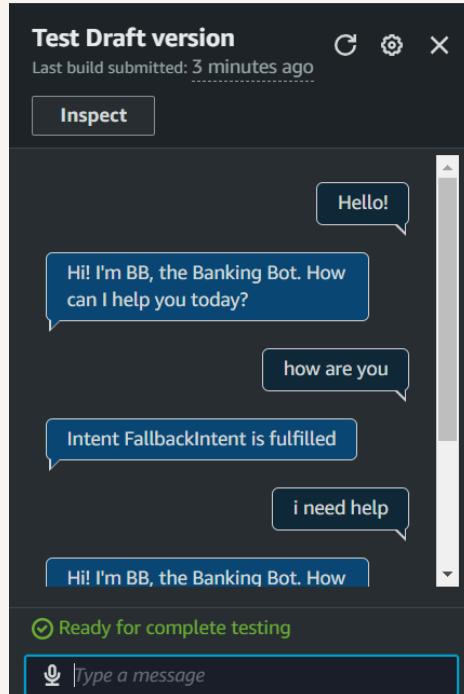


Build a Chatbot with Amazon Lex



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Introducing Today's Project!

What is Amazon Lex?

helps you build voice and text chatbots in minutes

How I used Amazon Lex in this project

It uses AI/ML capabilities to classify user intents and understand intents that are beyond what i've programmed

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

I didn't expect the chatbot could return error messages if it didn't understand the user's intent.

This project took me...

This project took me around 30 minutes

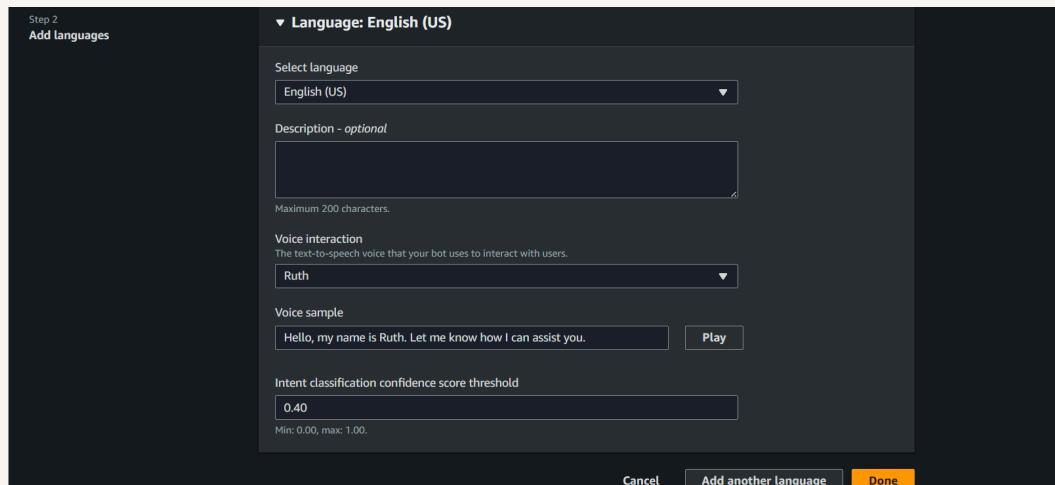


Setting up a Lex chatbot

'I created my chatbot from scratch with Amazon Lex. Setting it up took me around 2 minutes

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs access to essential services like CloudWatch and Lambda. This ensures secure processing of user inputs while following the principle of least privilege.

In terms of the intent classification confidence score, I kept the default value of 0.40. This means Lex will trigger an intent only if it's at least 40% confident in the match. It balances accuracy and flexibility, reducing misclassifications

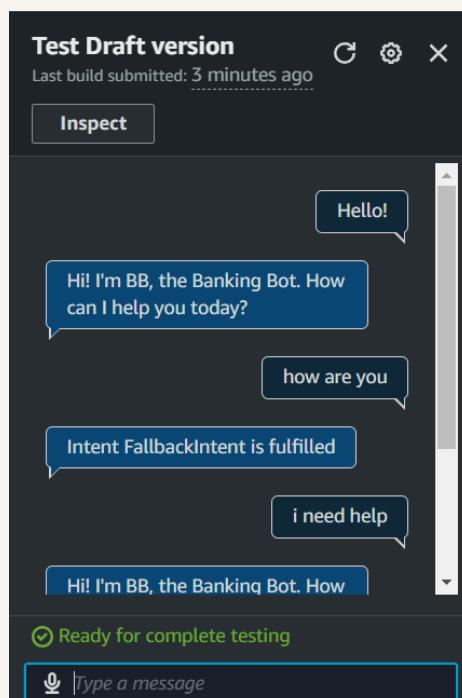




Intents

Intents represent users' goals/purposes for using the chatbot. In Amazon Lex a chatbot is defined by the intents that it supports.

I created my first intent, `WelcomeIntent`, to greet the user when they say hello.

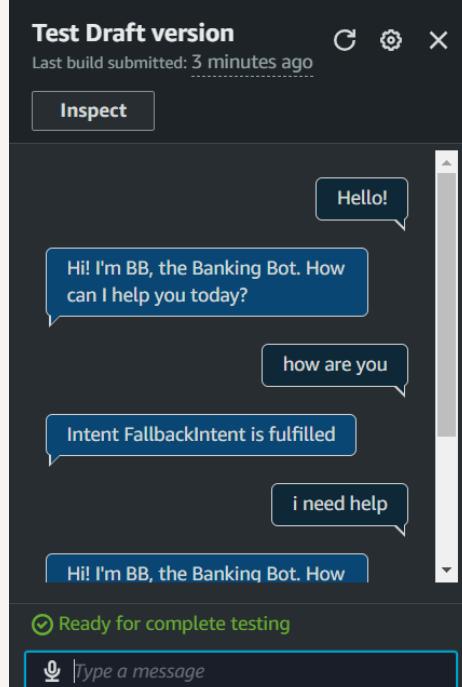




FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter 'hi, hello, i need help'

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered 'how are you' This error message occurred because my chatbot could not understand the intent of the phrase 'how are you'





Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when the chatbot does not understand the user's purpose

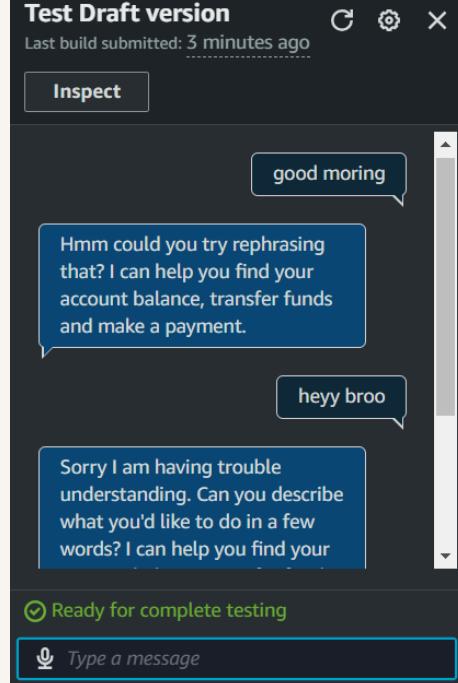
I wanted to configure FallbackIntent because the default closing response to the user is not easily understandable

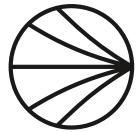


Variations

To configure FallbackIntent, I had to create my own closing response in the intent's setup page

I also added variations! What this means for an end user is they get to see different forms of the chatbot





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