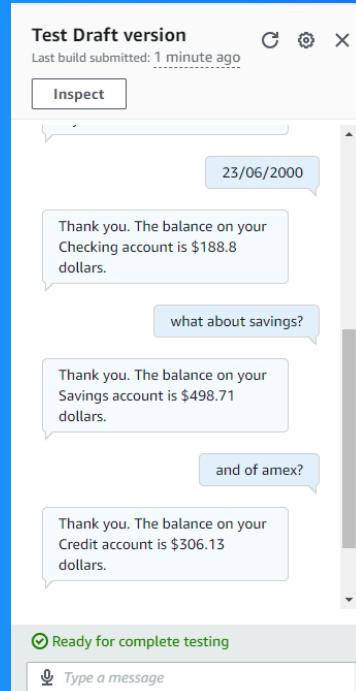




# Save User Info with your Chatbot



Samarth Varu





**Samarth Varu**  
NextWork Student

[NextWork.org](http://NextWork.org)

# 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

To create a custom chatbot.

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

How east it would be to connect different intents and context sharing.

## This project took me...

This whole project took me 50 minutes to complete.



# Context Tags

Context tags in Amazon Lex 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: Input and Output. Output : This tells the chatbot to remember certain details after an intent is finished. Input : This checks if specific details are already available before an intent activates.

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

Add new context tag X

Context tag name

Expires after  
 turns, or  seconds



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NextWork Student

[NextWork.org](http://NextWork.org)

# FollowUpCheckBalance

I created a new intent called FollowupCheckBalance. The purpose of this intent is to remember the user account and DOB and provide the user's balance if he wants to check for other account type.

This intent is connected to the previous intent I made, CheckBalance, because it checks balance for my account type.

The screenshot shows the 'Sample utterances' section of the Amazon Lex console. It displays three sample utterances:

- How about my [accountType] account?
- What about [accountType] ?
- And in [accountType] ?

Below the utterances are buttons for 'Preview' and 'Plain text'. At the top right, there are 'What's this?' and 'Generate utterances' buttons.

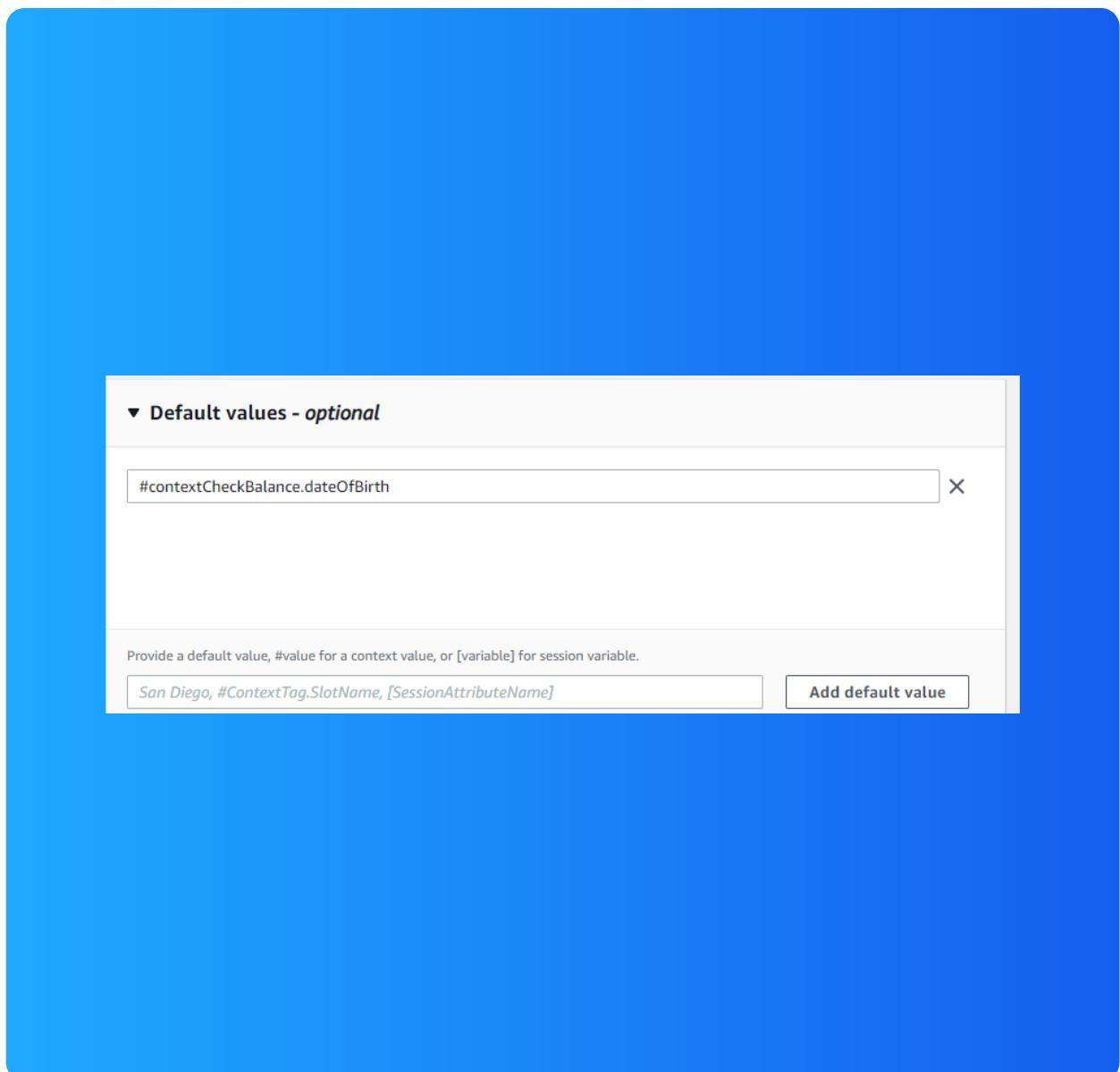


**Samarth Varu**  
NextWork Student

[NextWork.org](http://NextWork.org)

# Input Context Tag

I created an input context, contextCheckBalance, that gets the context from CheckBalance intent.



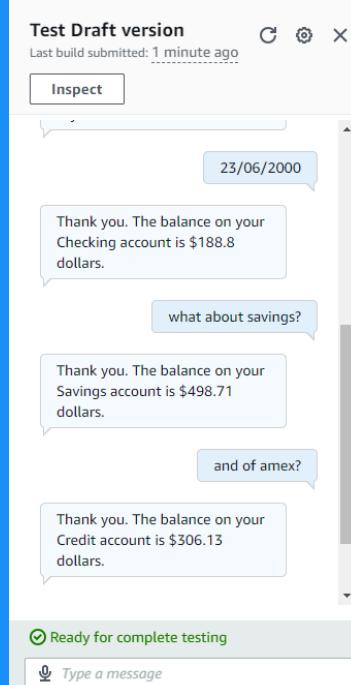
**Samarth Varu**  
NextWork Student

[NextWork.org](http://NextWork.org)

# The final result!

To see the context tags and the follow up in intent in action, I verified my account type and DOB, then I asked for balance in different account.

If I had gone straight to trying to trigger FollowUpCheckBalance without setting up any context, the chatbot cannot fulfil the request and it enters fallback intent.





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