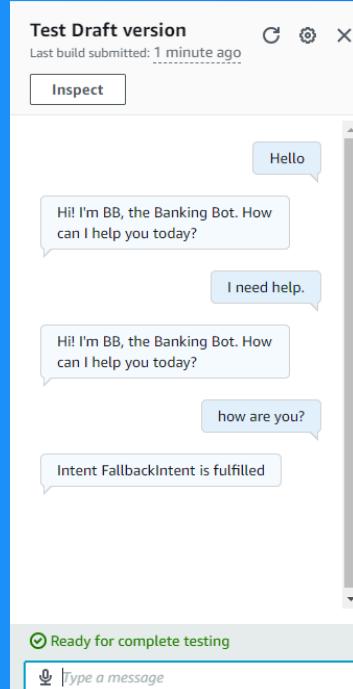




Build a Chatbot with Amazon Lex



Samarth Varu





Samarth Varu
NextWork Student

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

I used it to create my own chatbot with basic intent that greets user when user asks for help or says 'Hello'.

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

Amazon Lex is so easy to set up.

This project took me...

It took me around 15 minutes to complete the project.

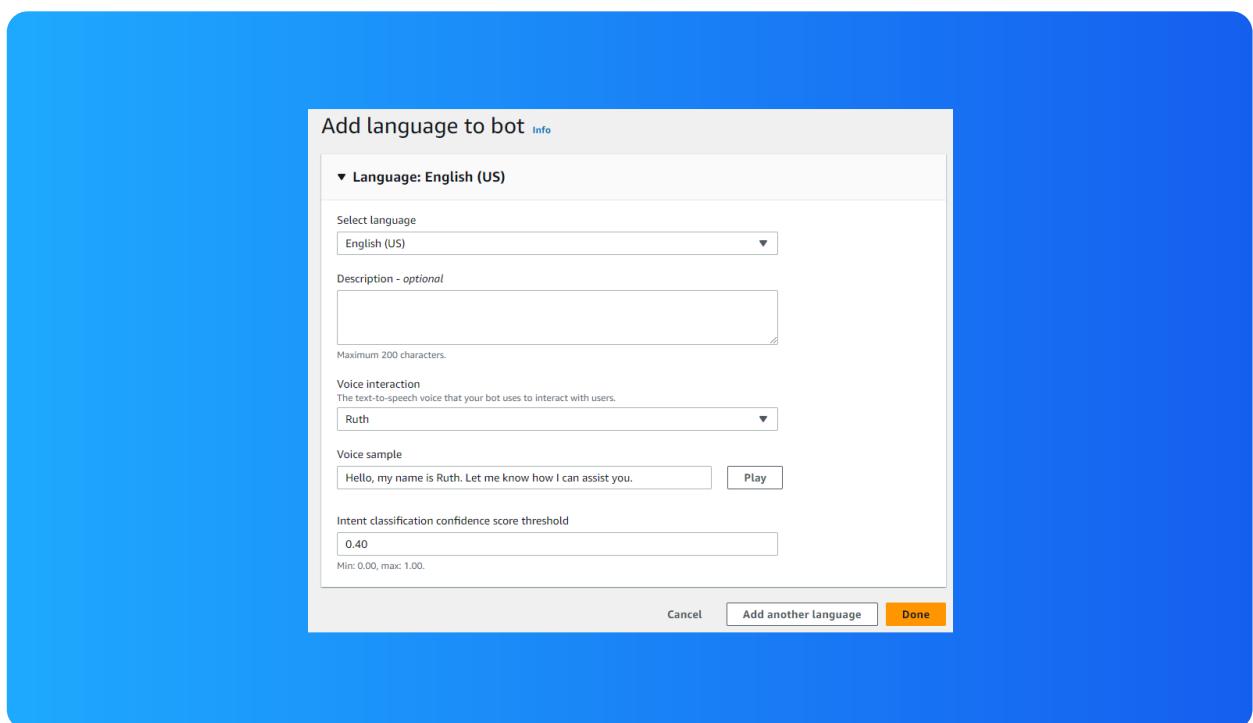


Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me 2 minutes.

While creating my chatbot, I also created a role with basic permissions because Amazon Lex needs the permission to call other AWS services on your behalf.

In terms of the intent classification confidence score, I kept the default value of 0.40. This chatbot needs to be at least 40% confident that it understands what the user is asking to be able to give a response.





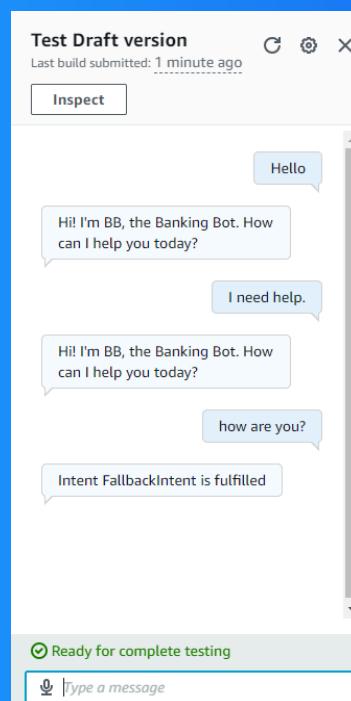
Samarth Varu
NextWork Student

NextWork.org

Intents

Intents are what the user is trying to achieve in their conversation with the chatbot. For example, checking a bank account balance; booking a flight; ordering food.

I created my first intent, WelcomeIntent, to greet the user.





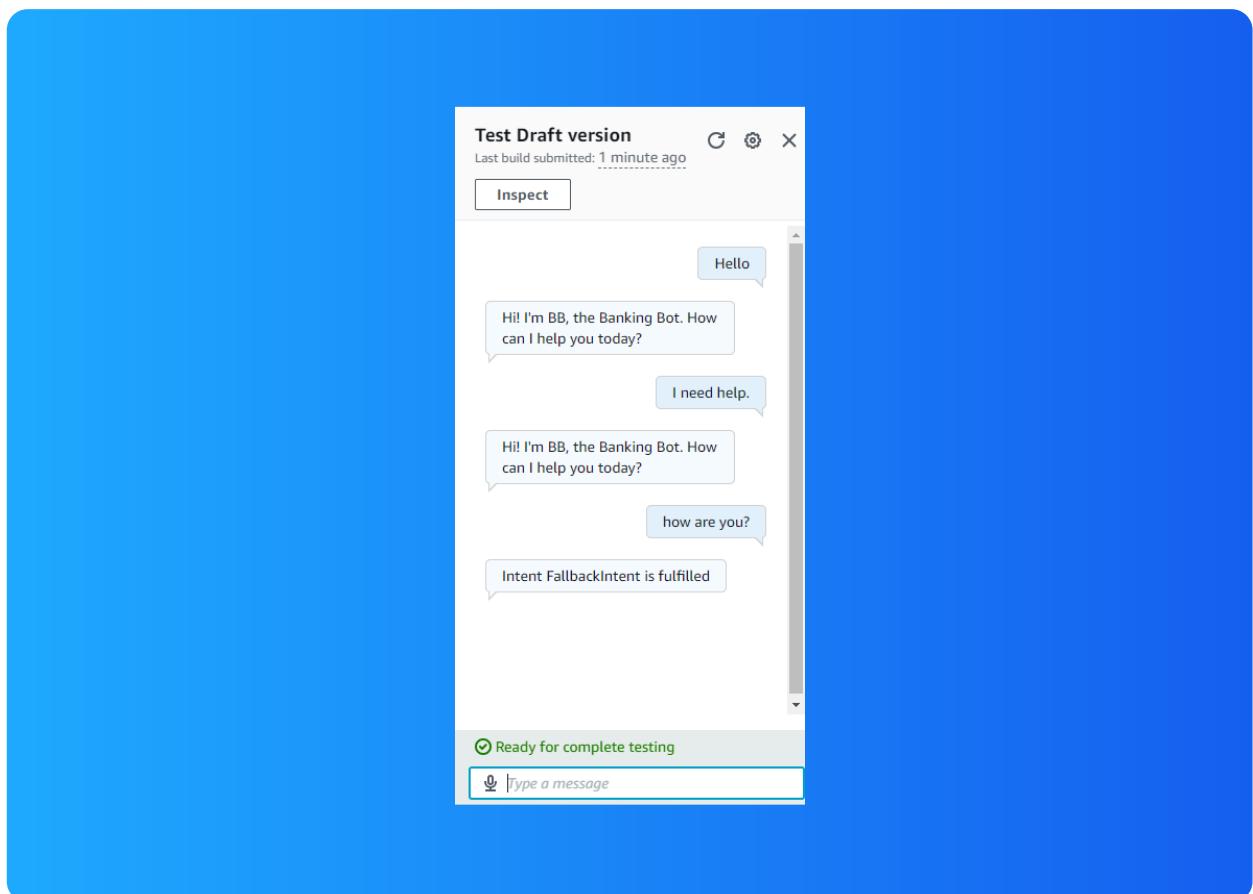
Samarth Varu
NextWork Student

NextWork.org

FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter 'Hello', 'I need help'.

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered 'How are you?'. This error message occurred because Lex didn't recognize our utterance.





Samarth Varu
NextWork Student

NextWork.org

Configuring FallbackIntent

FallbackIntent is a default intent in every chatbot that gets triggered when chatbot has a confidence score below 40% for all the intents you've defined.

I wanted to configure FallbackIntent because I wanted to build my own custom message.



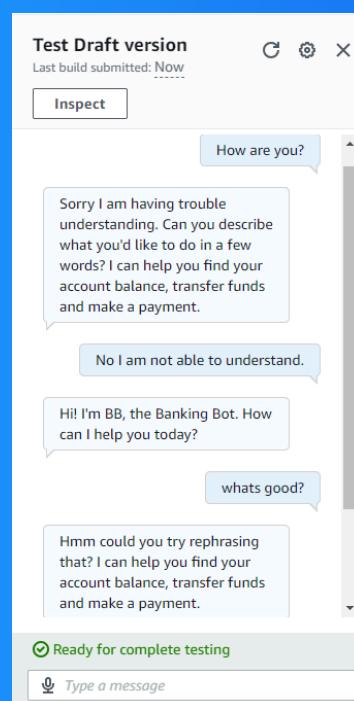
Samarth Varu
NextWork Student

NextWork.org

Variations

To configure FallbackIntent, I went to the FallbackIntent tab on the left and added my own custom message in Closing Response section.

I also added variations! What this means for an end user is he might get any of the variations randomly.





NextWork.org

Everyone should be in a job they love.

Check out nextwork.org for
more projects

