Building Your First Amazon Lex Chatbot

Mike Erickson

DEVELOPER, ARCHITECT, TRAINER, SPEAKER, AUTHOR

@mgerickson

Overview

Intents

Utterances

Slots

Prompts

Intents

What Is Your Intent?

Custom Intents

FindDoctor

BookAppointment

RateADoctor

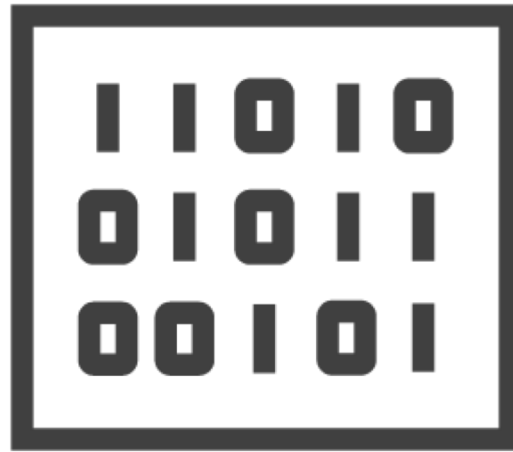## Built-in Intents

Amazon.CancelIntent

Amazon.PauseIntent

Amazon.ResumeIntent

What Defines an Intent?

Utterances

Data
Slots/Prompts

Fulfillment

Utterances

How to ask for what I want:

- I need a doctor

- Can you recommend a physician?

- Who is a good M.D.?

- Find me a physician

- Get me a doc

Improving Your Utterances

Nouns

Verbs

Contractions

Long

Brief

Synonyms

Make Them Even Better

More Is Better

Add People

Iterate

Slots and Prompts

"Traditional Applications"
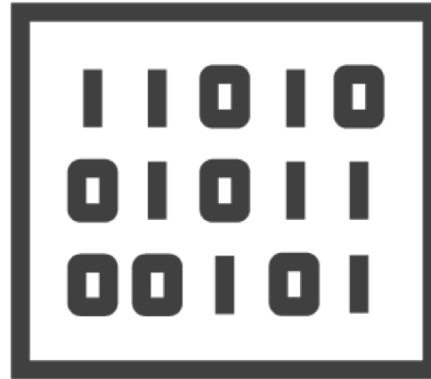- Labels
- Inputs

"ChatBots"
- Prompts
- Slots

What's Your Type?

Custom Slot Types

InsuranceProvider

MedicalDegree

MedicalSpecialty

Built-in Slot Types

Amazon.Language

Amazon.US_CITY

Amazon.US_LAST_NAME

Demo

Let's start building our ChatBot

Review - Interaction with Your Bot

FindDoctor

Intents: What the user wants

I need a doctor

Utterances: Phrases that invoke intent

In which city?

Prompts: Questions to gather data

Farmington

Slots: Data to process intent