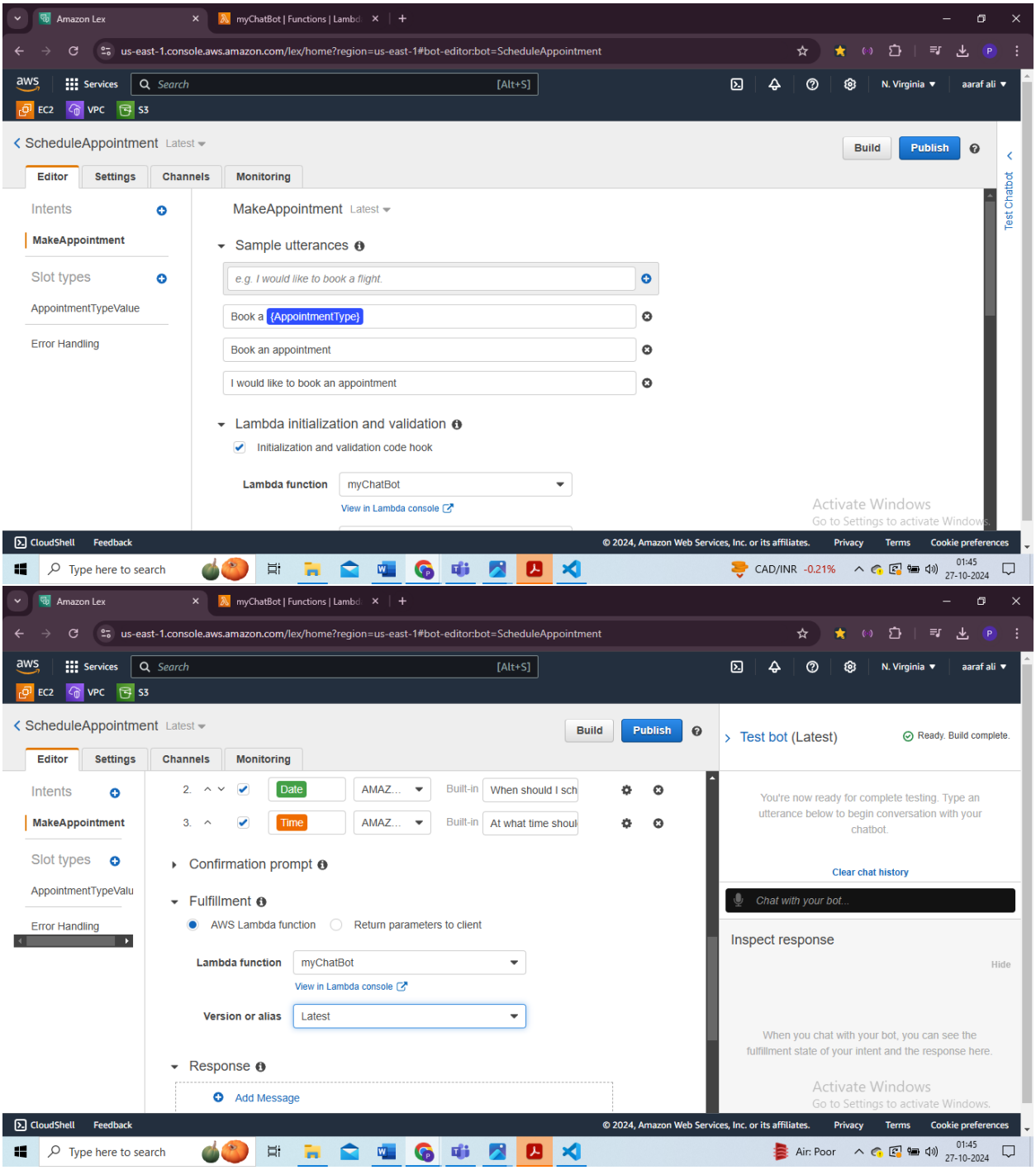
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us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-editor:bot=ScheduleAppointment
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Slot types
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Error Handling
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Latest
Sample utterances
e.g. I would like to book a flight.
Book a {AppointmentType}
Book an appointment
I would like to book an appointment
Lambda initialization and validation
Initialization and validation code hook
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View in Lambda console
Test Chatbot
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Amazon Lex
myChatBot | Functions | Lambd
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Date
AMAZ...
Built-in
When should I sch
3.
Time
AMAZ...
Built-in
At what time shoul
Confirmation prompt
Fulfillment
AWS Lambda function
Return parameters to client
Lambda function
myChatBot
View in Lambda console
Version or alias
Latest
Response
Add Message
Test bot (Latest)
Ready. Build complete.
You're now ready for complete testing. Type an utterance below to begin conversation with your chatbot.
Clear chat history
Chat with your bot...
Inspect response
Hide
When you chat with your bot, you can see the fulfillment state of your intent and the response here.
Activate Windows
Go to Settings to activate Windows.
CloudShell
Feedback
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Cookie preferences
Type here to search
Air: Poor
01:45
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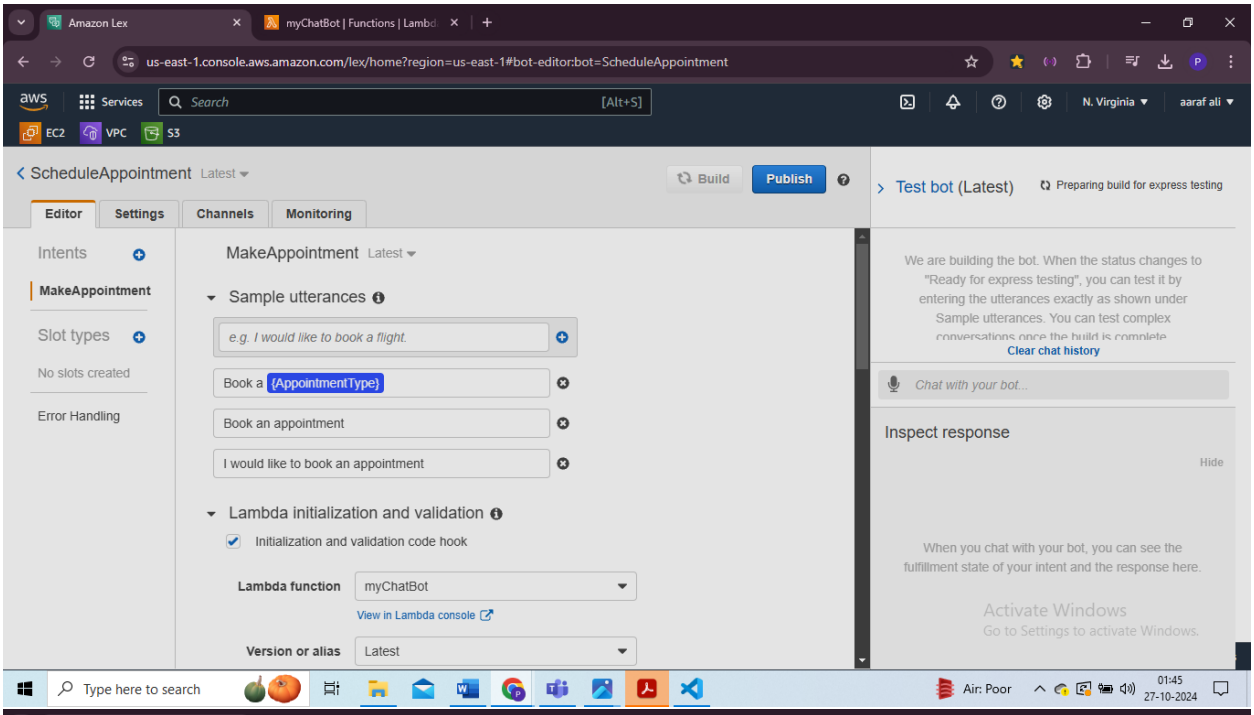
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ScheduleAppointment
Latest
Build
Publish
Editor
Settings
Channels
Monitoring
Intents
MakeAppointment
Slot types
No slots created
Error Handling
MakeAppointment
Latest
Sample utterances
e.g. I would like to book a flight.
Book a {AppointmentType}
Book an appointment
I would like to book an appointment
Lambda initialization and validation
Initialization and validation code hook
Lambda function
myChatBot
View in Lambda console
Version or alias
Latest
Test bot (Latest)
Preparing build for express testing
We are building the bot. When the status changes to "Ready for express testing", you can test it by entering the utterances exactly as shown under Sample utterances. You can test complex conversations once the build is complete
Clear chat history
Chat with your bot...
Inspect response
Hide
When you chat with your bot, you can see the fulfillment state of your intent and the response here.
Activate Windows
Go to Settings to activate Windows.
Type here to search
Air: Poor
01:45
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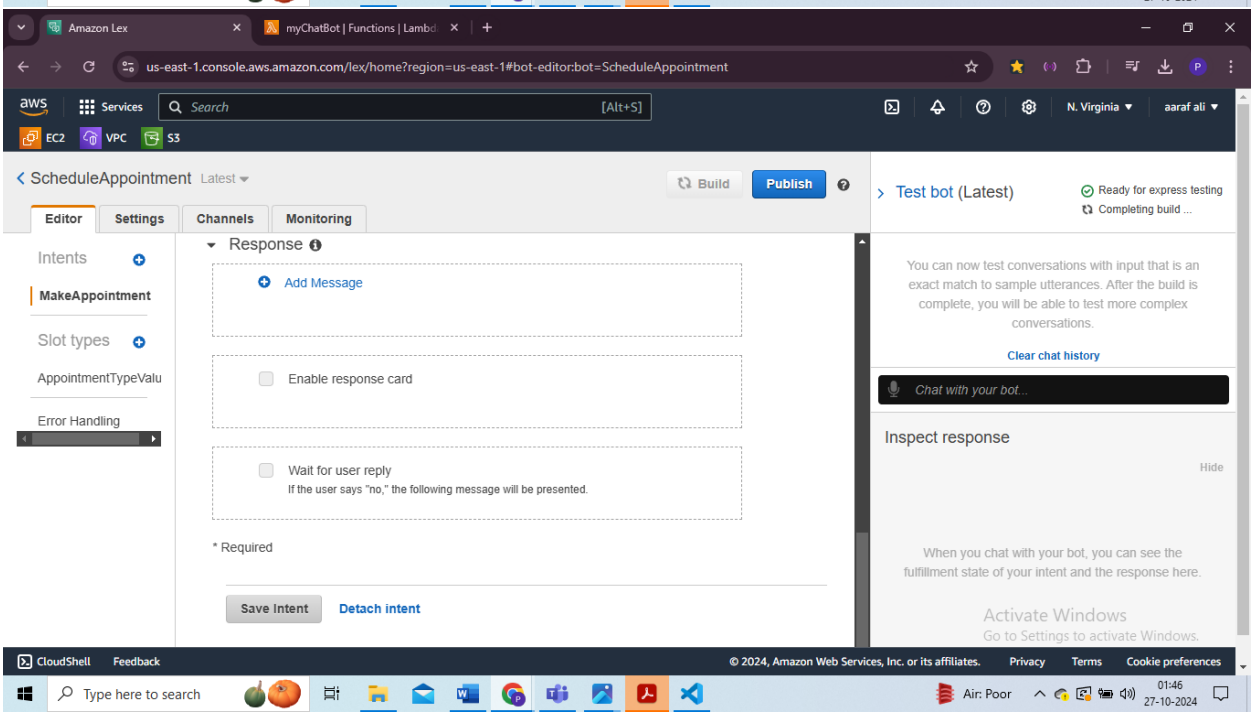
Amazon Lex
myChatBot | Functions | Lambd
us-east-1.console.aws.amazon.com/lex/home?region=us-east-1#bot-editor:bot=ScheduleAppointment
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S3
ScheduleAppointment
Latest
Build
Publish
Editor
Settings
Channels
Monitoring
Intents
MakeAppointment
Slot types
AppointmentTypeValu
Error Handling
Response
Add Message
Enable response card
Wait for user reply
If the user says "no," the following message will be presented.
* Required
Save Intent
Detach intent
Test bot (Latest)
Ready for express testing
Completing build ...
You can now test conversations with input that is an exact match to sample utterances. After the build is complete, you will be able to test more complex conversations.
Clear chat history
Chat with your bot...
Inspect response
Hide
When you chat with your bot, you can see the fulfillment state of your intent and the response here.
Activate Windows
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CloudShell
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Cookie preferences
Type here to search
Air: Poor
01:46
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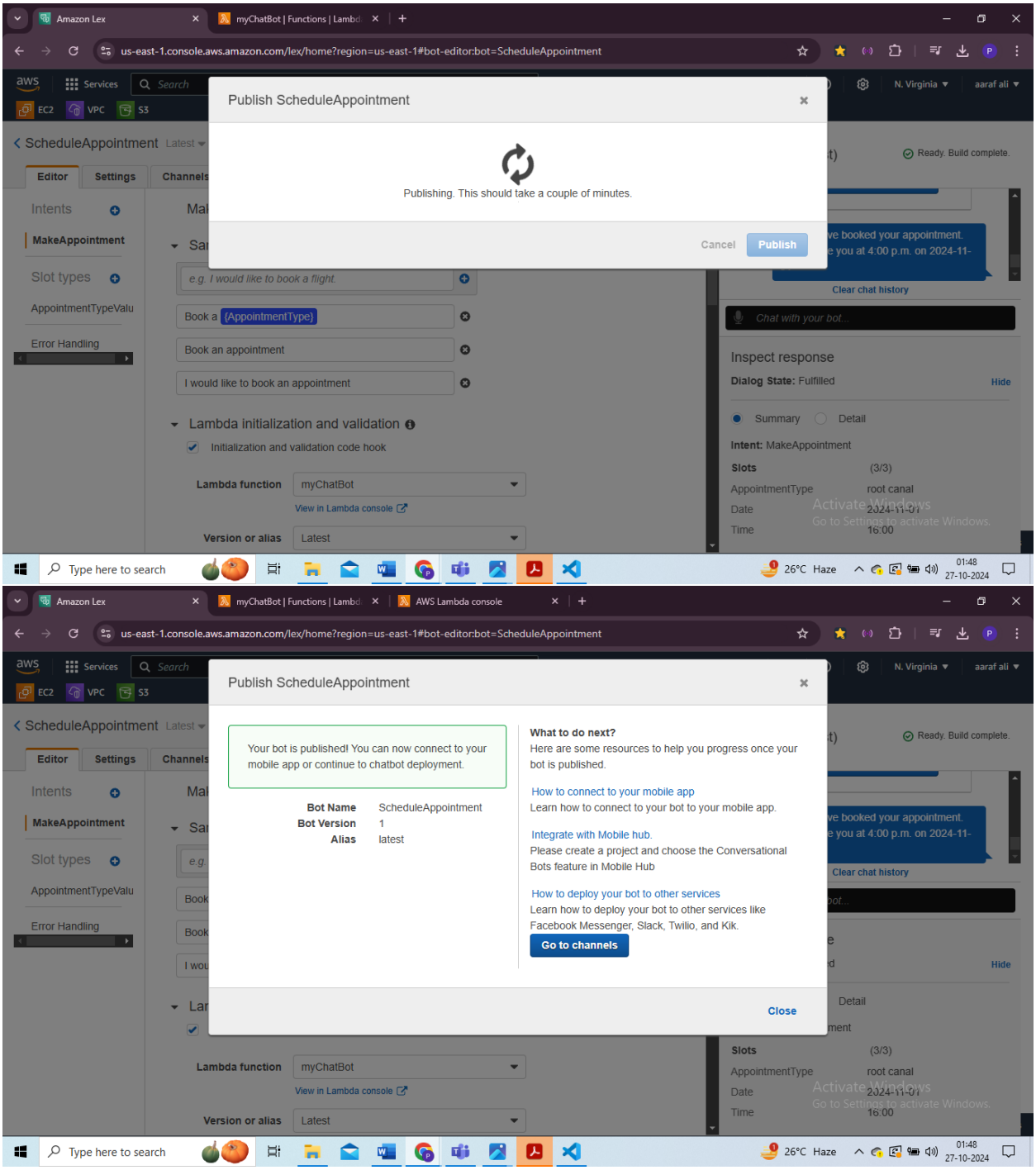


Step 3: Use Amazon Cognito for User Authentication

1. **Create a Cognito Identity Pool**:

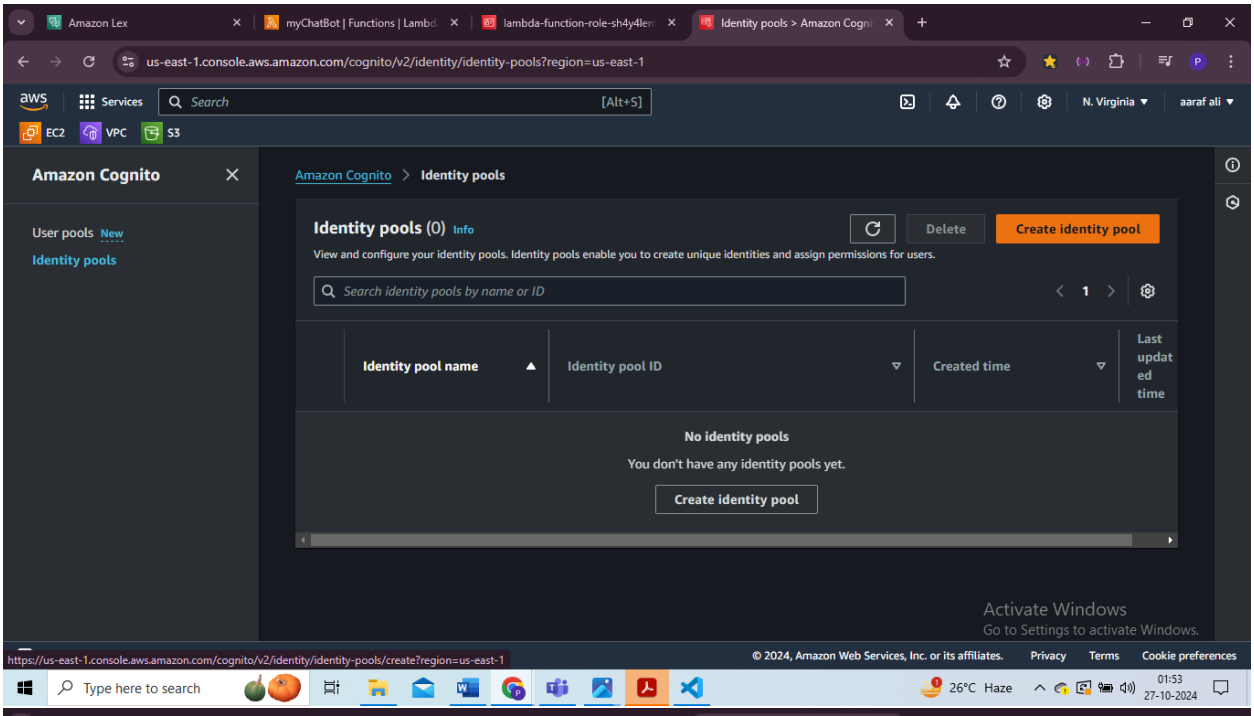
- Create an identity pool to enable authenticated access.

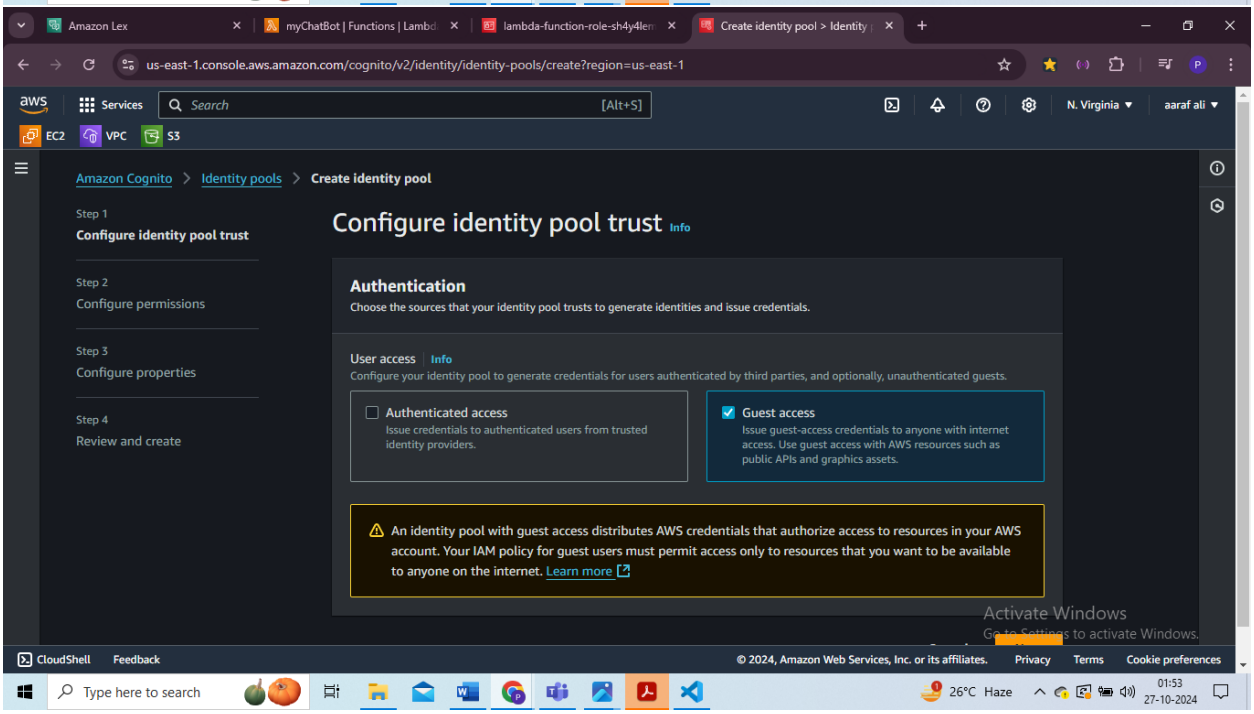
- Configure the identity pool to allow both authenticated and unauthenticated users if needed.

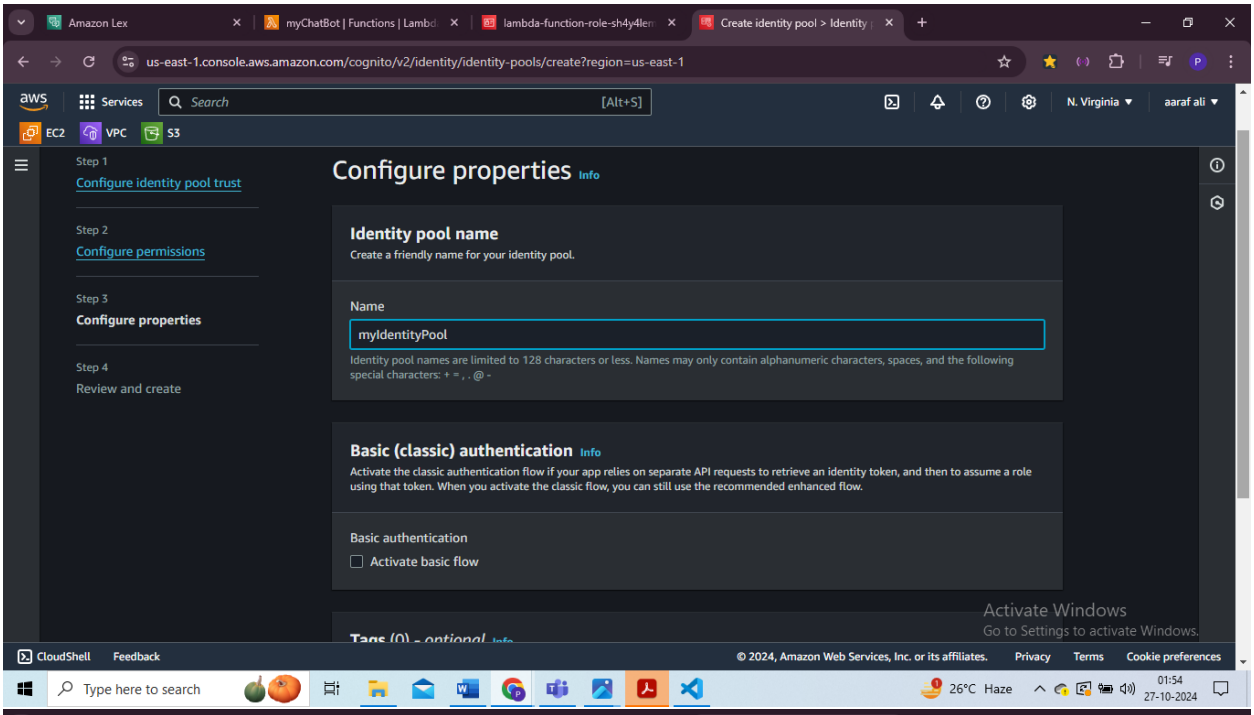
2. **Configure Authentication in Your Application**:

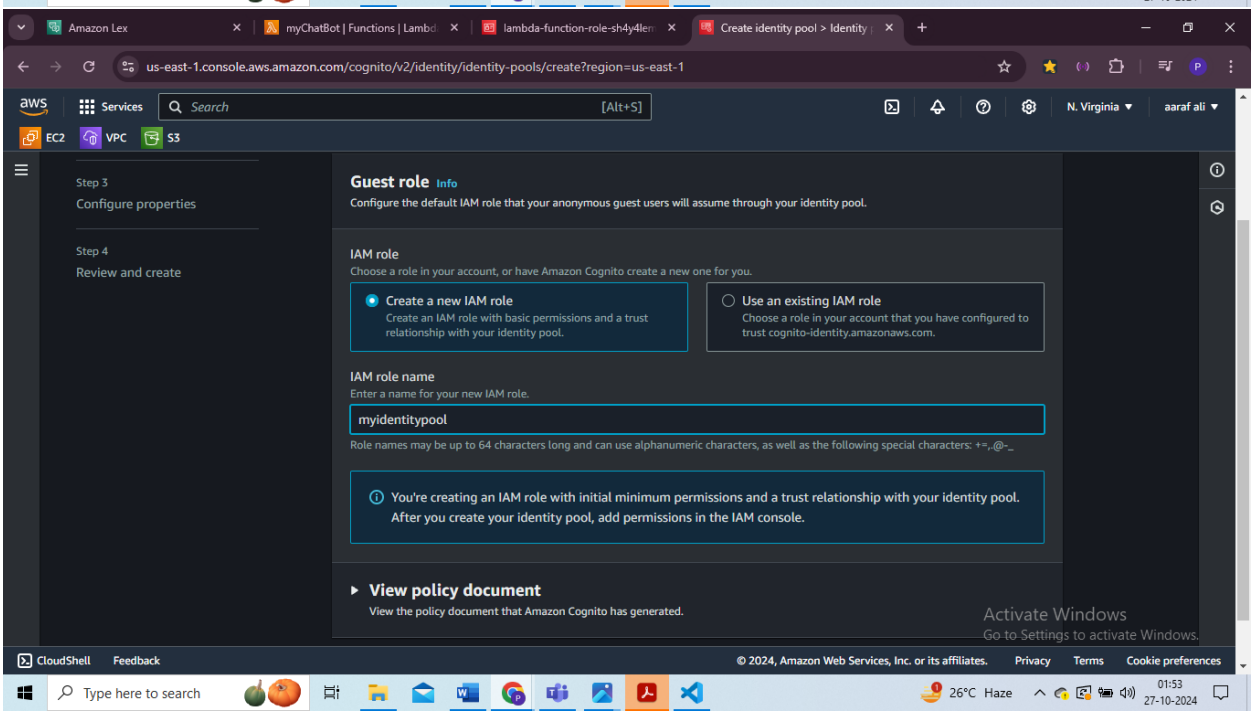
- Integrate Cognito in your front-end application (e.g., mobile or web) to handle user sign-in and sign-up.

- Upon authentication, Cognito will issue tokens that can be used for secure API calls.









Step 4: Set Up IAM Roles and Policies

1. **Create an IAM Role for Lambda**:

 - Attach an IAM role to the Lambda function with permissions to interact with Lex, S3, and other required services.

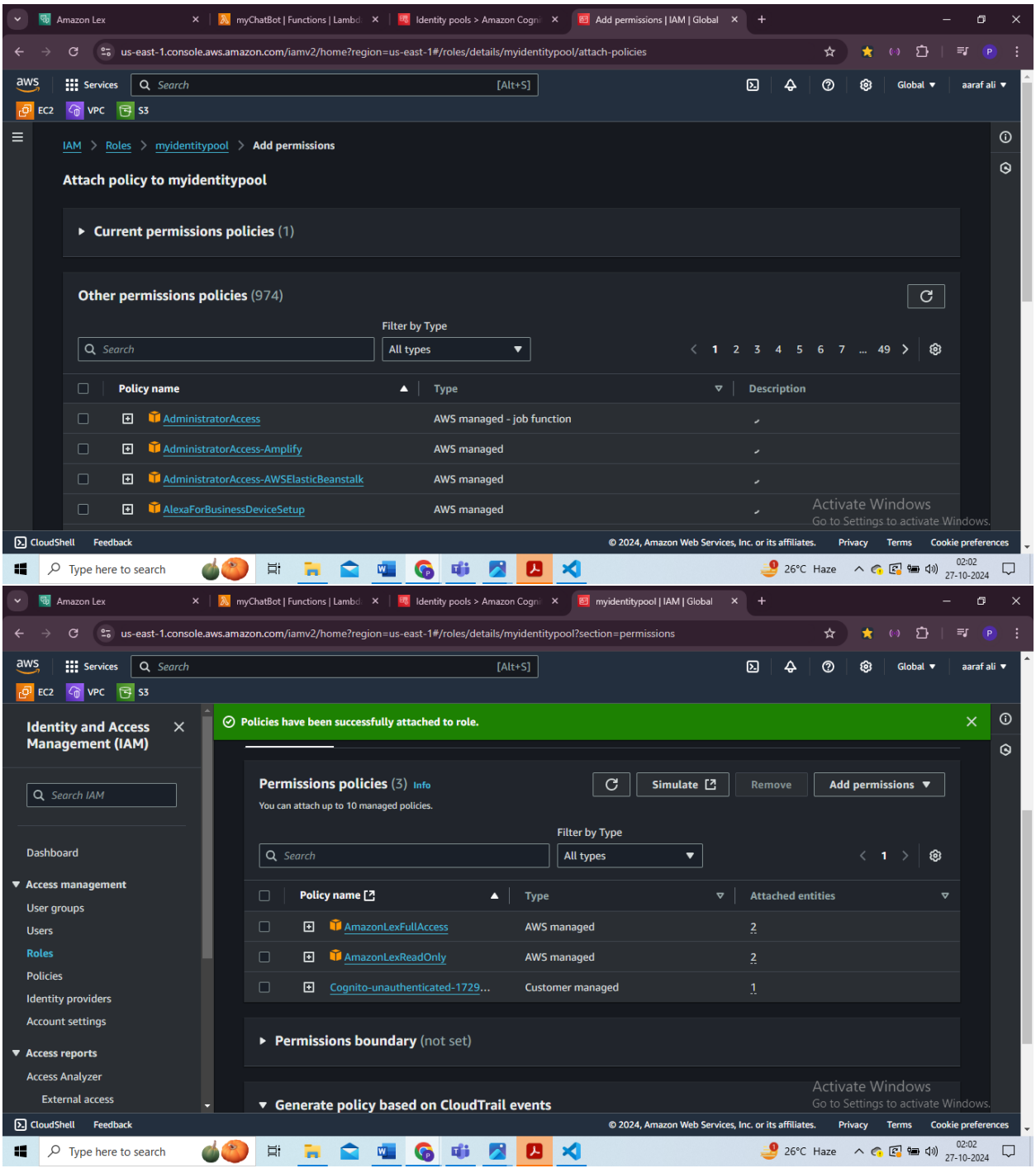
2. **Create an IAM Role for Cognito**:

- Create separate IAM roles for authenticated and unauthenticated users in Cognito.

- Define policies that limit access to specific resources based on user roles.

3. **Set Permissions**:

- Ensure that your IAM policies provide the minimum necessary permissions, following the principle of least privilege.



Step 5: Store Data and Files in S3

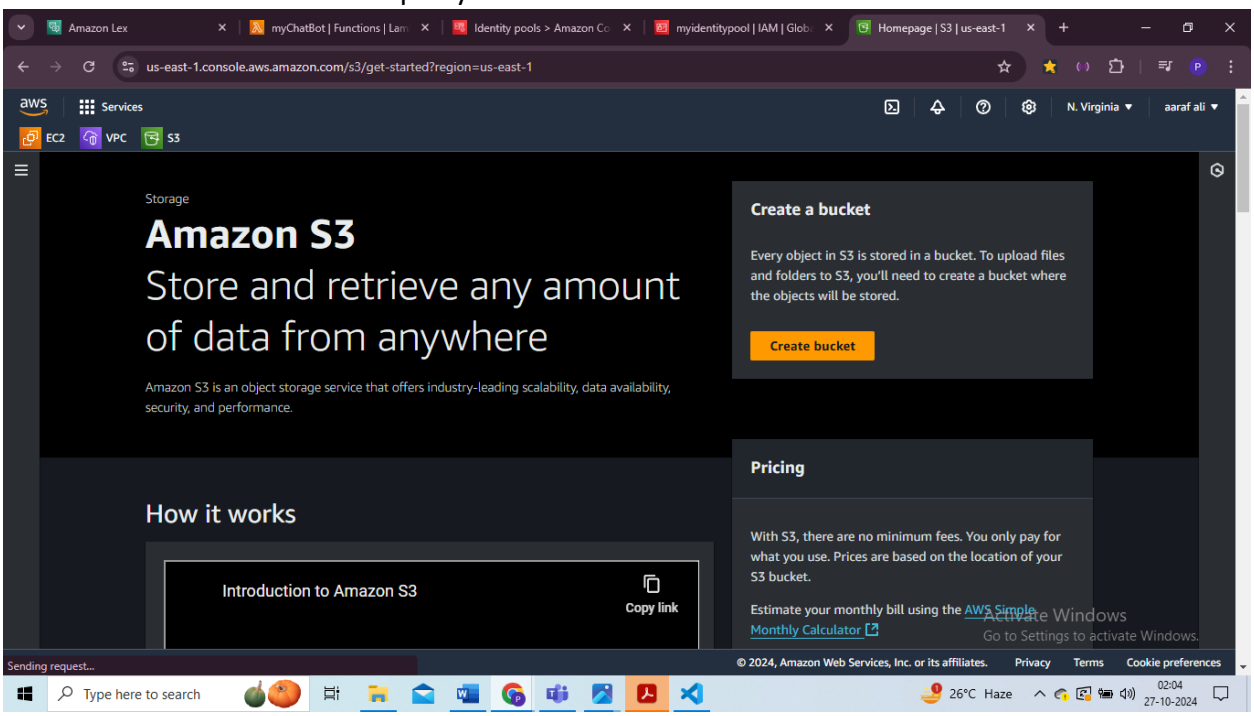
1. **Create an S3 Bucket**:

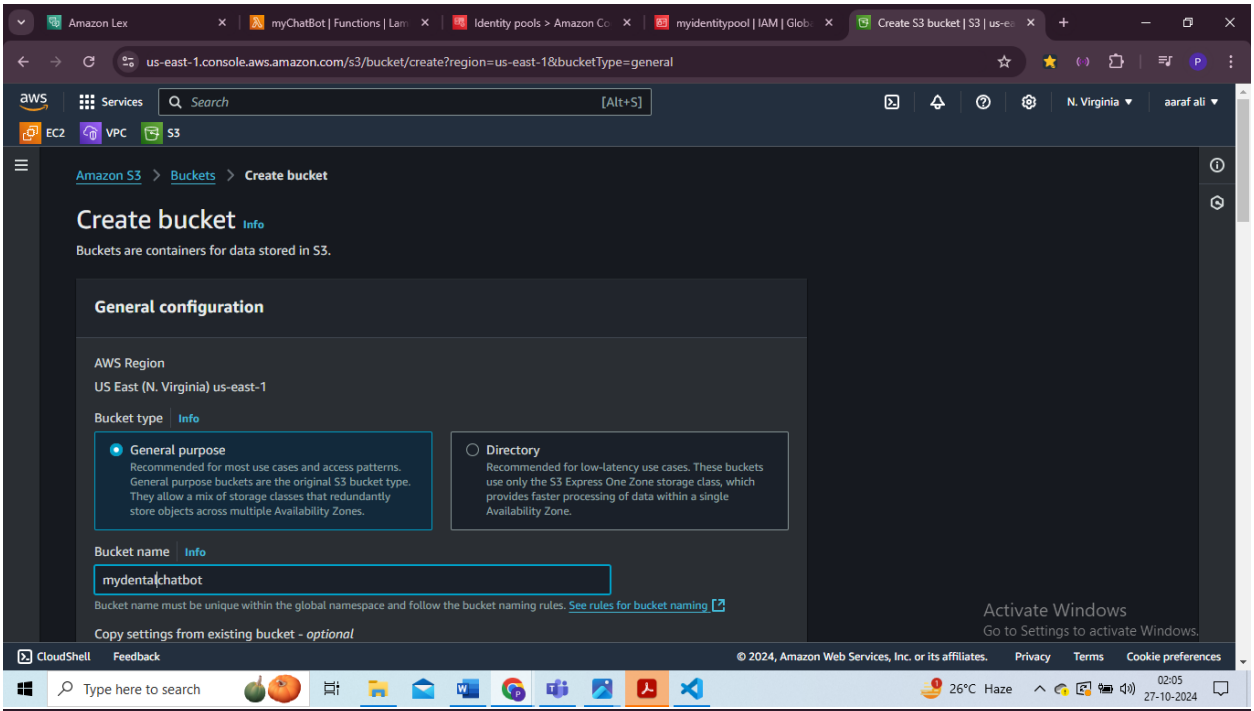
   - In the S3 Console, create a bucket for storing files, such as appointment records or logs.

2. **Configure Permissions**:

   - Set bucket policies or object policies to restrict access to the files only to authorized users (e.g., via Cognito roles).

3. **Enable Static Website Property**:




Amazon Lex
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Create S3 bucket | S3 | us-ea
us-east-1.console.aws.amazon.com/s3/bucket/create?region=us-east-1&bucketType=general
Services
Search
[Alt+S]
N. Virginia
aaraf ali
EC2
VPC
S3
Amazon S3 > Buckets > Create bucket
Create bucket Info
Buckets are containers for data stored in S3.
General configuration
AWS Region
US East (N. Virginia) us-east-1
Bucket type Info
General purpose
Recommended for most use cases and access patterns. General purpose buckets are the original S3 bucket type. They allow a mix of storage classes that redundantly store objects across multiple Availability Zones.
Directory
Recommended for low-latency use cases. These buckets use only the S3 Express One Zone storage class, which provides faster processing of data within a single Availability Zone.
Bucket name Info
mydentalchatbot
Bucket name must be unique within the global namespace and follow the bucket naming rules. See rules for bucket naming
Copy settings from existing bucket - optional
Activate Windows
Go to Settings to activate Windows.
CloudShell
Feedback
© 2024, Amazon Web Services, Inc. or its affiliates.
Privacy
Terms
Cookie preferences
Type here to search
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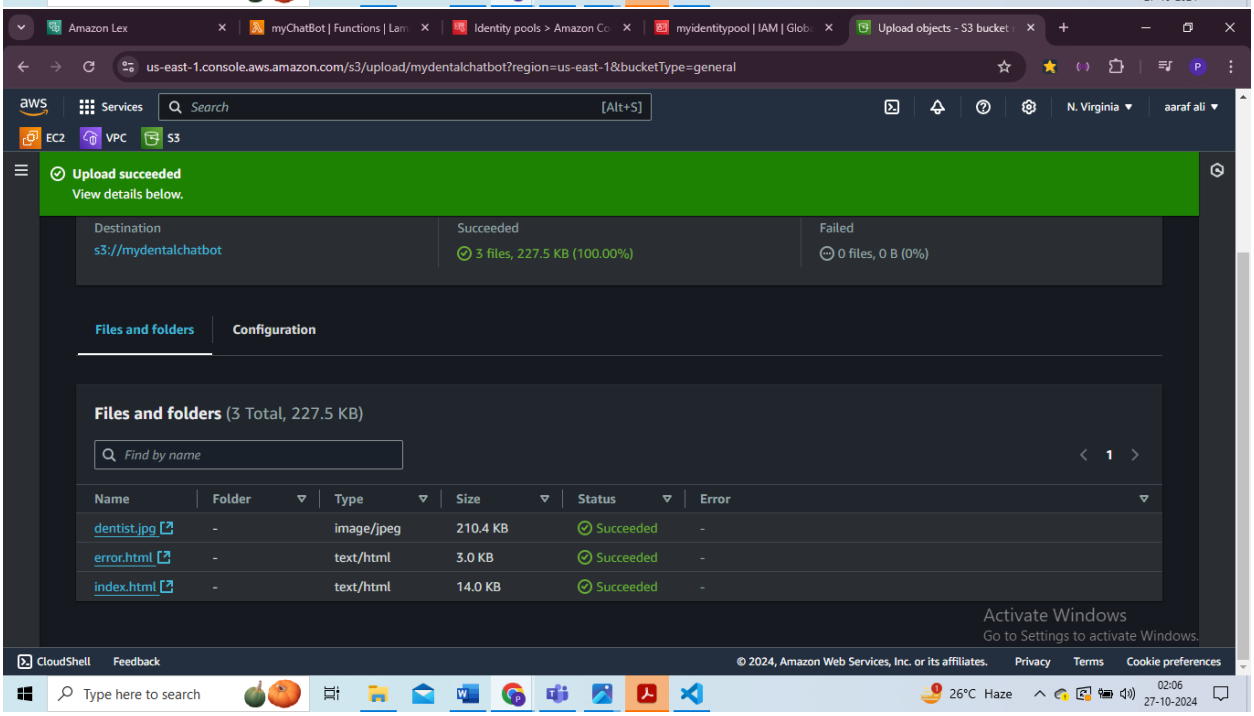
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Upload objects - S3 bucket
us-east-1.console.aws.amazon.com/s3/upload/mydentalchatbot?region=us-east-1&bucketType=general
Services
Search
[Alt+S]
N. Virginia
aaraf ali
EC2
VPC
S3
Upload succeeded
View details below.
Destination
s3://mydentalchatbot
Succeeded
3 files, 227.5 KB (100.00%)
Failed
0 files, 0 B (0%)
Files and folders
Configuration
Files and folders (3 Total, 227.5 KB)
Find by name
1
Name
Folder
Type
Size
Status
Error
dentist.jpg
-
image/jpeg
210.4 KB
Succeeded
-
error.html
-
text/html
3.0 KB
Succeeded
-
index.html
-
text/html
14.0 KB
Succeeded
-
Activate Windows
Go to Settings to activate Windows.
CloudShell
Feedback
© 2024, Amazon Web Services, Inc. or its affiliates.
Privacy
Terms
Cookie preferences
Type here to search
26°C Haze
02:06
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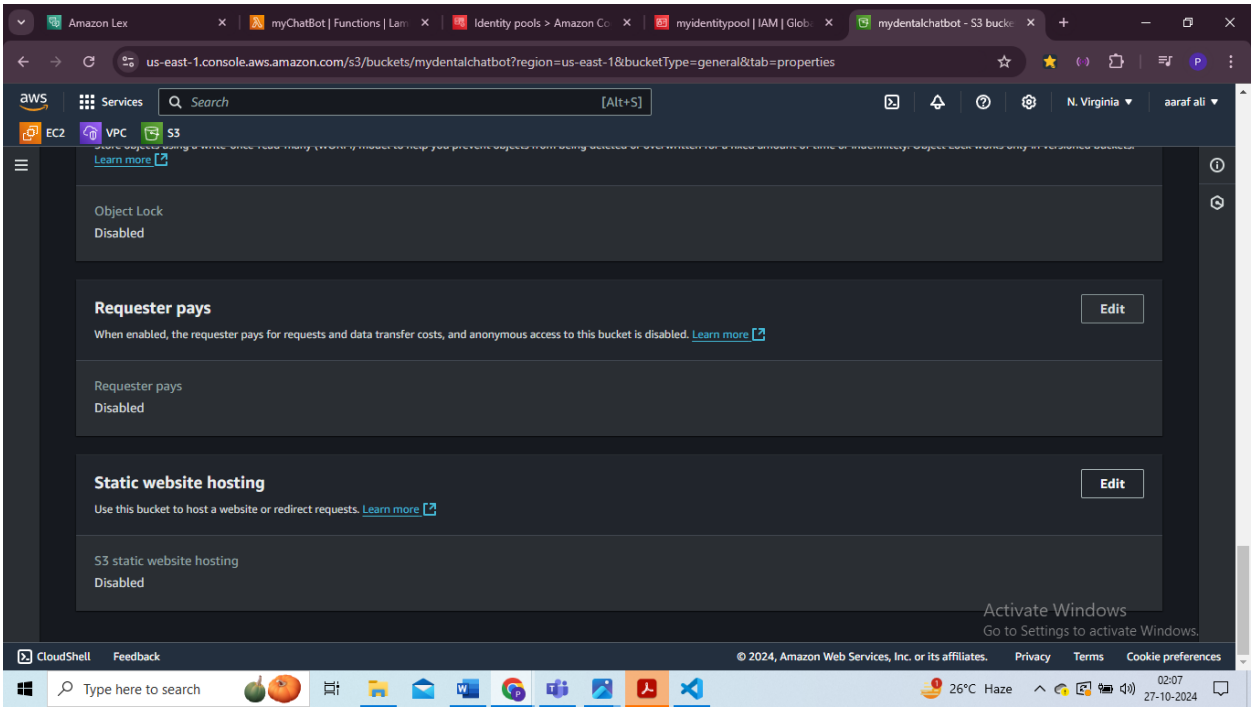


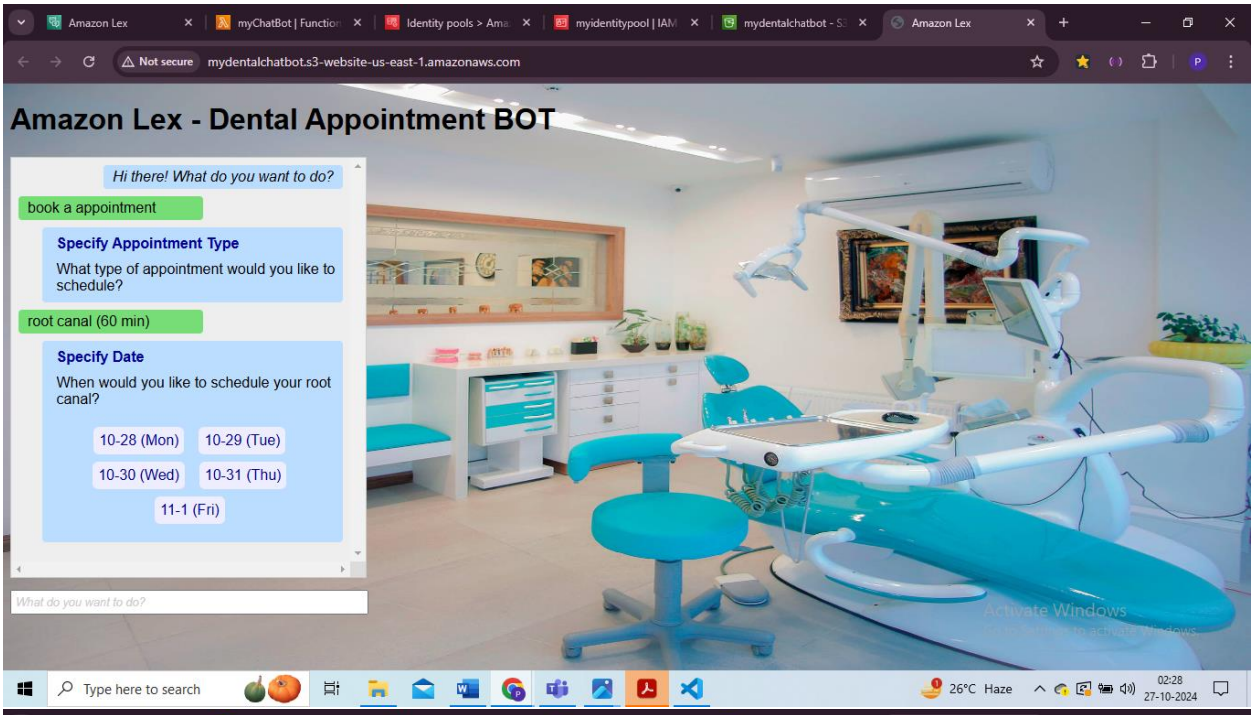
Step 6: Test the Dental Chatbot End-to-End

1. **Test in the Lex Console**:

- Test the chatbot to ensure that it correctly recognizes intents, invokes Lambda, and retrieves information.

2. **Test Authentication and File Storage**:

- Verify that only authenticated users can schedule appointments and that S3 files are accessible only to users with proper permissions.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myidentitypool | IAM
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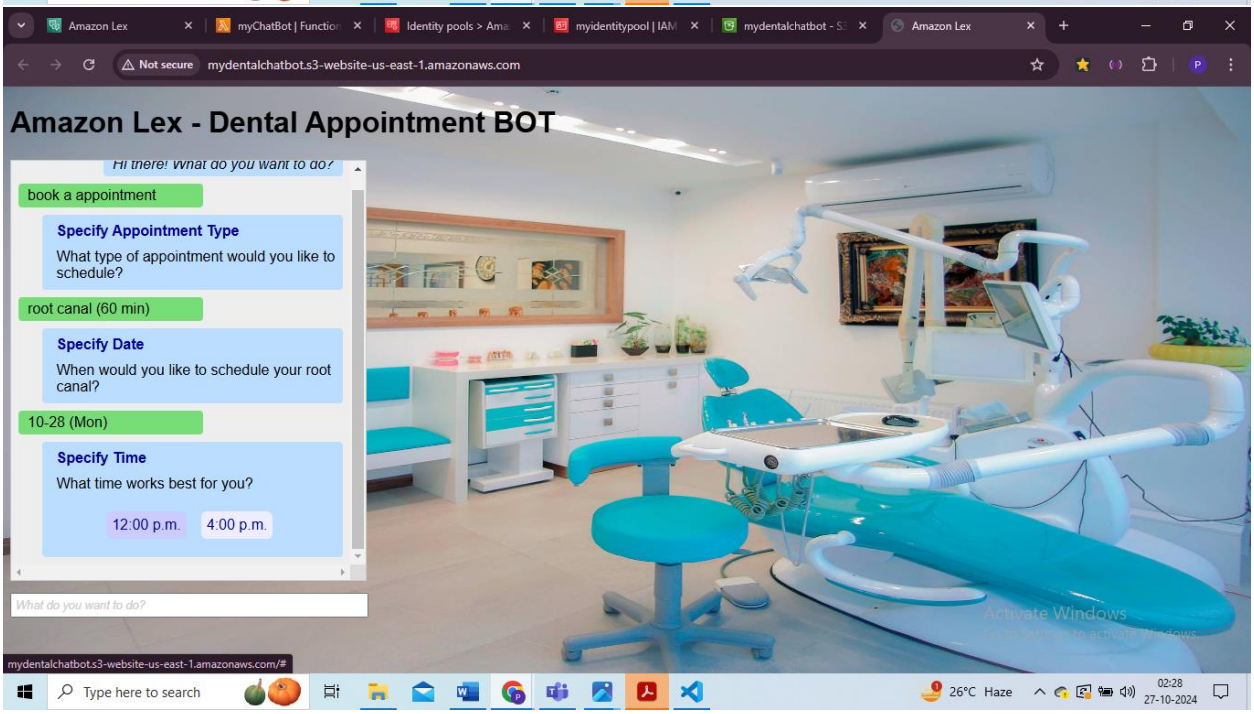
Amazon Lex
Not secure
mydentalchatbot.s3-website-us-east-1.amazonaws.com
Amazon Lex - Dental Appointment BOT
Hi there! What do you want to do?
book a appointment
Specify Appointment Type
What type of appointment would you like to schedule?
root canal (60 min)
Specify Date
When would you like to schedule your root canal?
10-28 (Mon)
10-29 (Tue)
10-30 (Wed)
10-31 (Thu)
11-1 (Fri)
What do you want to do?
Activate Windows
Type here to search
26°C Haze
02:28
27-10-2024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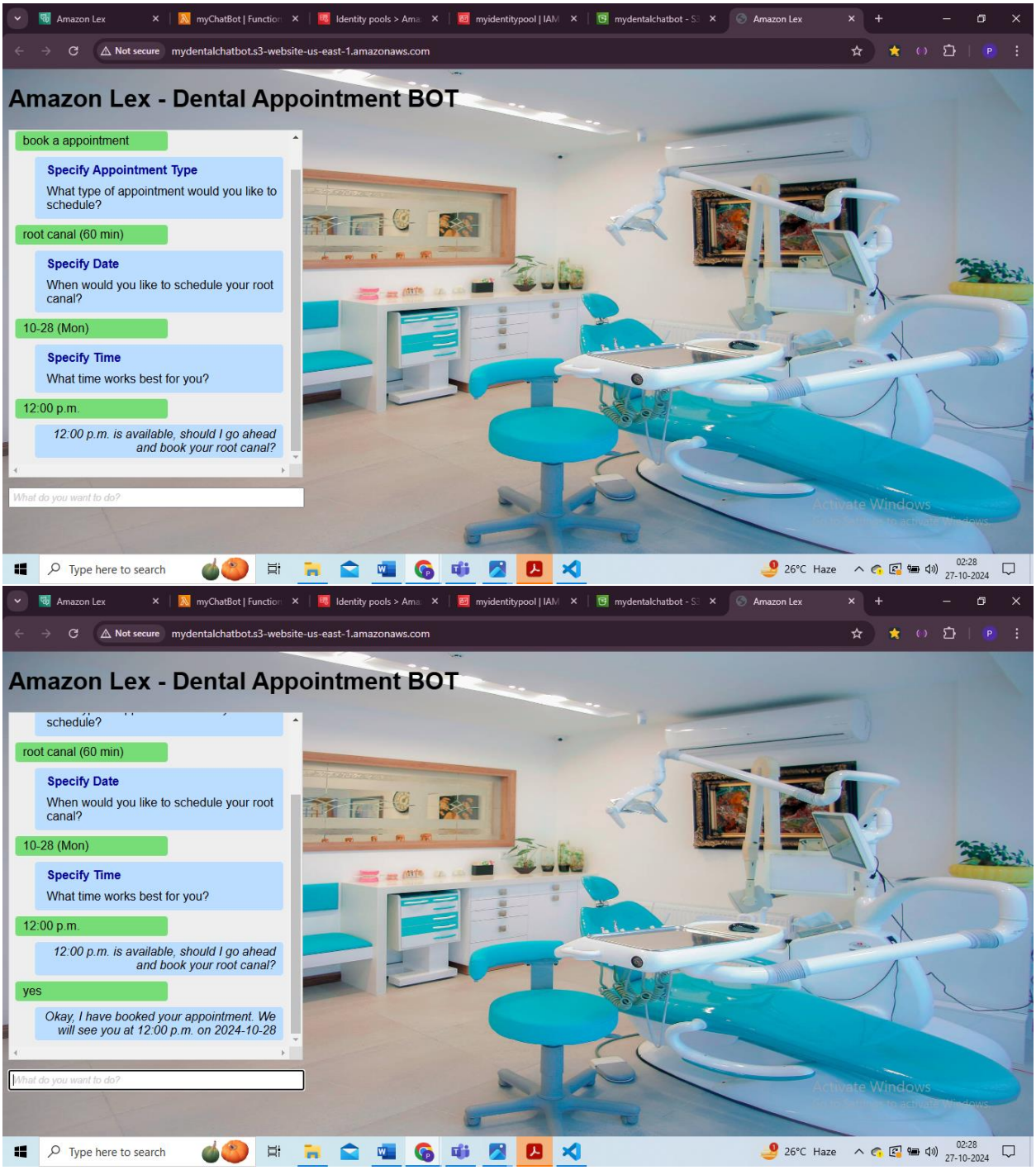
Amazon Lex
Not secure
mydentalchatbot.s3-website-us-east-1.amazonaws.com
Amazon Lex - Dental Appointment BOT
book a appointment
Specify Appointment Type
What type of appointment would you like to schedule?
root canal (60 min)
Specify Date
When would you like to schedule your root canal?
10-28 (Mon)
Specify Time
What time works best for you?
12:00 p.m.
4:00 p.m.
What do you want to do?
Activate Windows
mydentalchatbot.s3-website-us-east-1.amazonaws.com/#
Type here to search
26°C Haze
02:28
27-10-2024



Additional Features (Optional)

- **Multi-turn Dialogues**: Create a more engaging experience by adding follow-up questions.

- **Logging and Monitoring**: Use CloudWatch for logging, performance monitoring, and setting up alarms for any issues.

- **Reminders**: Set up reminders using Amazon SNS to send appointment reminders to patients.

This setup enables a secure, cloud-based dental chatbot that interacts with users, schedules appointments, and stores data safely in AWS.