

## ASSIGNMENT 2: PART A

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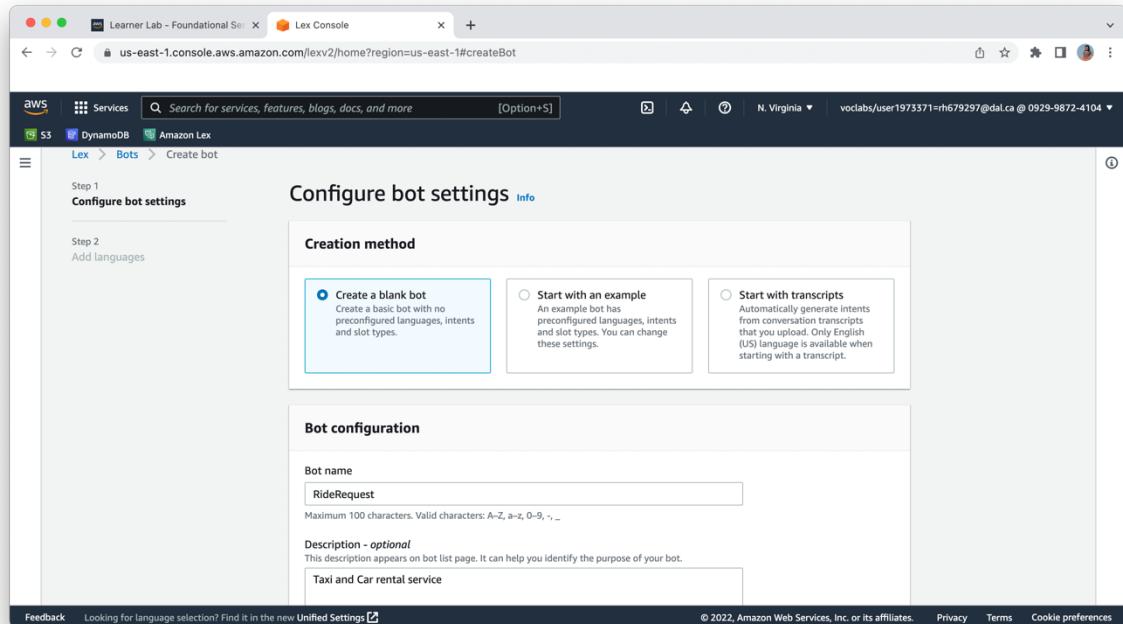
### **TASK A: A paragraph on how Amazon lex is configured.**

First of all, I went through the Amazon Lex tutorial/documentation [1] and learned how a chatbot service is created on AWS Cloud.

Under the bot service RideRequest, I have created two intents:

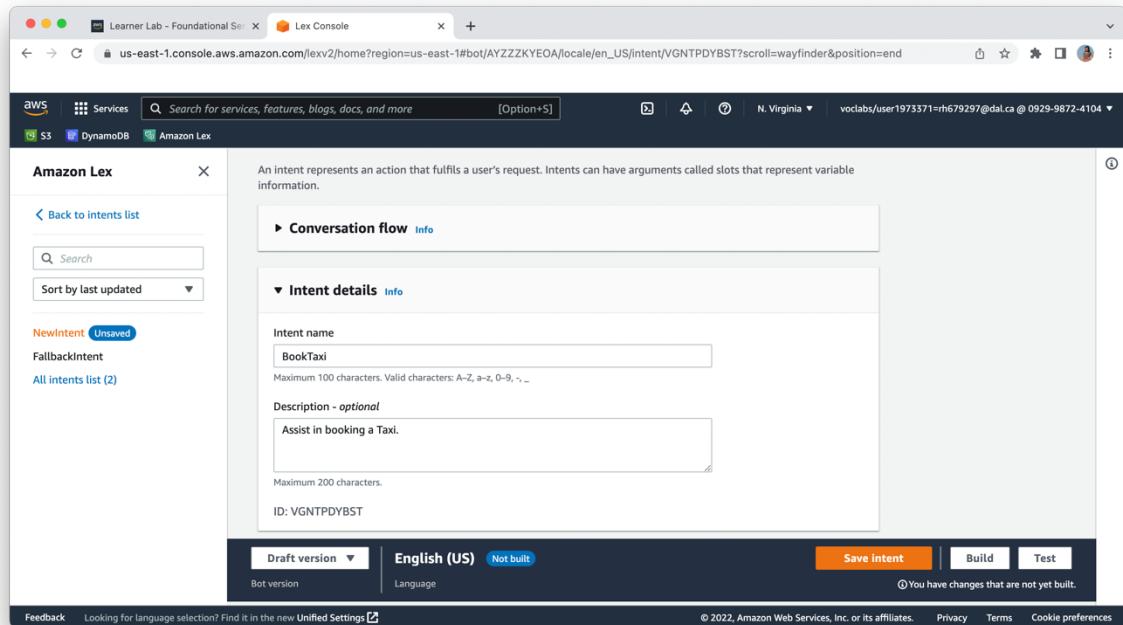
1. BookTaxi: to book taxi coming with a driver.
  2. BookSelfDrive: to book taxi driven by own self.
- Both intents have separate utterances that are clearly recognisable, as shown in the screenshots below. Both intents have separate prompts, making it simple for the customer. Moreover, each operation's slots are assigned differently.
  - The activity is carried out with the help of the AWS Lex service, which allows customers to create a Chatbot by combining Intents, Utterances, Slots, Confirmation Prompts, Fulfilment Messages, and even Closing Responses. These are used to differentiate and establish how the Chatbot will operate and behave.
  - After all the included essential fields are satisfied, I saved the intent and then built it. If there are still issues during the build ,I can correct them before proceeding to the next step.

## TASK B: Screenshots of RideRequest.

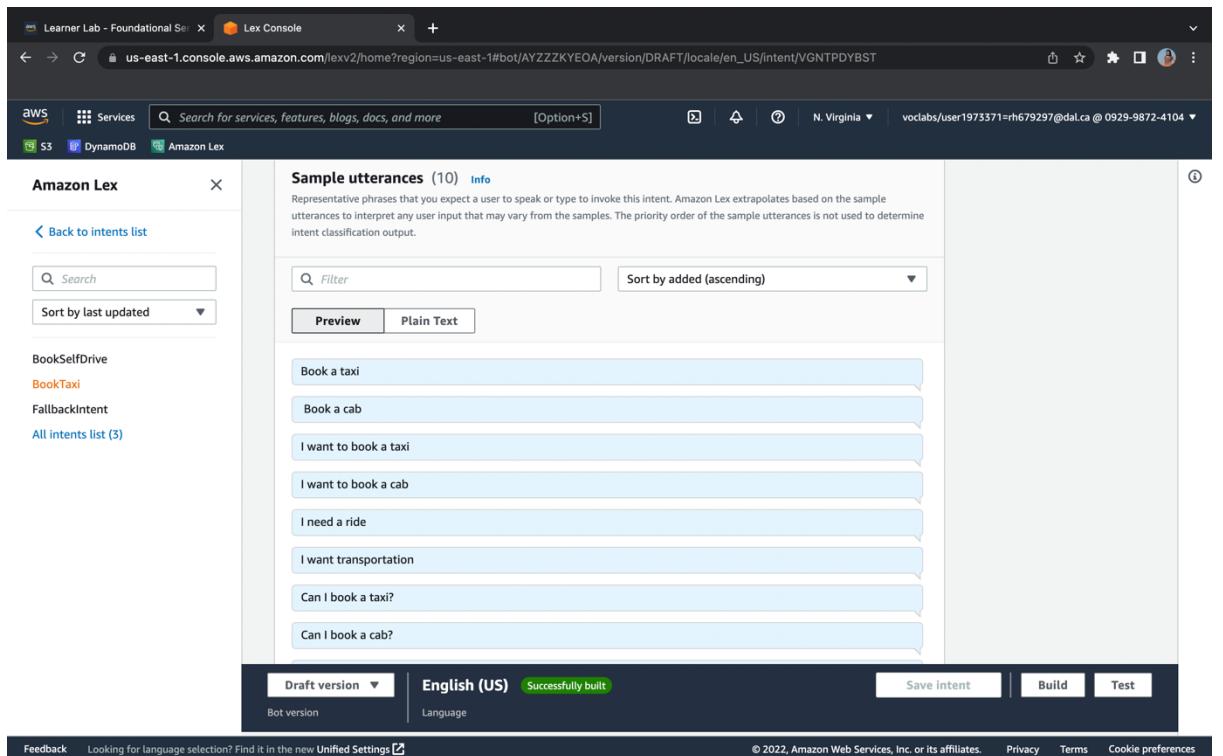


**Figure 1.** Screenshot of initial configuration of RideRequest bot.

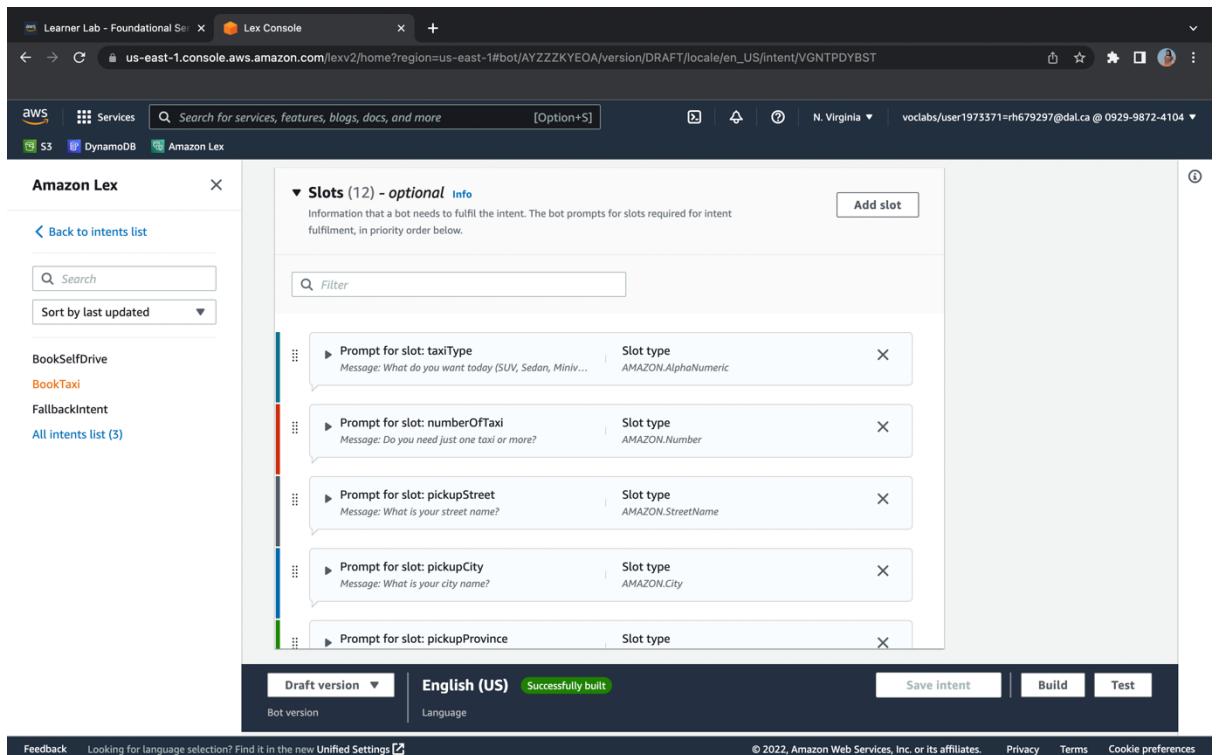
### 1. Taxi:



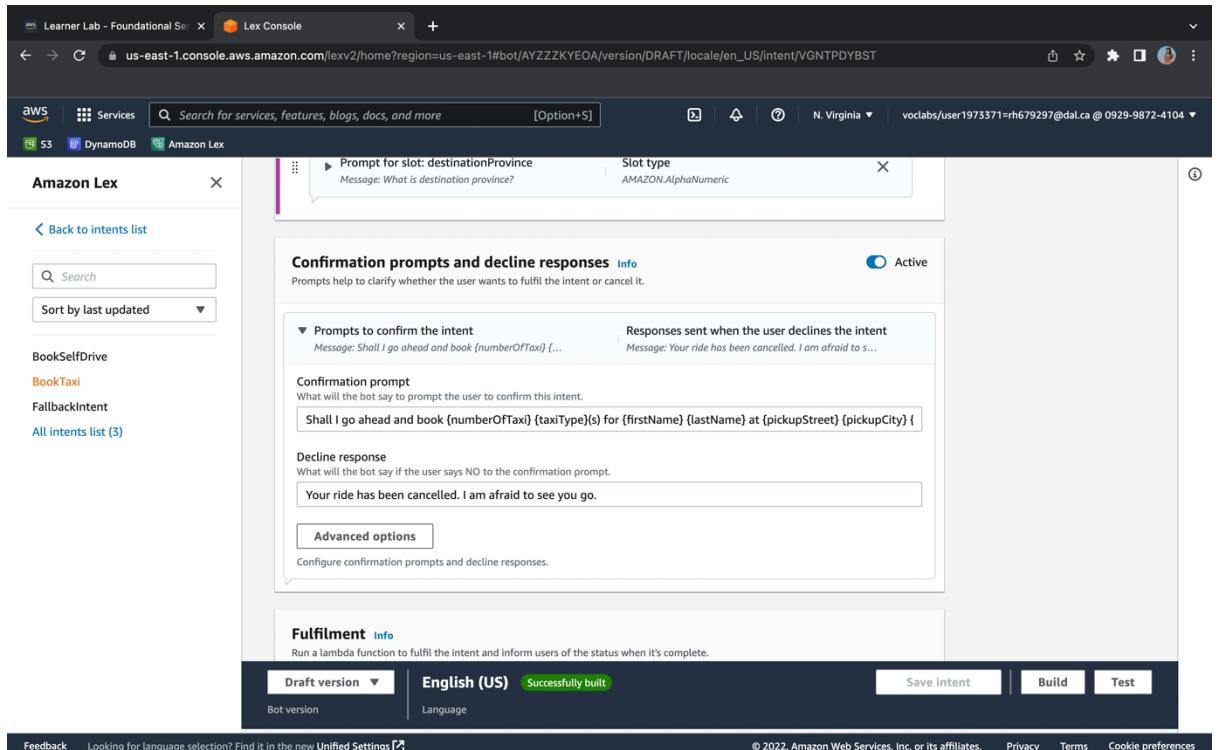
**Figure 2.** Screenshot of intent BookTaxi created to book taxi driven by taxi driver.



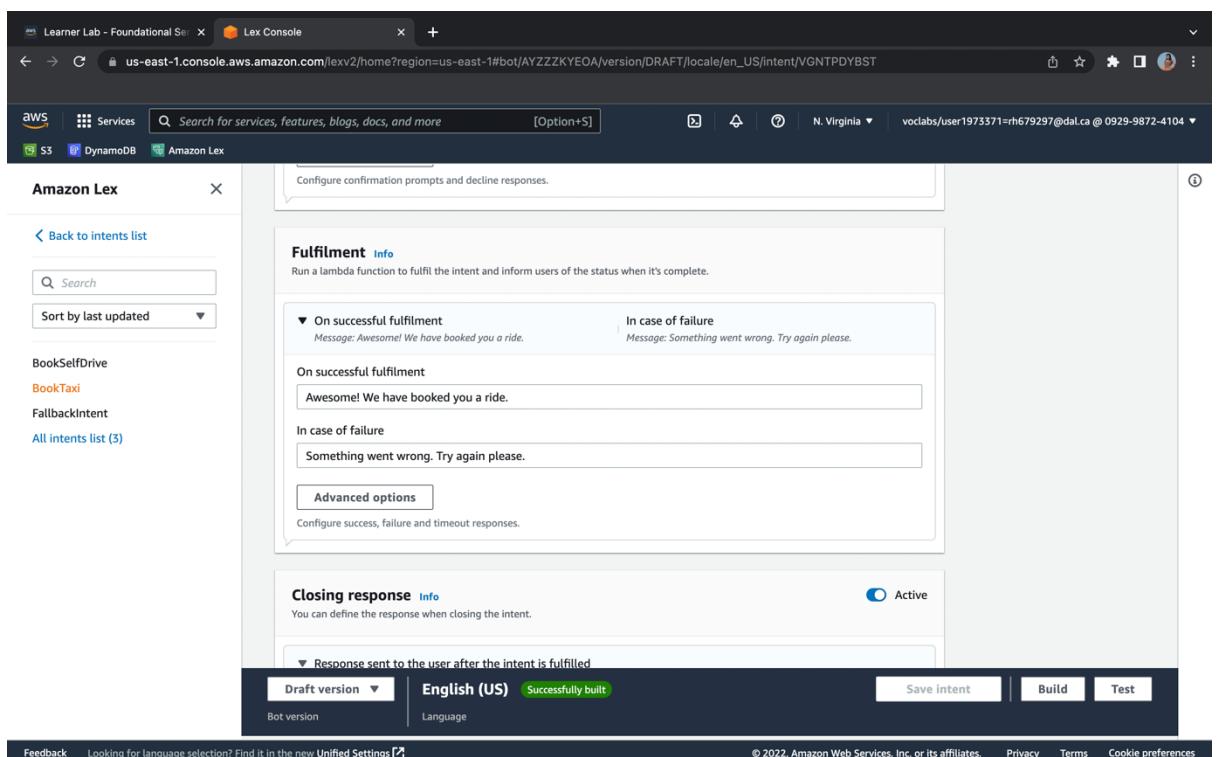
**Figure 3.** Screenshot of sample utterances for intent BookTaxi.



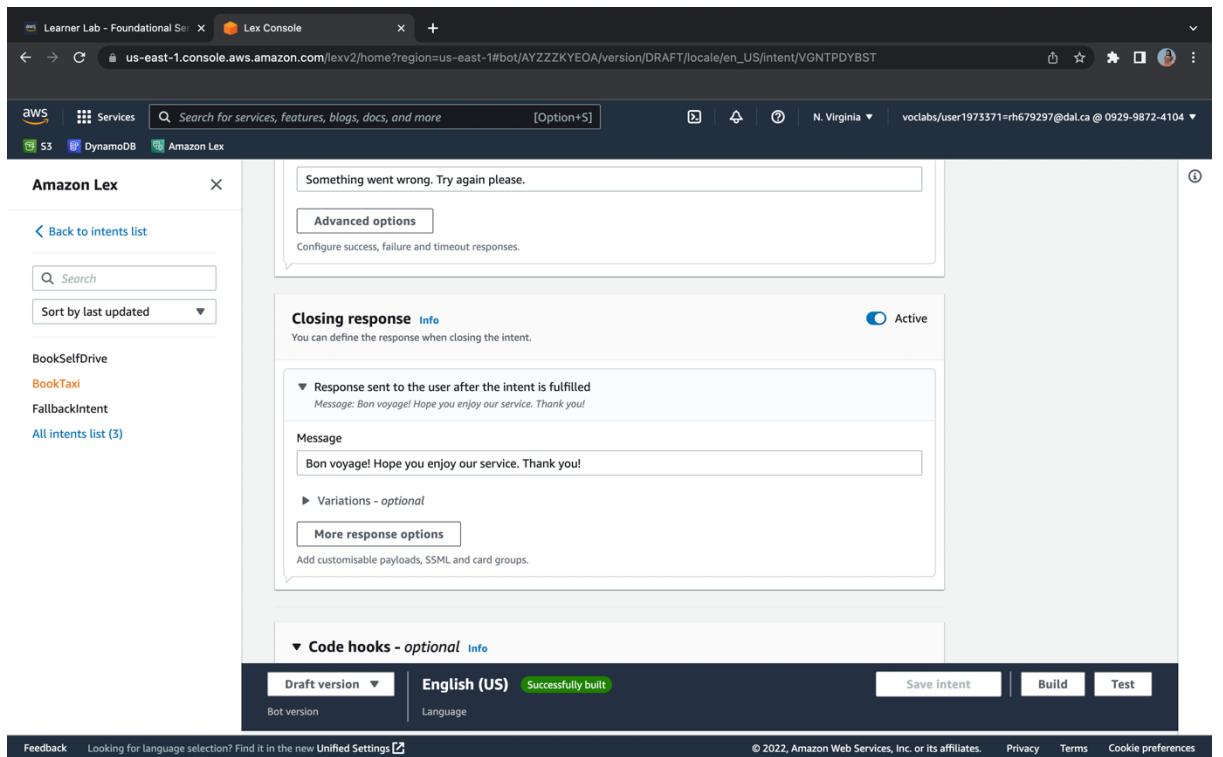
**Figure 4.** Screenshot of prompts for intent BookTaxi.



**Figure 5.** Screenshot of confirmation prompt for user to decline or accept the offer for intent BookTaxi.

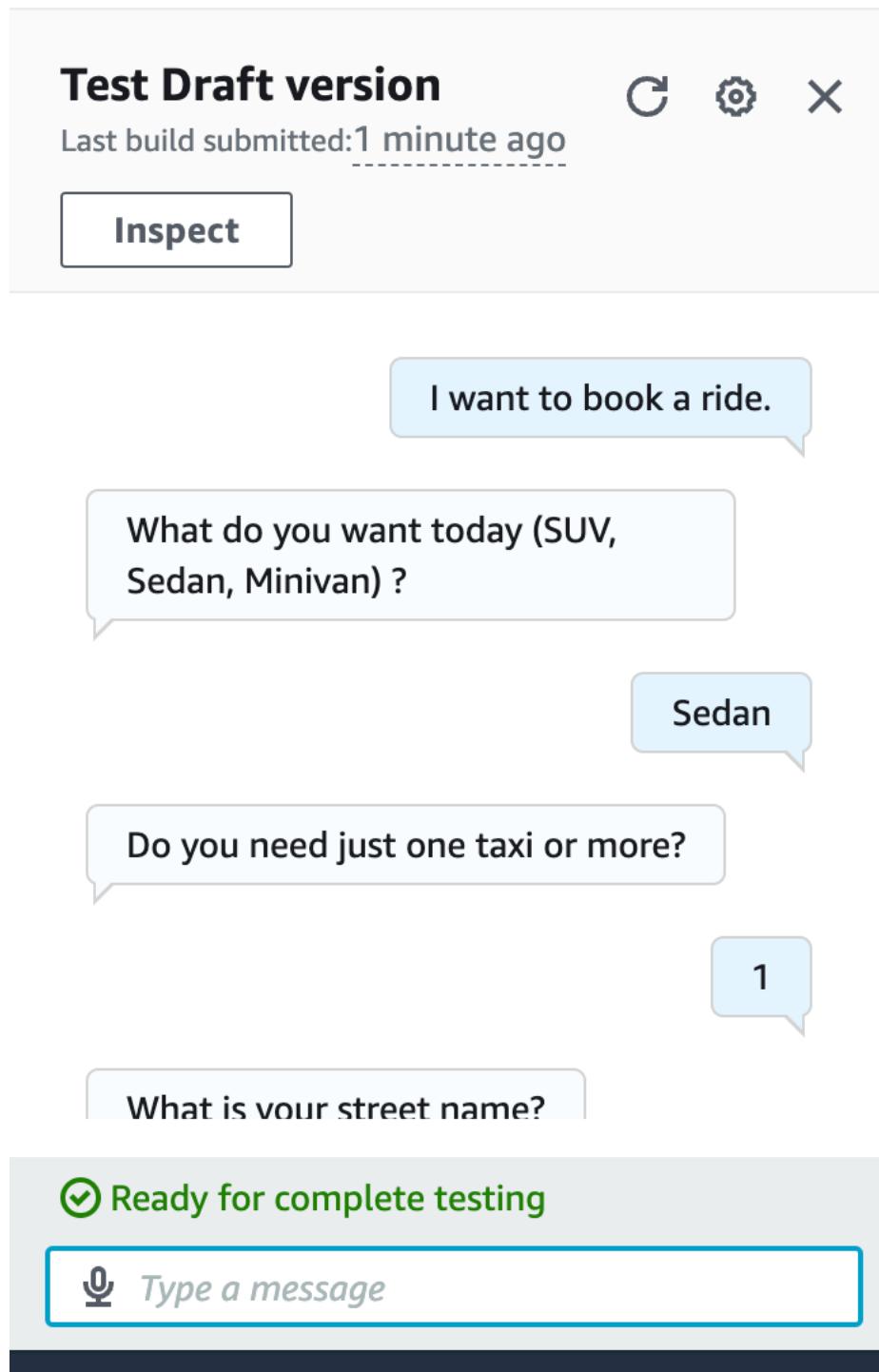


**Figure 6.** Screenshot of confirmation message when user confirms the booking for intent BookTaxi.



**Figure 7.** Screenshot of closing response for intent BookTaxi.

Figure 8-13 are screenshots of testing BookTaxi intent depending upon user inputs and fulfilment response.



*Figure 8*

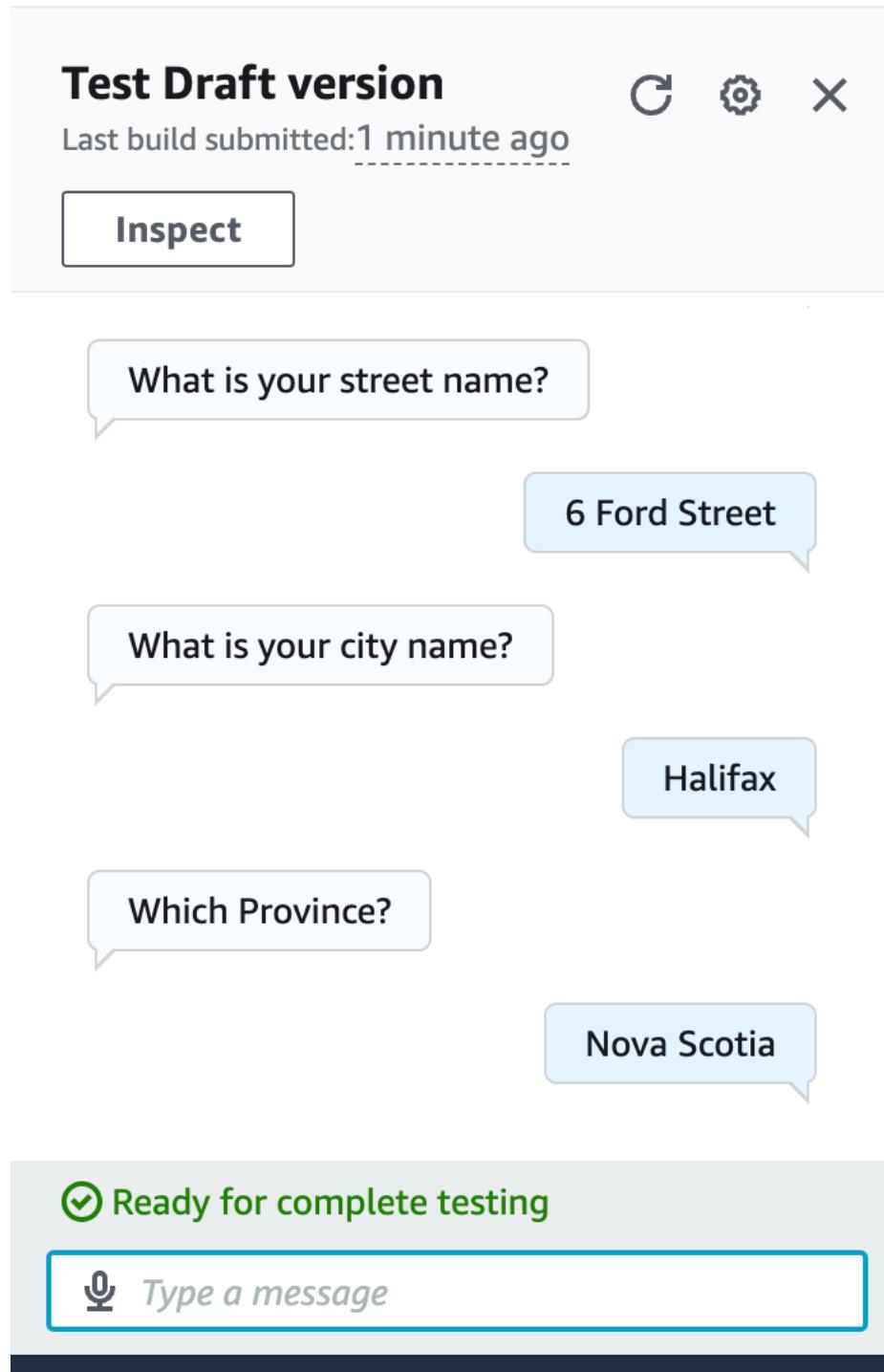


Figure 9

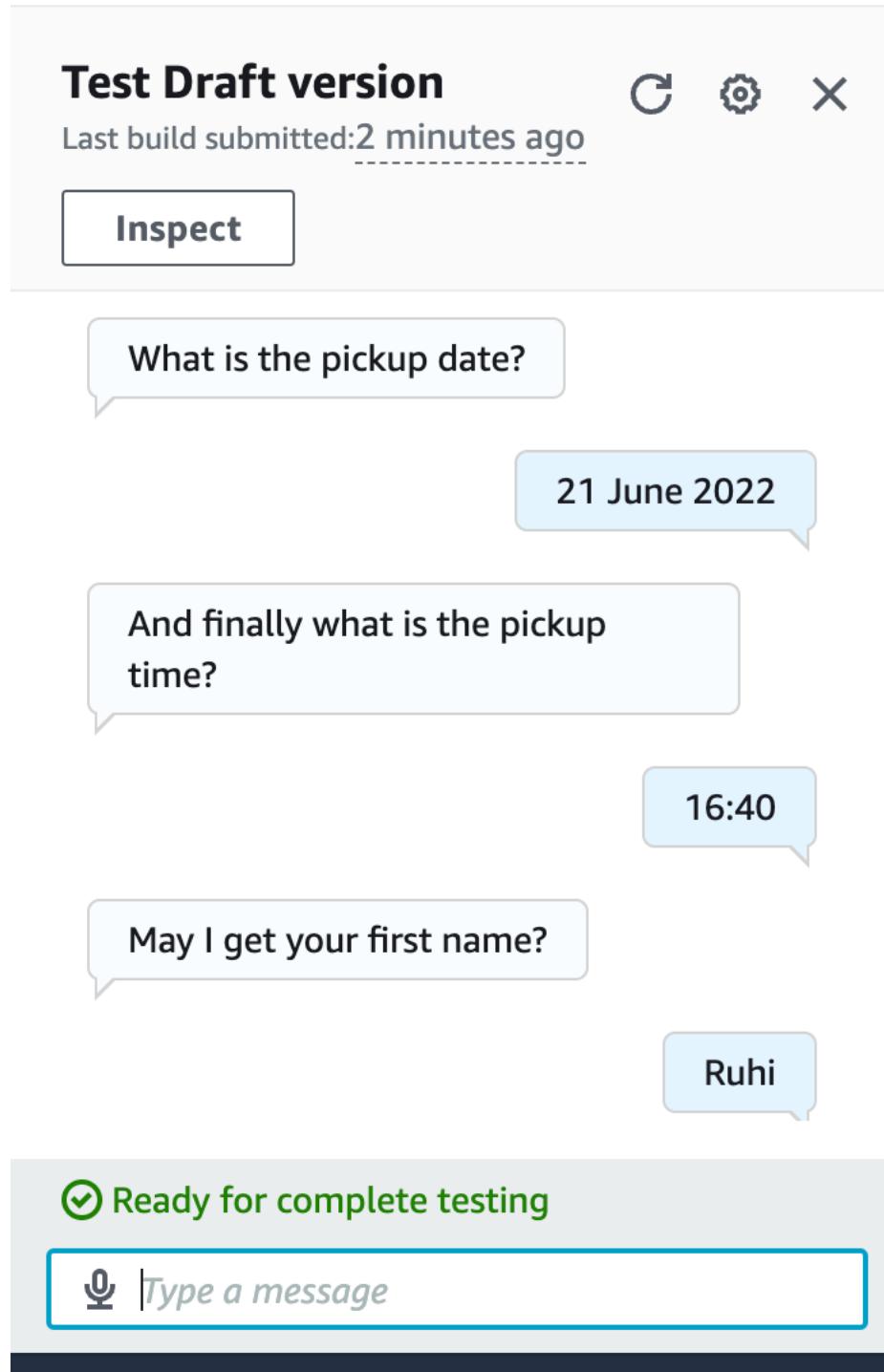


Figure 10

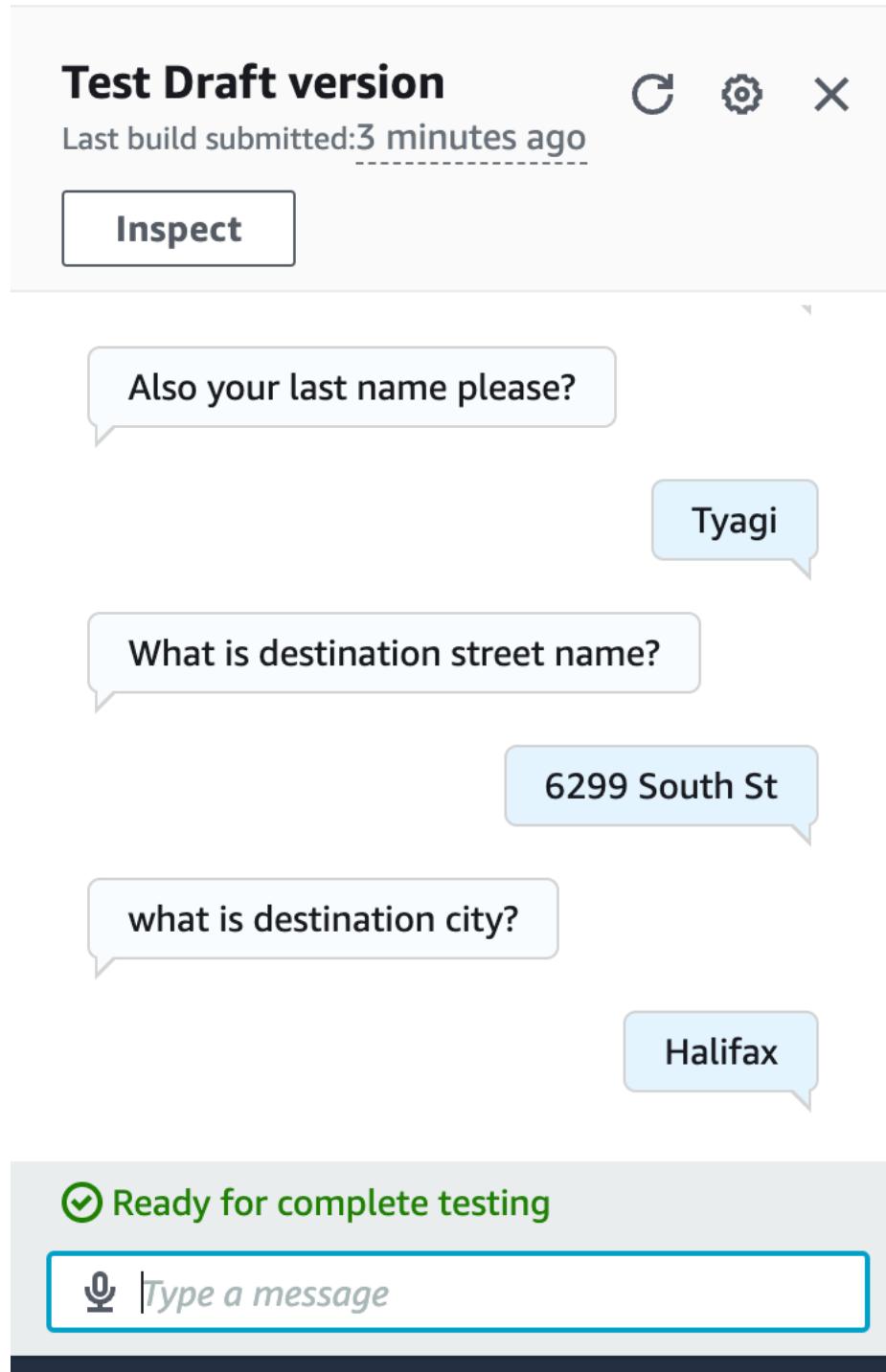


Figure 11

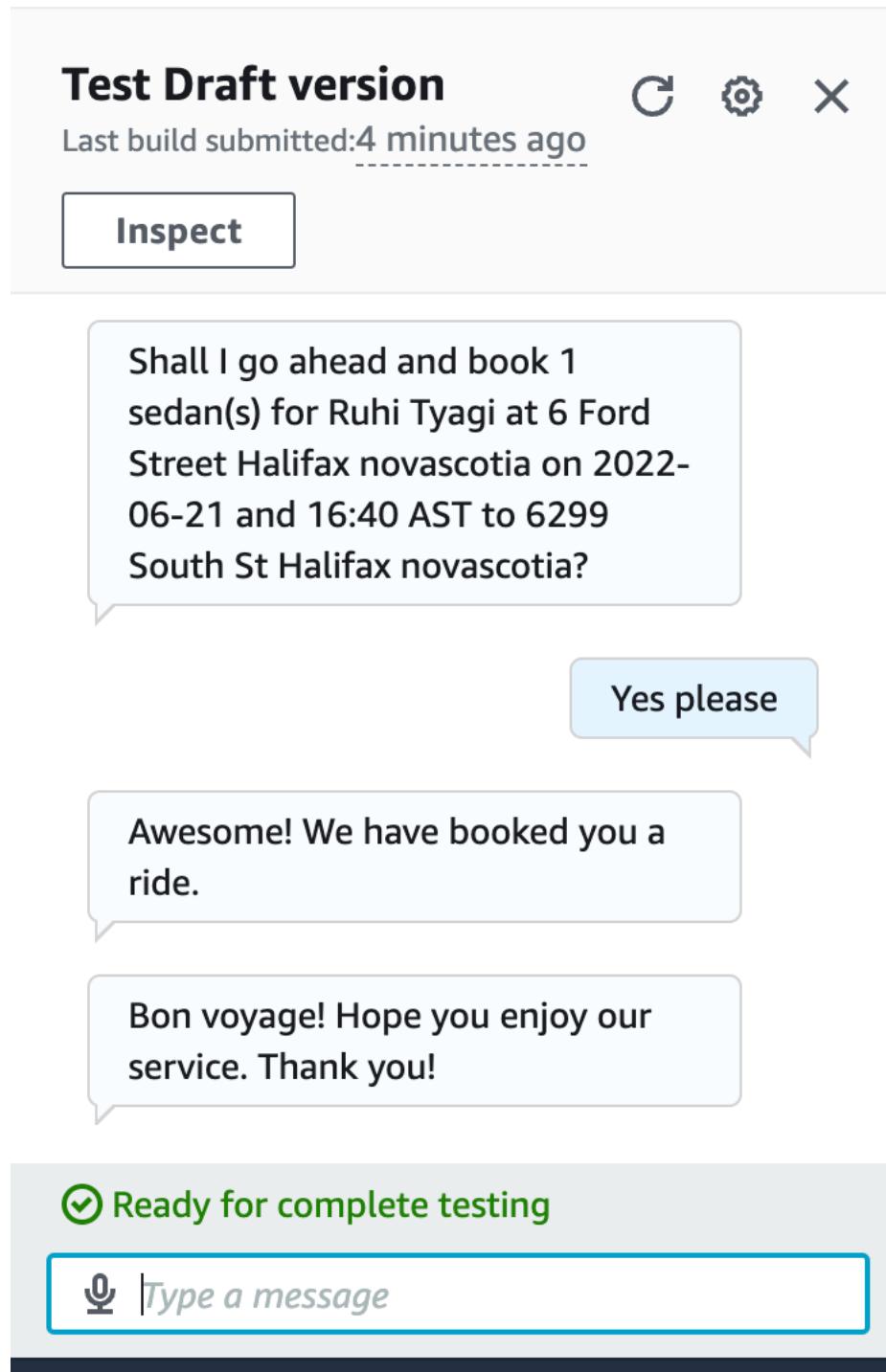


Figure 12

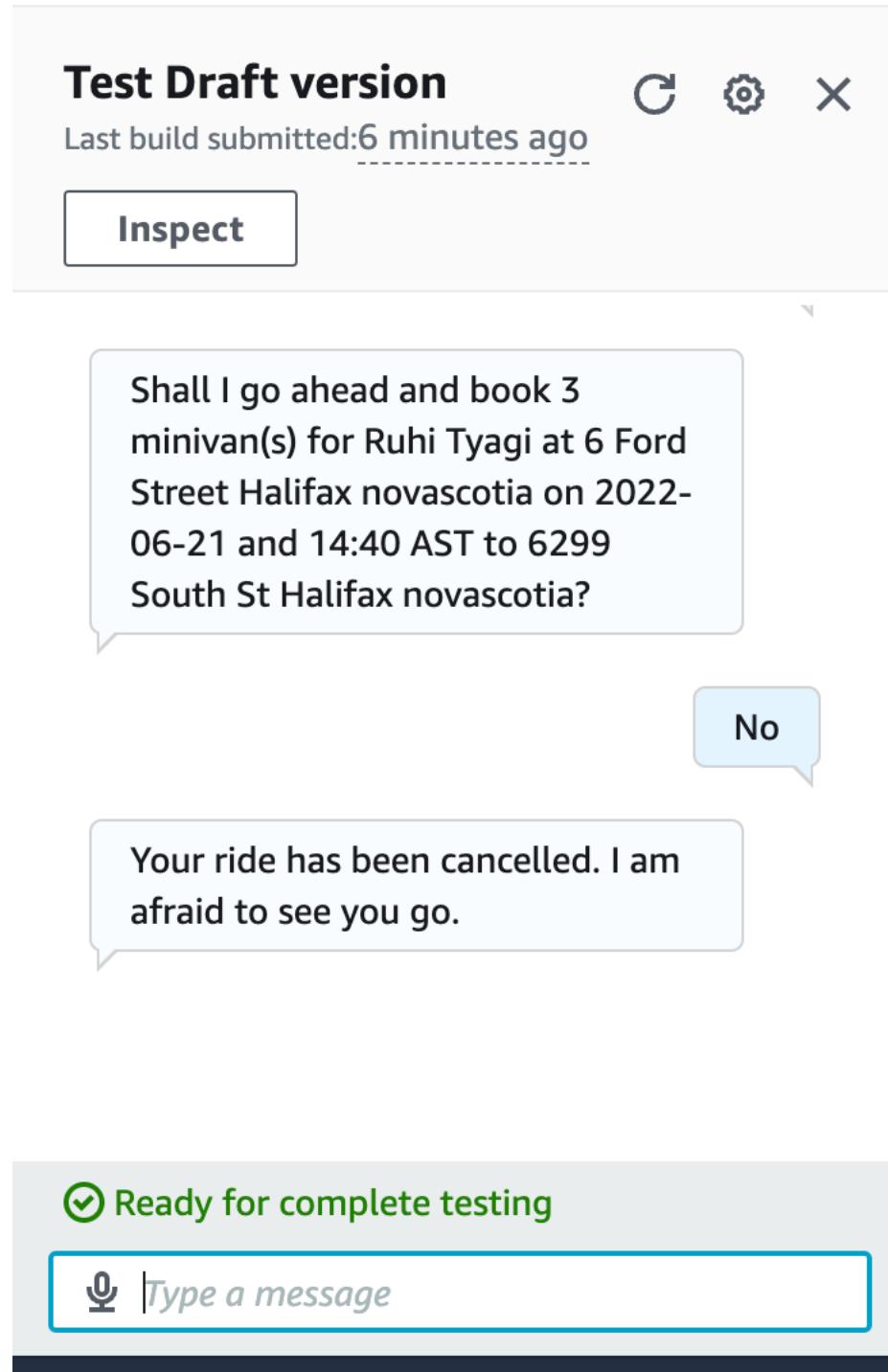
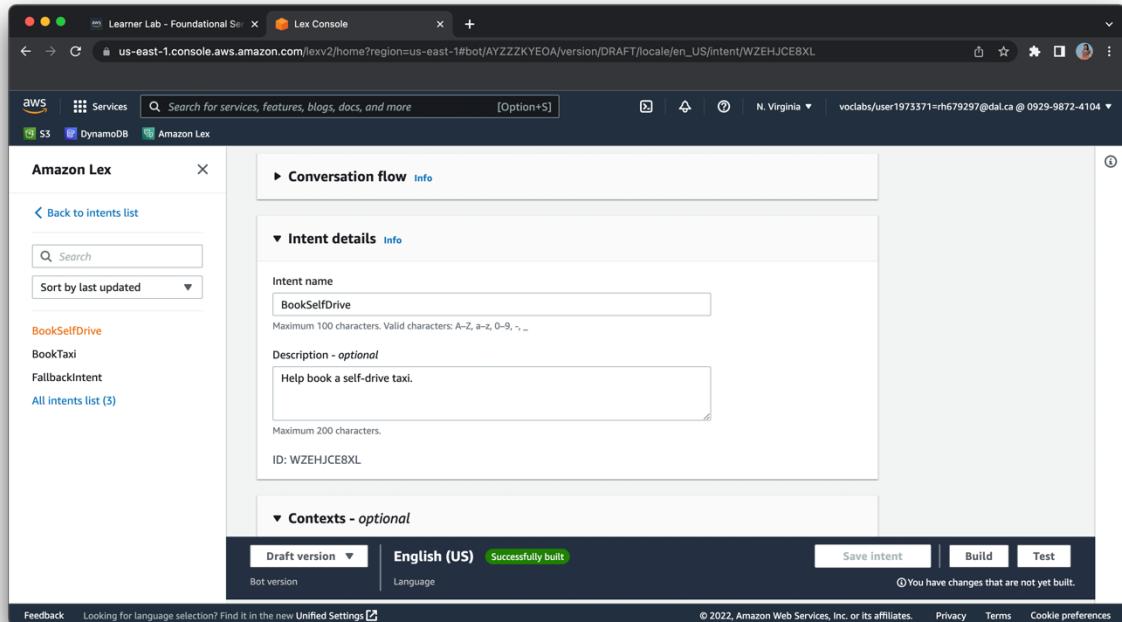
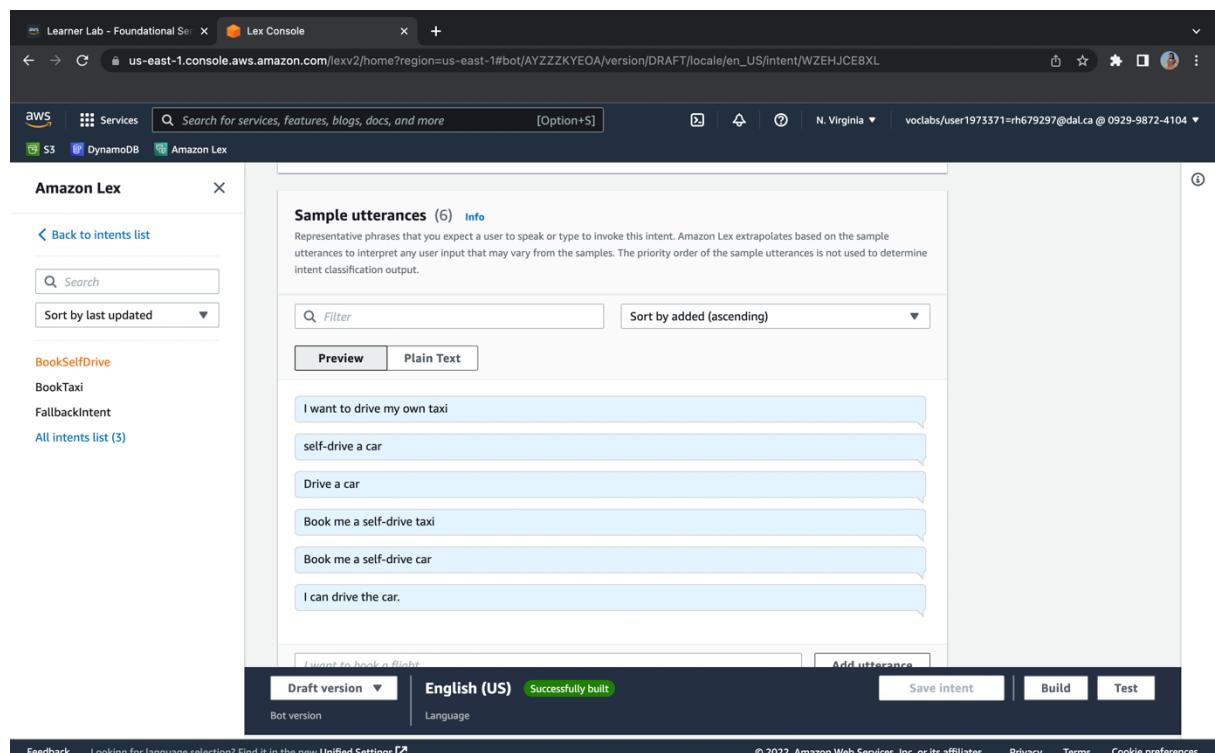


Figure 13

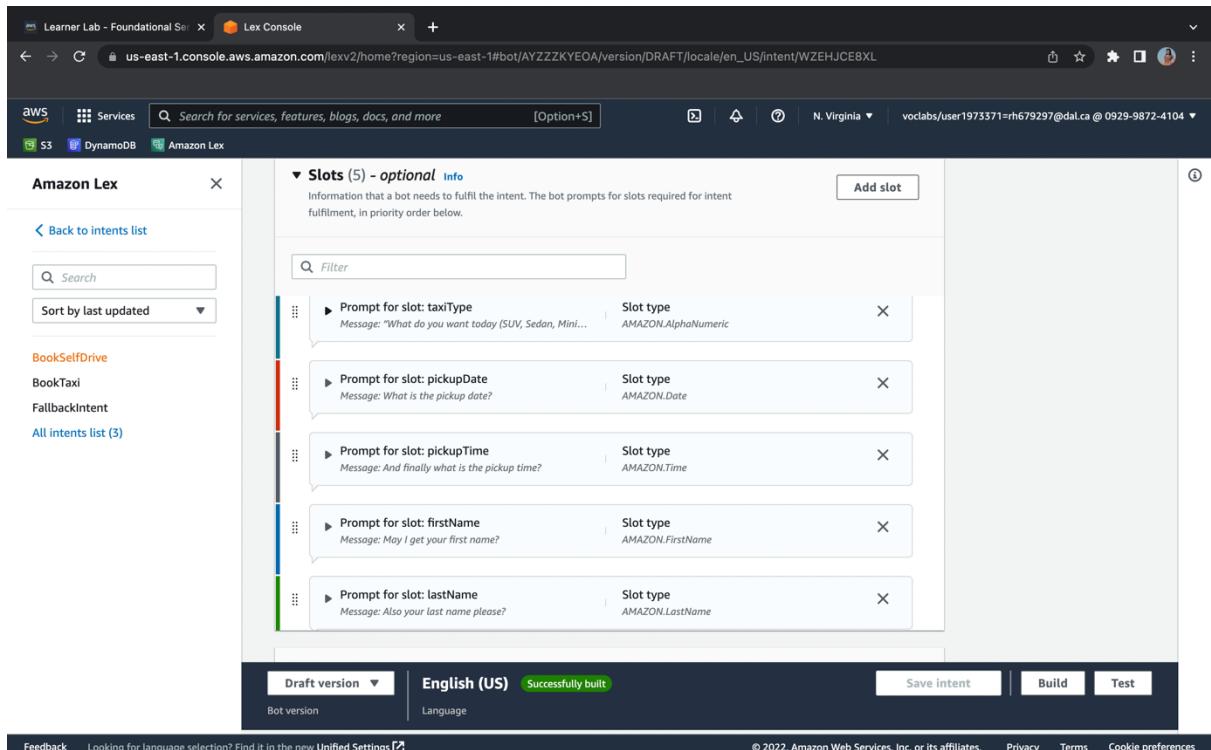
## 2. Self-drive:



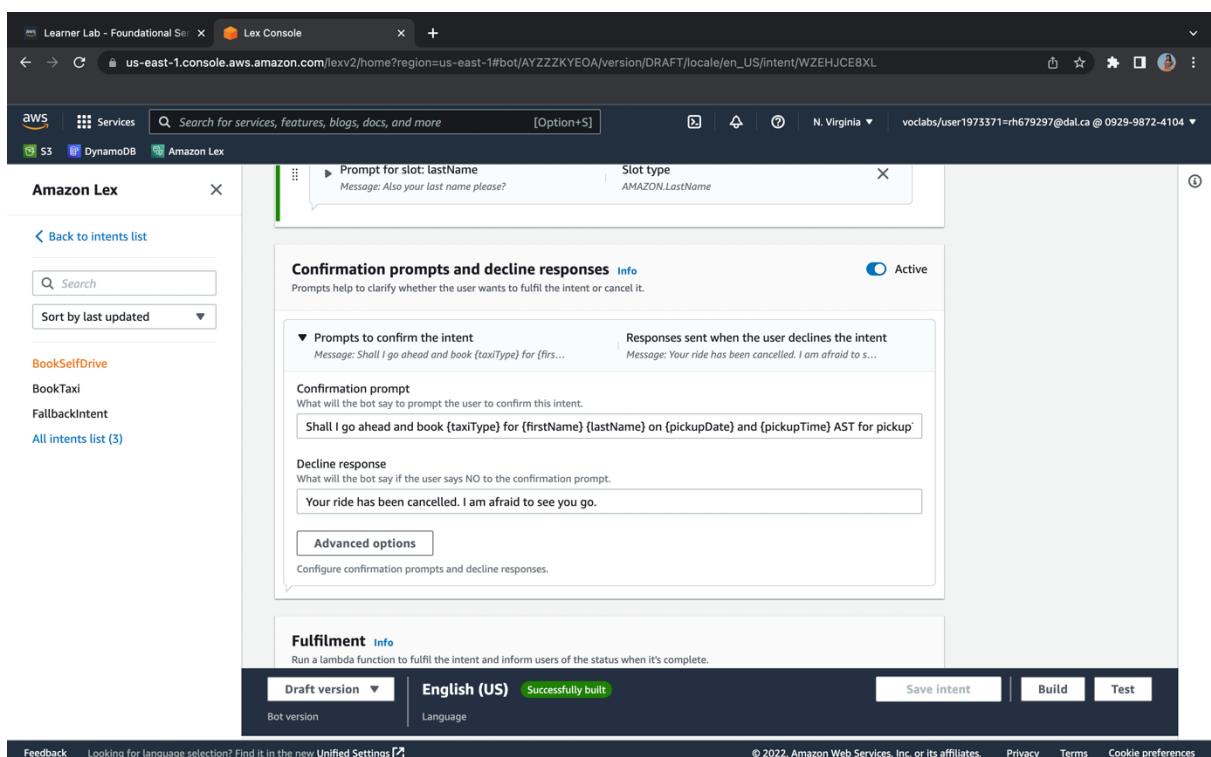
**Figure 14.** Screenshot of intent *BookSelfDrive* created to book taxi driven by own self.



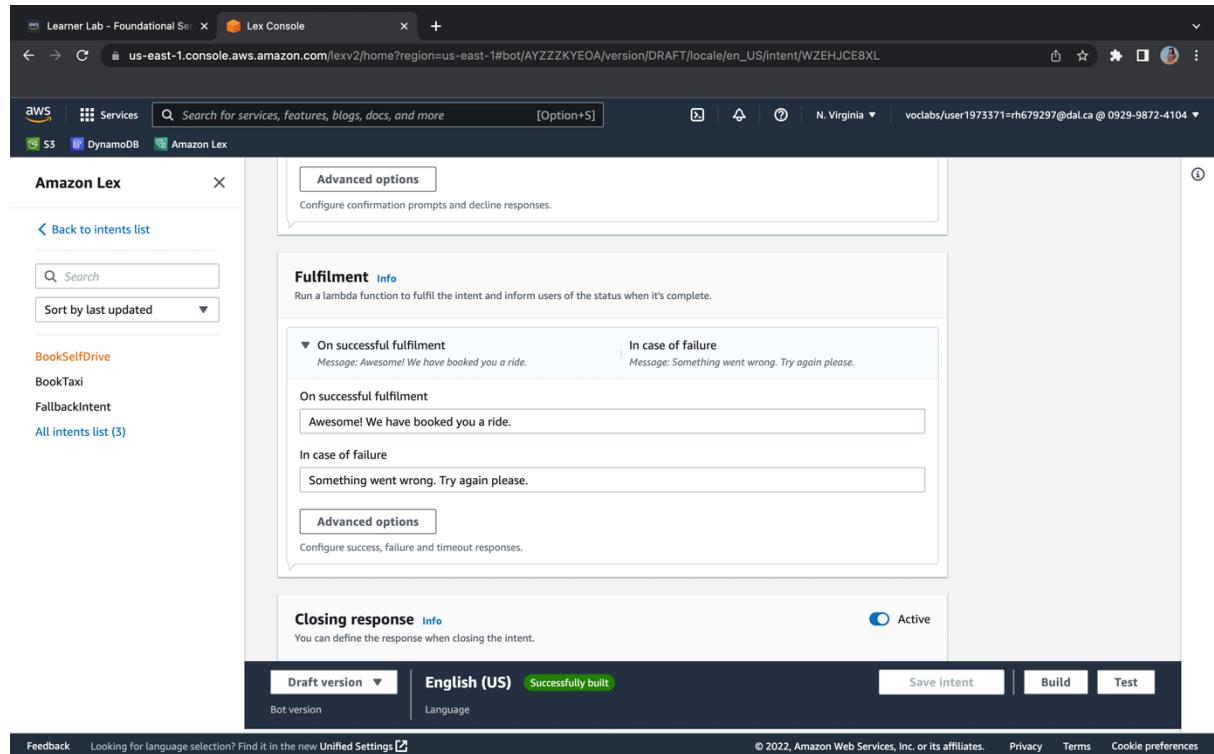
**Figure 15.** Screenshot of sample utterances for intent *BookSelfDrive*.



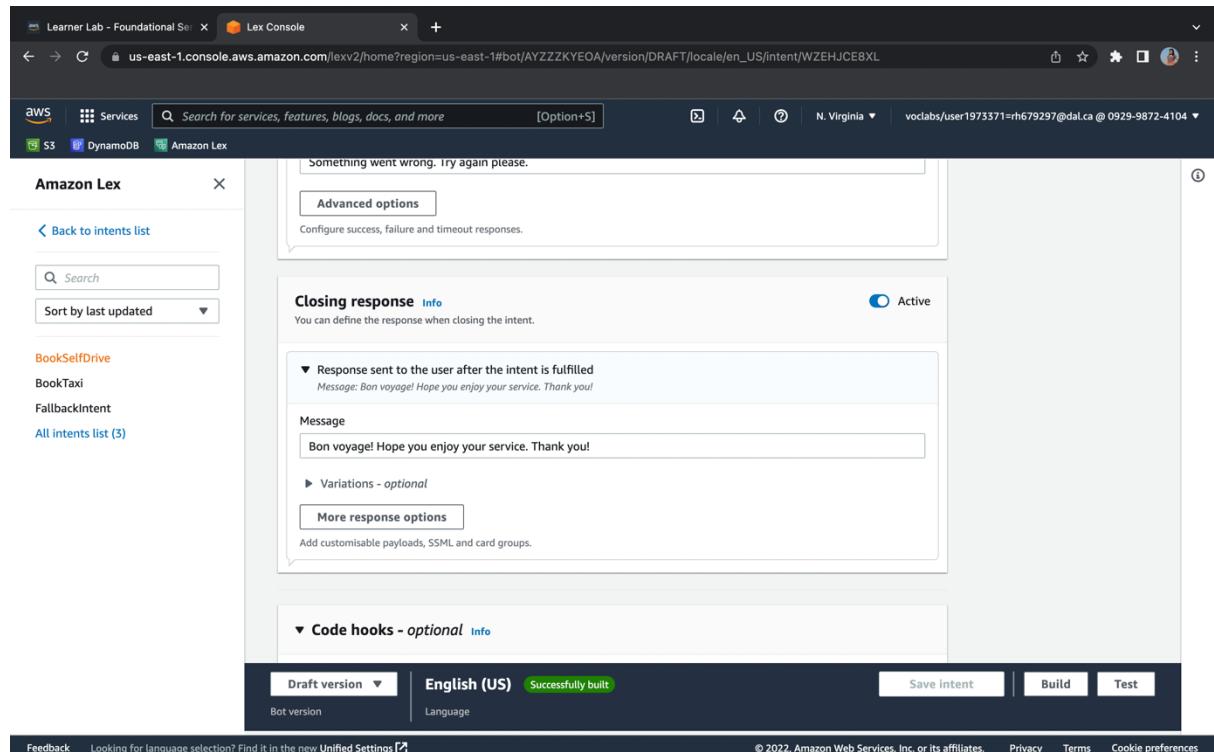
**Figure 16.** Screenshot of prompts for intent BookSelfDrive.



**Figure 17.** Screenshot of confirmation prompt for user to decline or accept the offer for intent BookSelfDrive.



**Figure 18.** Screenshot of confirmation message when user confirms the booking for intent BookSelfDrive.



**Figure 19.** Screenshot of closing response for intent BookSelfDrive.

Figure 20-23 are screenshots of testing BookSelfDrive intent depending upon user inputs and fulfilment response.

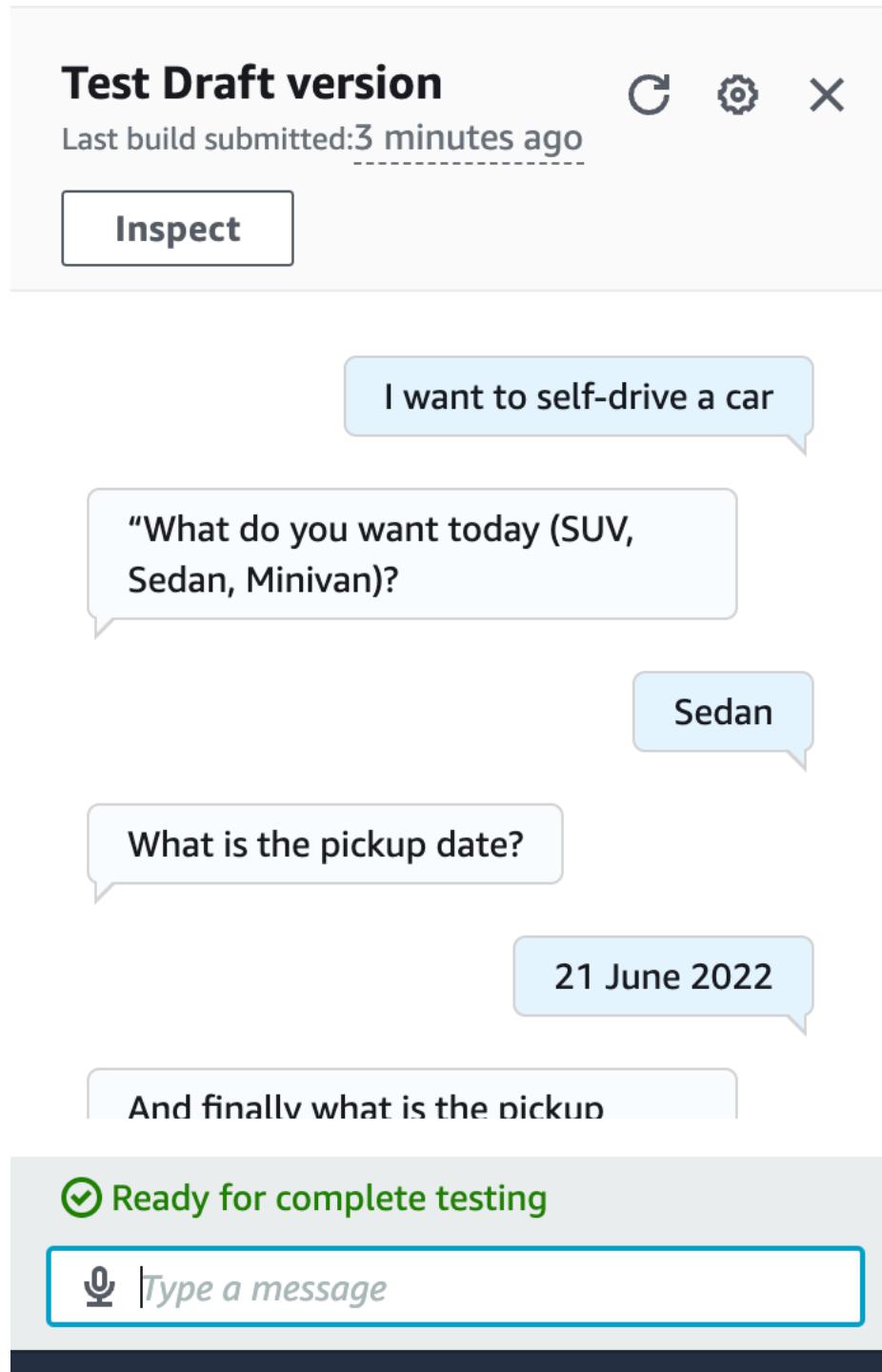


Figure 20

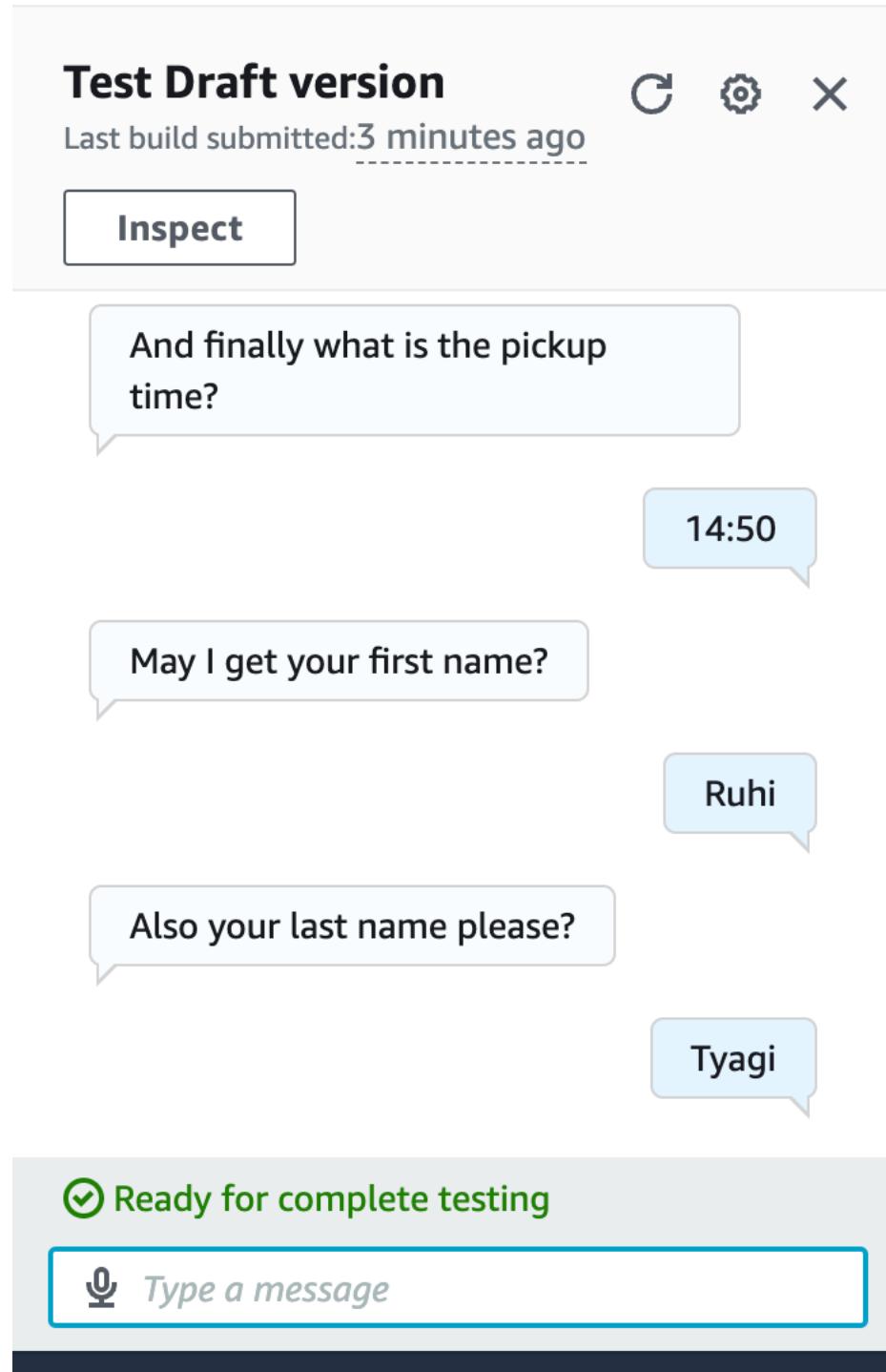


Figure 21

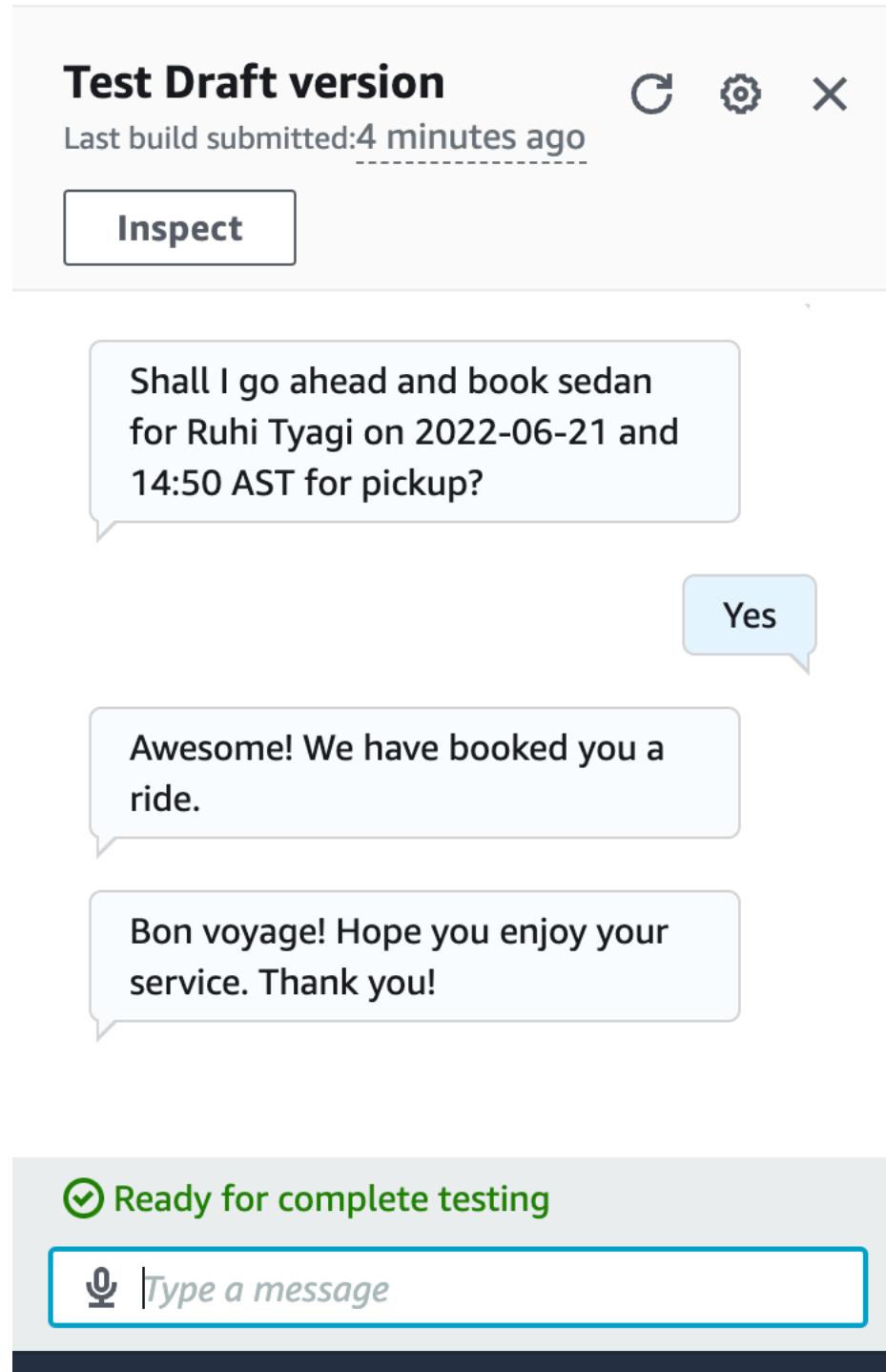


Figure 22

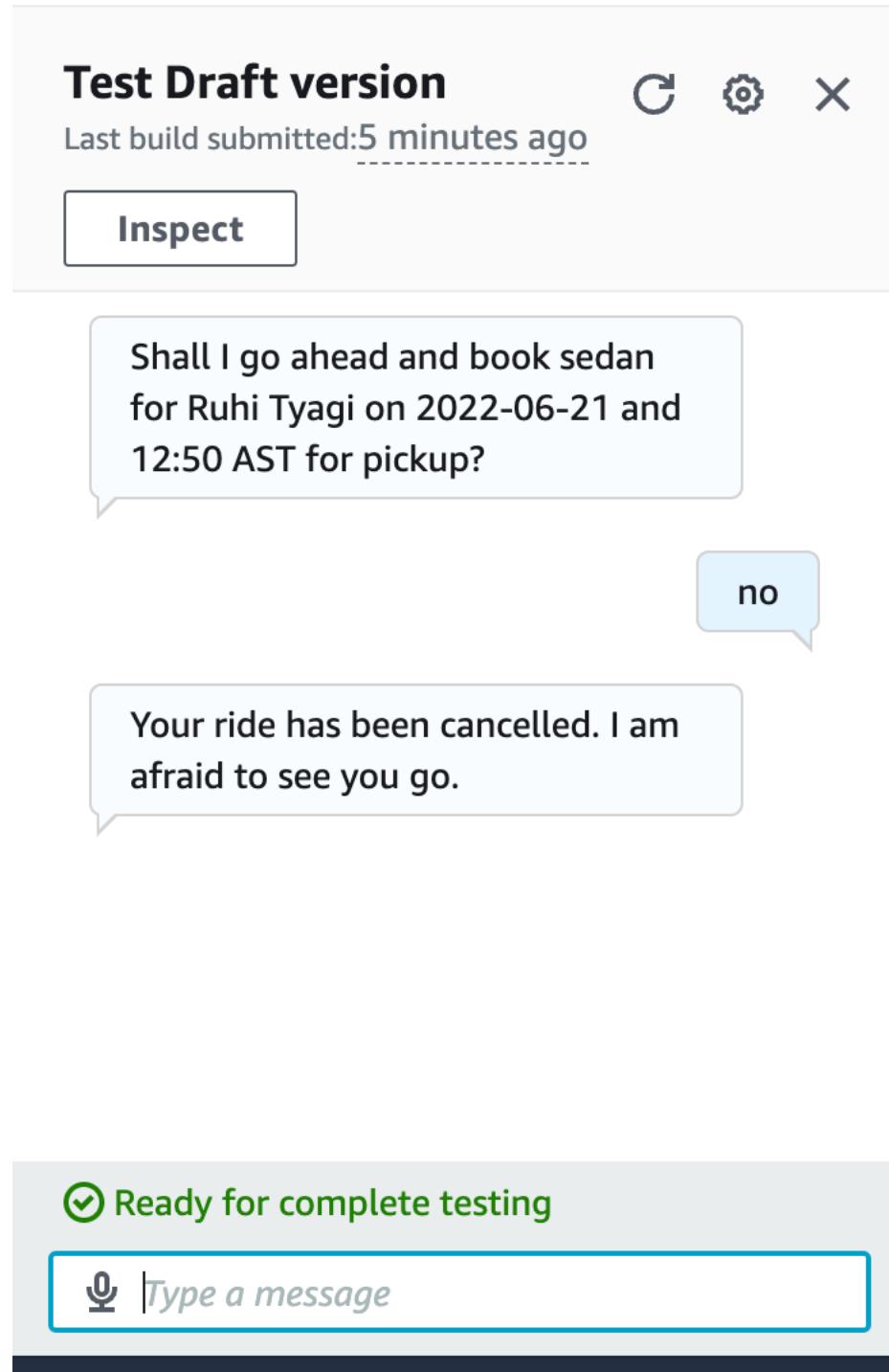


Figure 23

## REFERENCES:

- [1] "What is Amazon Lex V2?", Amazon Lex, 2022. [Online]. Available: <https://docs.aws.amazon.com/lexv2/latest/dg/what-is.html>. [Accessed: 11- Jun-2022]