



Save User Info with your Chatbot



Roshan Thomas

A screenshot of a chatbot interface. At the top, it says "17 minutes ago". There is a button labeled "Inspect". A message from the user asks for their date of birth: "For verification purposes, what is your date of birth?". The bot responds with "28/02/1992". The bot then informs the user about their credit account balance: "Thank you. The balance on your Credit account is \$418.32 dollars.". The user asks about their saving account: "what about my saving account". The bot responds again: "Thank you. The balance on your Savings account is \$14.38 dollars.". At the bottom, there is a green checkmark followed by the text "Ready for complete testing". Below that is a text input field with the placeholder "Type a message".



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Introducing Today's Project!

What is Amazon Lex?

It is a tool that lets you build chatbots and voice assistants. It's useful because it makes creating smart, conversational interfaces easy, perfect for tasks like customer service and making reservations, without needing advanced coding skills.

How I used Amazon Lex in this project

I used Amazon Lex to build a chatbot that saves user information by defining intents and slots for capturing user input

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

One unexpected thing was how easy it was to integrate Amazon Lex with other AWS services, streamlining the process of saving and managing data.

This project took me...

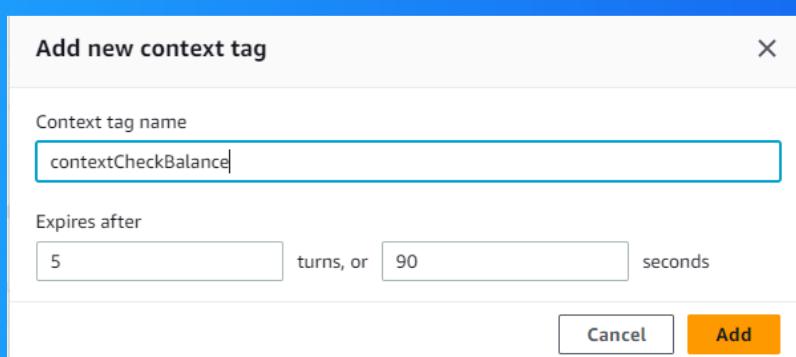
36 mins

Context Tags

Context tags are used to store and check for specific information across different parts of a conversation. They help save the user from having to repeat certain information.

There are two types of context tags: Output context tag:Saves details after an intent, like account type from BalanceCheck, for later use Input context tag:Checks for existing details before an intent, like a saved date of birth, to avoid re-asking

I created a context tag called contextCheckBalance. This context tag was created in the intent CheckBalance. This tag stores information about user account type information.



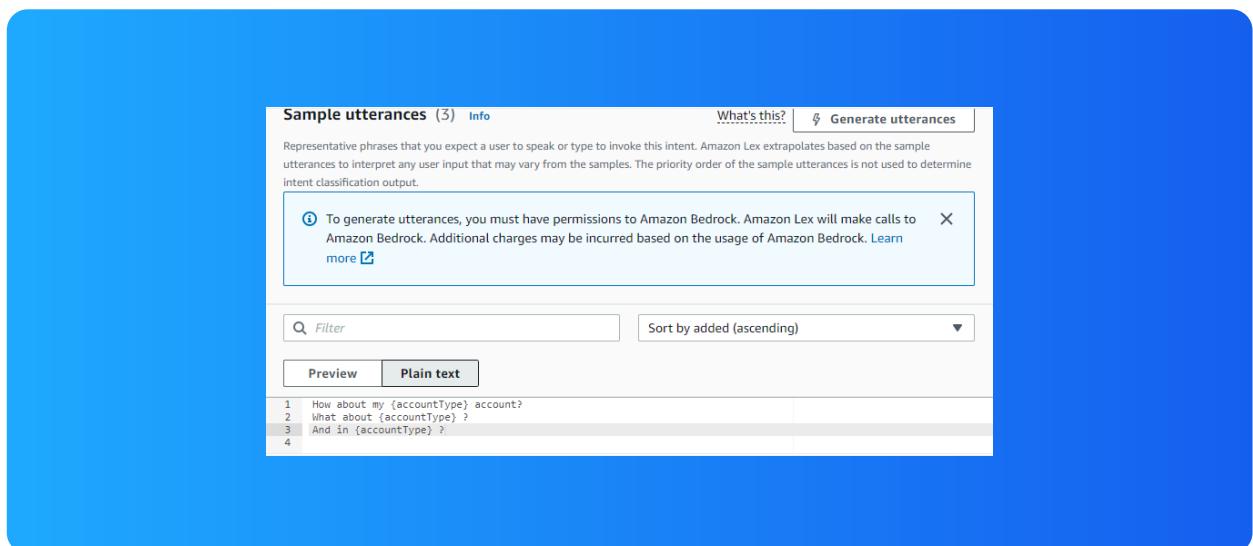
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FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to make the follow-up balance check request without authentication.

This intent is connected to the previous intent I made, CheckBalance, because



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Input Context Tag

I created an input context, contextCheckBalance, that is using exact same tag as the output context tag I've set up in the CheckBalance intent.

▼ Default values - *optional*

#contextCheckBalance.dateOfBirth X

Provide a default value, #value for a context value, or [variable] for session variable.

Add default value

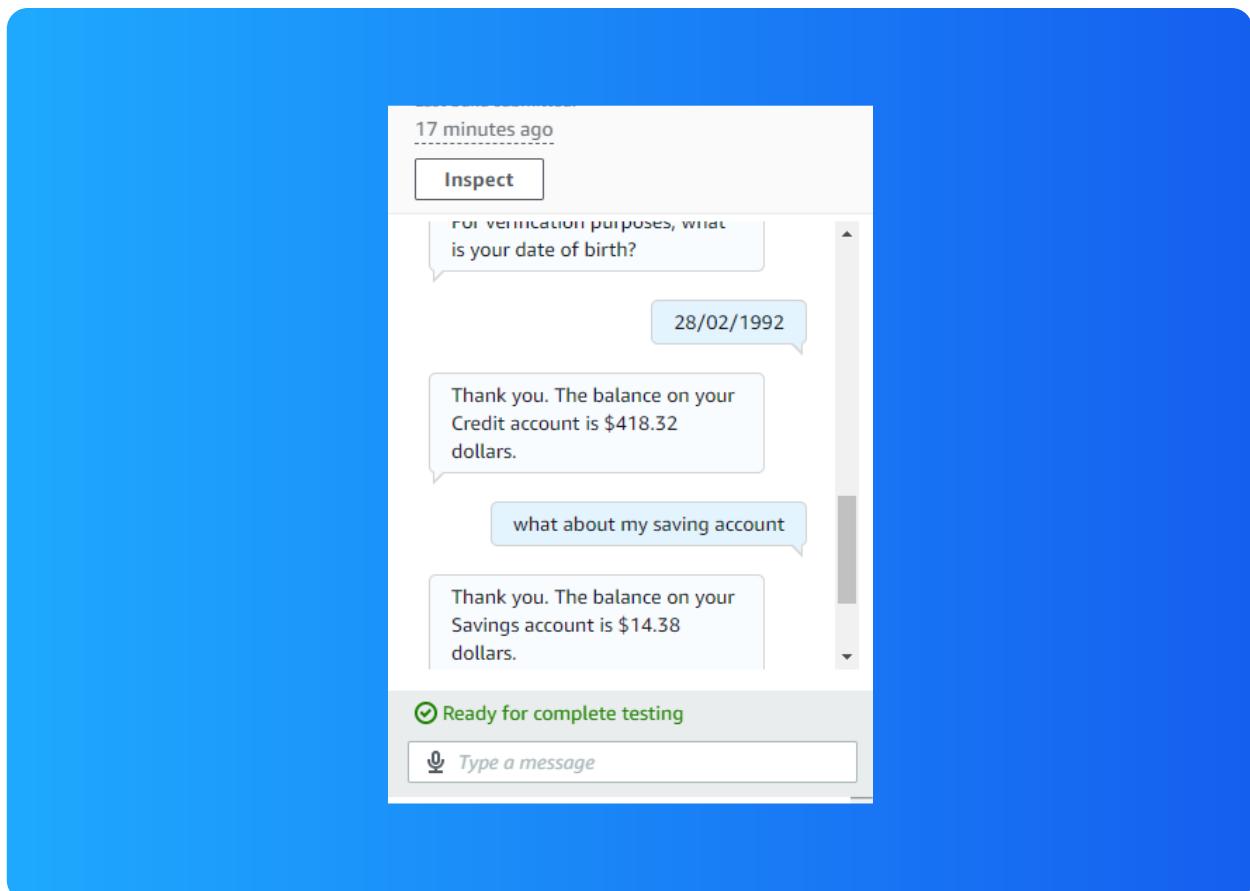
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The final result!

To see the context tags and the follow up in intent in action, I asked another account's balance after the initial verification.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context my FollowUpCheckBalance would keep asking for verification because the information triggered during CheckBalance is not available for FollowUpCheckBalance





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