



# Build a Chatbot with Custom Slots



Samarth Varu

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

Add slot



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# Introducing Today's Project!

## What is Amazon Lex?

Amazon Lex is a service for building conversational interfaces using voice and text. It powers chatbots and voice apps with natural language understanding, making it easier to create intuitive user interactions.

## How I used Amazon Lex in this project

By creating custom chatbot with intents and slots.

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

That it could be orchestrated so well.

## This project took me...

I spent about 15 minutes in this project.

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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 offer 3 types of accounts.

This slot type has restricted slot values, which means that only the values that you specify will count as a valid accountType.

The screenshot shows the 'Slot value resolution' configuration for a custom slot type. The 'Restrict to slot values' option is selected, indicating that only the provided values will be used for slot resolution. The 'Slot type values' section lists the following items:

Value	Action
Checking	Tab or ; or enter return for new value
Savings	Tab or ; or enter return for new value
Credit	Tab or ; or enter return for new value
credit card	X
visa	X
mastercard	X
amex	X
american express	X



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# Connecting slots with intents

I associated my custom slot with CheckBalance, which checks the accountType, then verifies the date of birth.

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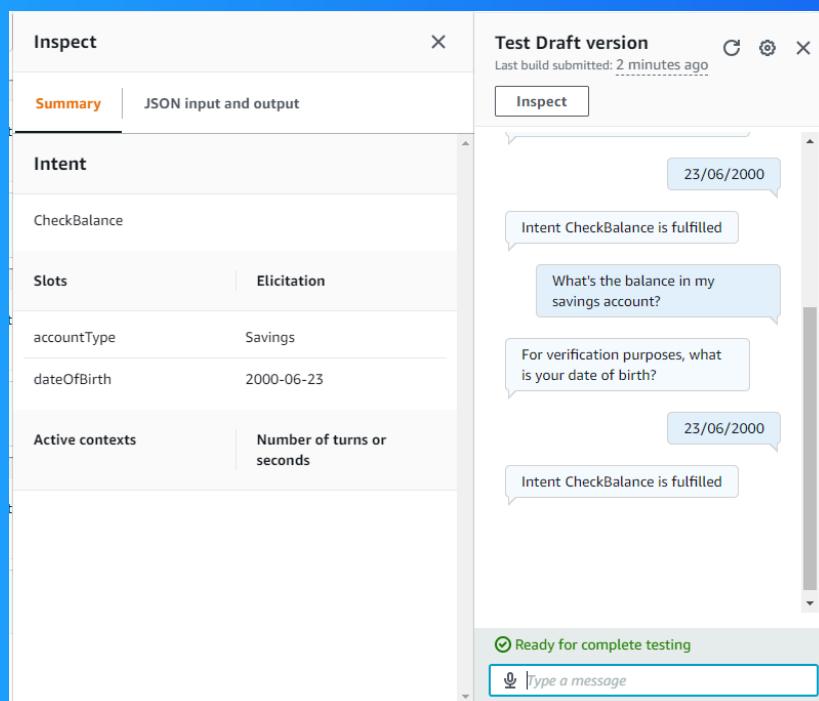
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# Slot values in utterances

I included slot values in some of the utterances (i.e. user inputs) by adding {slotType}. For example, How much do I have in {accountType} ?

By adding custom slots in utterances, I verify that the chatbot will understand my custom slot.





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