



# Build a Chatbot with Custom Slots



Roshan Thomas

▼ **Slots (2) - optional** Info

Information that a bot needs to fulfill the intent. The bot prompts for slots required for intent fulfillment, in priority order below.

Filter

<p>▶ Prompt for slot: accountType Message: For which account would you like your balan...</p>	Slot type <i>accountType</i>	X
<p>▶ Prompt for slot: dateOfBirth Message: For verification purposes, what is your date ...</p>	Slot type <i>AMAZON.Date</i>	X

Add slot



# 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 in today's project to create a chatbot with custom slots for more natural and efficient user interactions.

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

One thing I didn't expect was how seamlessly the bot could handle different account types, improving user experience.

## This project took me...

30 mins.

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# Slots

Slots are pieces of information that a chatbot needs to complete a user's request. Think of them as blanks that need to be filled in a form.

In this project, I created a custom slot type to fit to my specific needs.

This slot type has restricted slot values, which means that only the values that you specify will count as a valid accountType! else Amazon Lex will use machine learning to accept other values that it sees users constantly entering.

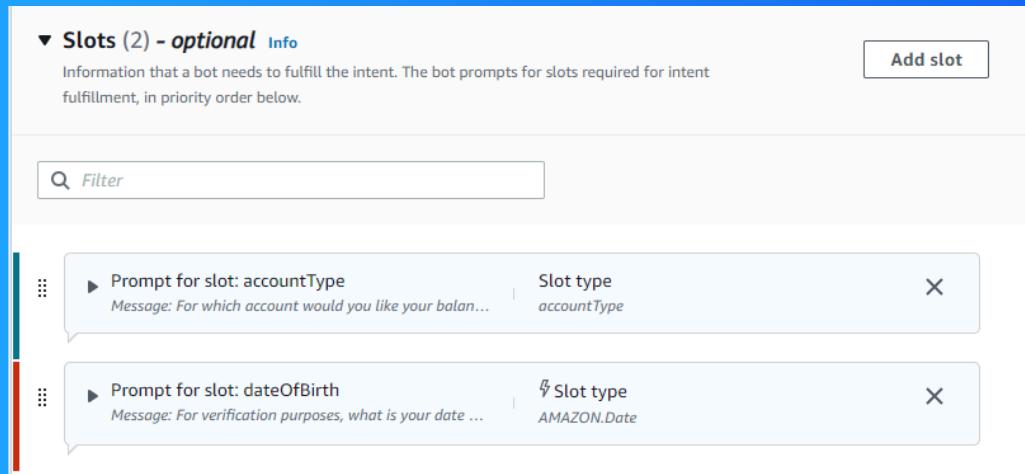
The screenshot shows the 'Slot Type Values' section of the Amazon Lex configuration interface. A search bar at the top says 'Search slot type values'. Below it, three slot values are listed: 'Checking', 'Savings', and 'Credit'. Each value has a 'Tab or ; or enter return for new value' placeholder to its right. To the right of each value are two 'X' buttons. Under the 'Credit' slot, there are four buttons: 'credit card X', 'visa X', 'mastercard X', and 'amex X' (with 'american express' written next to it). The entire interface is set against a blue background.

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# Connecting slots with intents

I associated my custom slot with CheckBalance, which will help my bank's customers check their account balances.



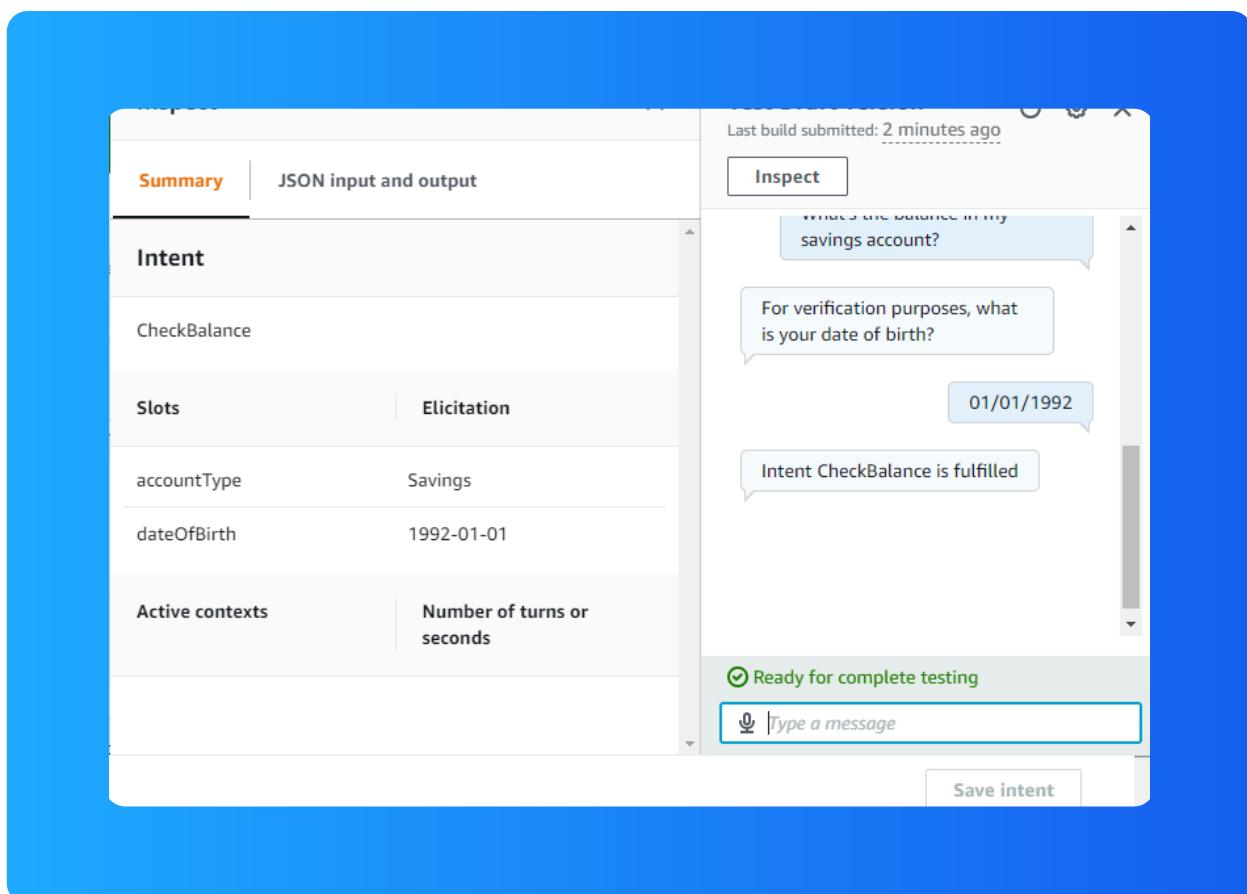
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# Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by including this intent too... For example, I defined the utterance 'What's the balance in my {accountType} account?'

By adding custom slots in utterances, the user experience is enhanced as the bot will automatically identify the account type and won't ask for it again. This saves time and improves efficiency.





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