



Save User Info with your Chatbot



sru anu

Test Draft version
Last build submitted: 3 minutes ago

Inspect

For which account would you like your balance?

credit

For verification purposes, what is your date of birth?

10/02/2002

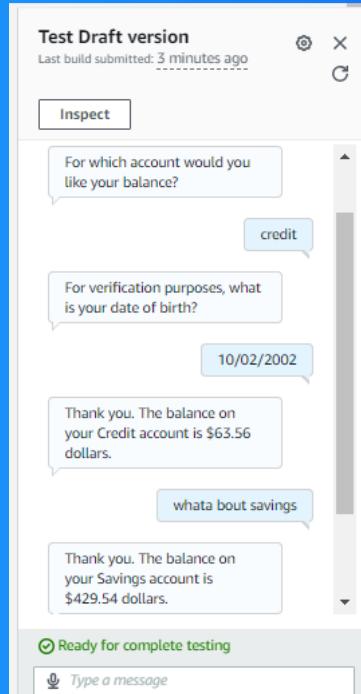
Thank you. The balance on your Credit account is \$63.56 dollars.

whata bout savings

Thank you. The balance on your Savings account is \$429.54 dollars.

Ready for complete testing

Type a message





Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service for building chatbots using voice and text. It's useful for creating conversational interfaces that understand natural language and integrate with AWS services.

How I used Amazon Lex in this project

In today's project, I used Amazon Lex to create and configure a chatbot. I set up intents, slots, and responses, and integrated it with AWS Lambda to handle custom logic and enhance interactions.

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

One thing I didn't expect was the complexity of managing context tags and their impact on conversation flow, which required more fine-tuning than anticipated.

This project took me...

This project took me about an hour to complete, including setting up Amazon Lex, configuring intents and slots, and integrating it with Lambda for custom functionality.

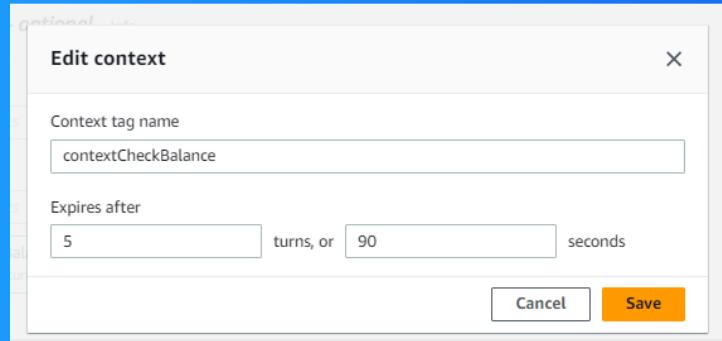


Context Tags

Context tags are markers used in Amazon Lex to manage the flow of a conversation. They help keep track of the context, enabling the chatbot to handle multi-turn dialogues and respond based on previous user inputs or session data.

There are two types of context tags: **input contexts** and **output contexts**. Input contexts control when an intent can be triggered, meaning the chatbot listens for specific intents. Output contexts activate when an intent is fulfilled.

I created a context tag called AccountContext in the CheckBalance intent. This tag stores information about the user's account type, enabling the chatbot to manage follow-up questions without asking for the same details again.

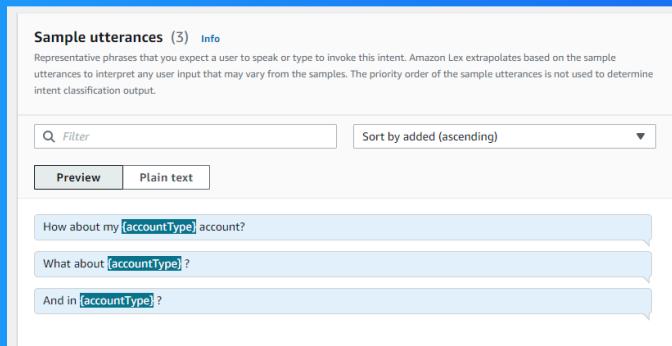




FollowUpCheckBalance

I created a new intent called **FollowupCheckBalance**. The purpose of this intent is to handle follow-up questions after a user checks their balance, allowing the chatbot to continue the conversation smoothly without needing to ask for accountdetail

This intent is connected to the previous intent I made, CheckBalance, because it uses the context set by CheckBalance to handle follow-up queries. This ensures the chatbot retains the user's account details and seamlessly continues the conversation.



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

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



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Input Context Tag

I created an input context, contextCheckBalance, that is triggered by the output context of the CheckBalance intent. This connection ensures that once the user checks their balance, the chatbot remains in context to handle follow-up actions without.

▼ Default values - *optional*

No default values

You haven't added any default values yet.

Provide a default value, #value for a context value, or [variable] for session variable.

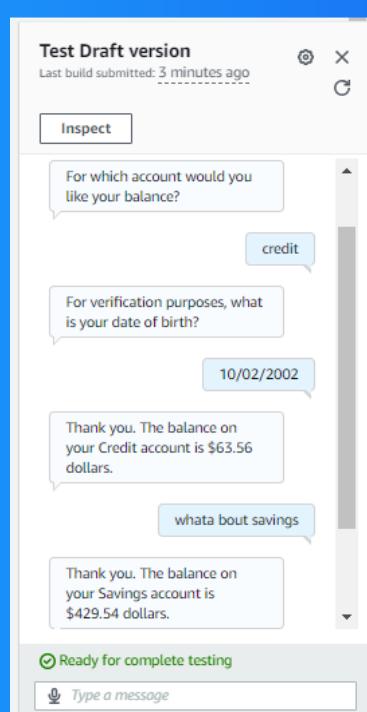
Add default value

Cancel Update slot

The final result!

To see the context tags and the follow-up intent in action, I said, "What else can I do with my account?" after checking my balance. This triggered the FollowupCheckBalance intent, allowing the chatbot to continue the conversation smoothly.

If I had tried to trigger FollowupCheckBalance without context, the chatbot would lack necessary details and either fail to respond properly or ask for information again, disrupting the flow.





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