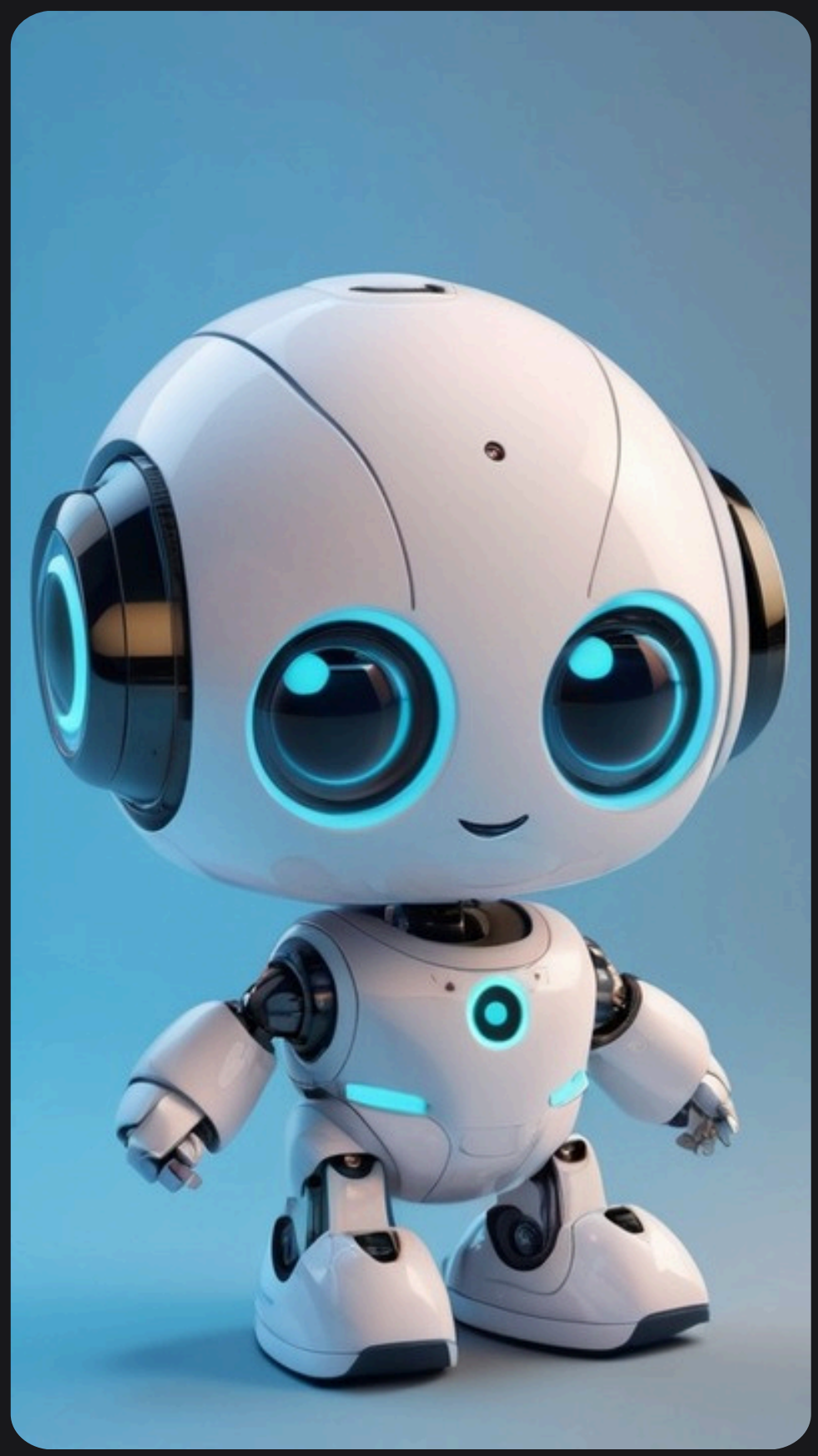
NEXTWORK

How I built a chatbot with Amazon Lex



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What is Amazon Lex?

What it does:

-

Why it's useful:

-

How I'm using it in today's project:

- In this project I'm using Amazon Lex to create BankerBot, a ...

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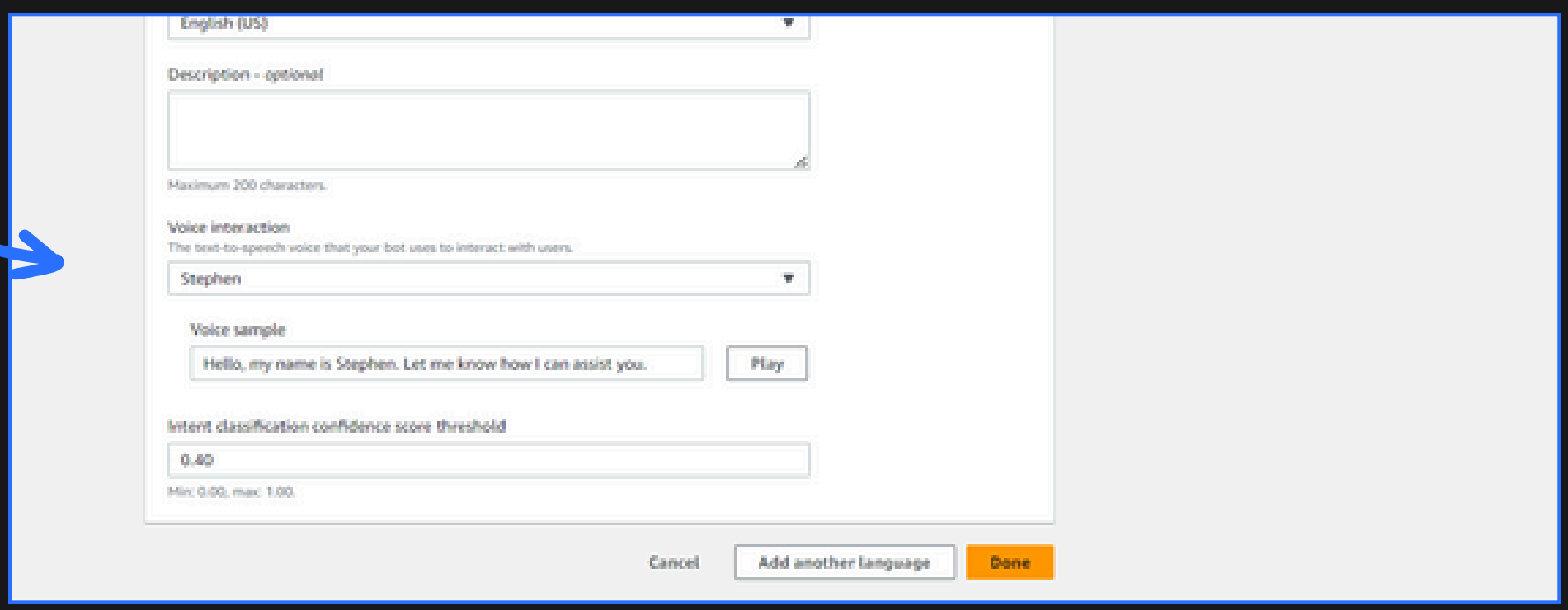
Set up a Lex chatbot

- I created BankerBot from scratch and used most default settings on Lex.
- In terms of the **intent classification confidence score,** I kept the default value of 0.40. This means my chatbot needs to be at least 40% sure it understands what the user wants before it gives an answer. In simpler terms, what the user types needs to match at least 40% with one of the topics I've taught my BankerBot. If it's less sure than that, it might ask for more information or say it doesn't understand.

Setting up my Lex chatbot...



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Create an intent in Lex

- Intents are a user's different goals or purposes when talking to the chatbot. In Amazon Lex, a chatbot is built around these various purposes it can help with.

- My first intent, WelcomeIntent, was created to interact with greetings to the user once they say Hello.

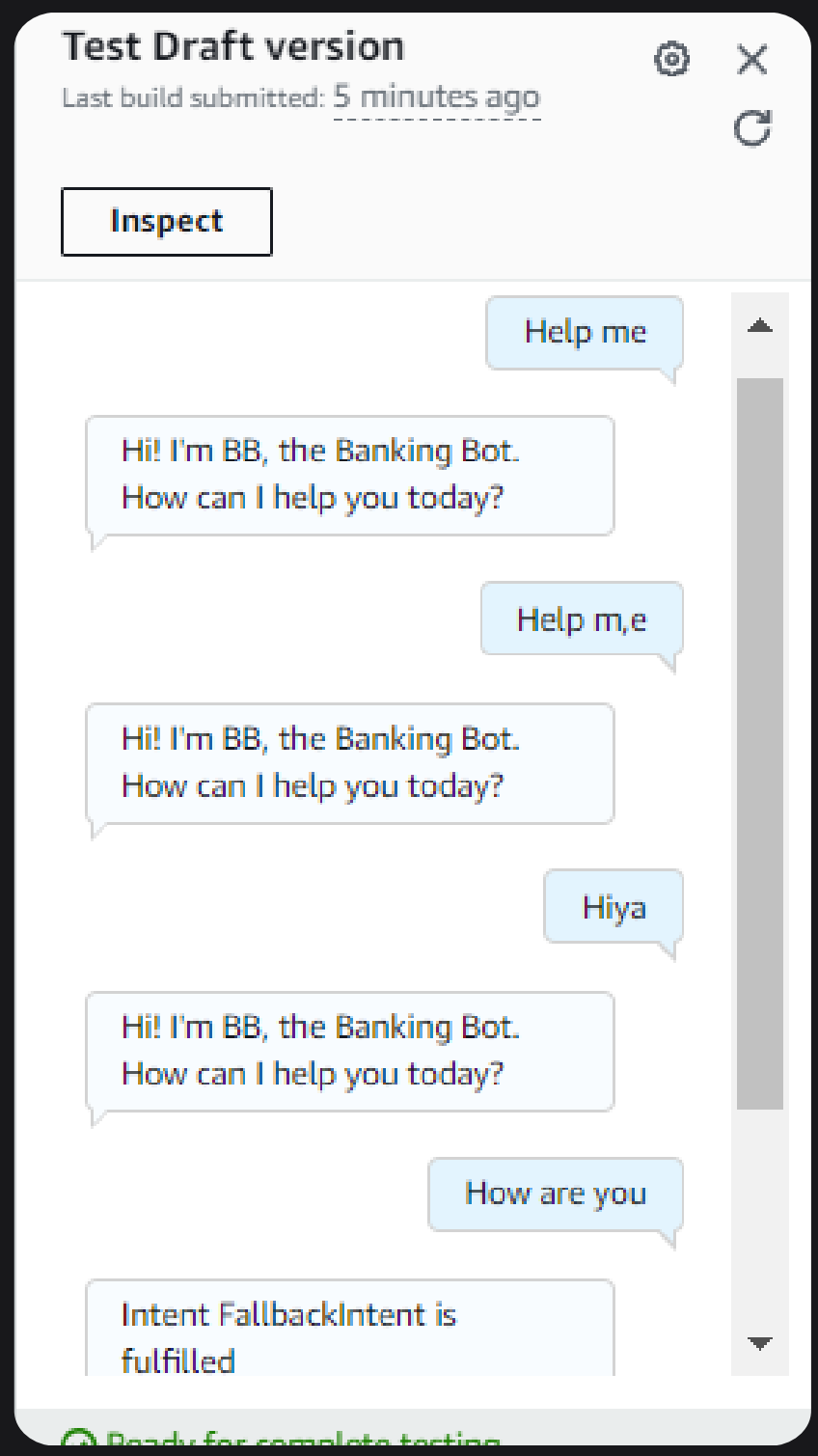
- To set up this intent, I created sample utterances (e.g. “Hello”, “Hi”, “I need help”, “Can you help me?”) and a closing response i.e. how the chatbot will respond

- I launched and tested the chatbot, which could still respond if I enter similar utterances e.g. “Hiya”.

- However, the chatbot returned the error message “Intent FallbackIntent is fulfilled” when I entered “Good morning”

- This error message occurred because my chatbot could not understand the intent of the phrase “Good morning”

My first test of the chatbot



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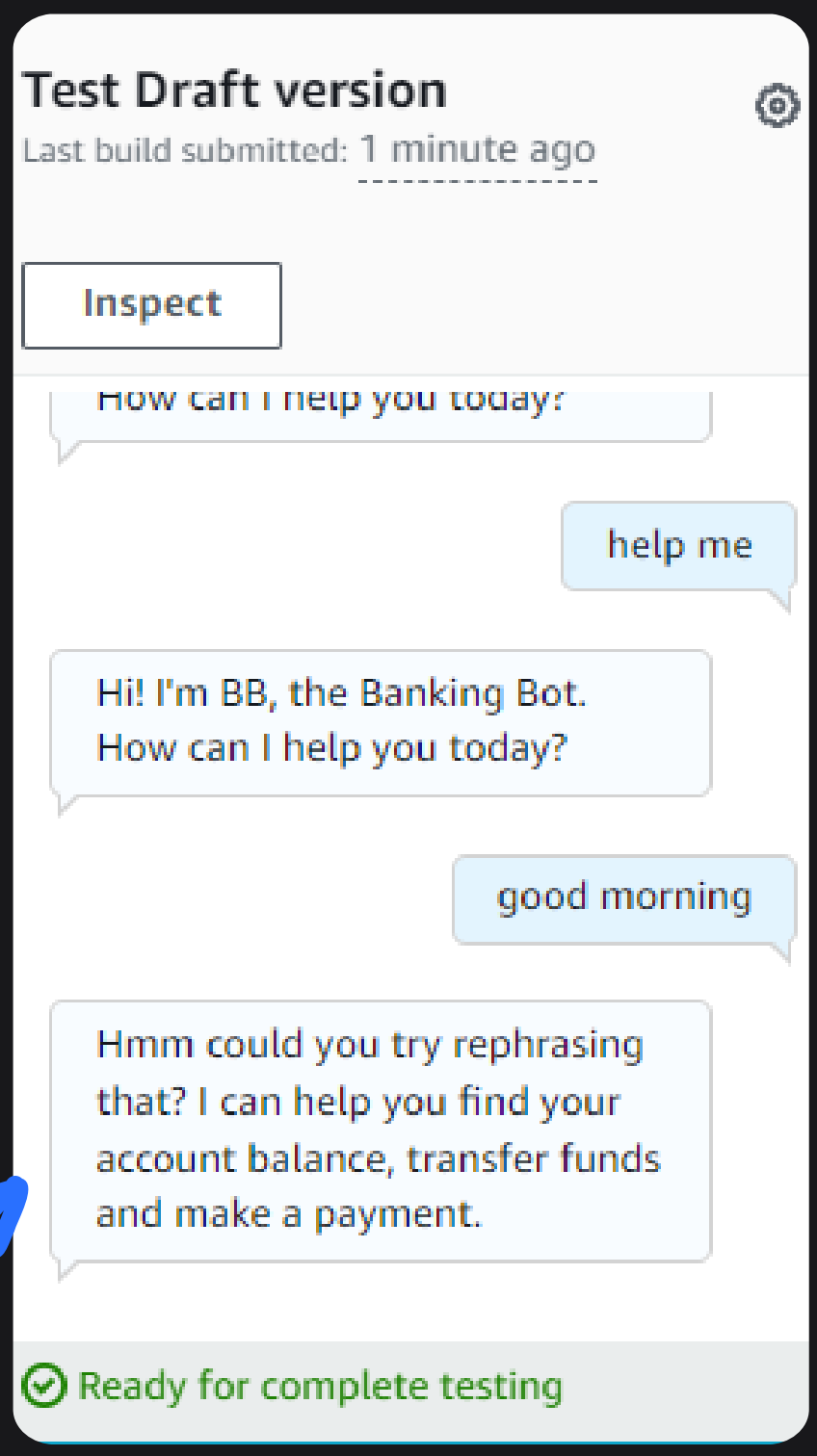
Manage FallbackIntent

- FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot doesn't understand what the user is trying to say.

- I wanted to configure FallbackIntent because I want the bot to sound more like a human.

- To configure FallbackIntent, I had to go to the FallbackIntent page and configure the message group and variations in the closing response.

- I also added variations! This means that an end user can see different forms of reply from the chatbot if the chatbot doesn't understand what the user is trying to say.



Perfect! The error message is now much clearer, and there are variations too

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