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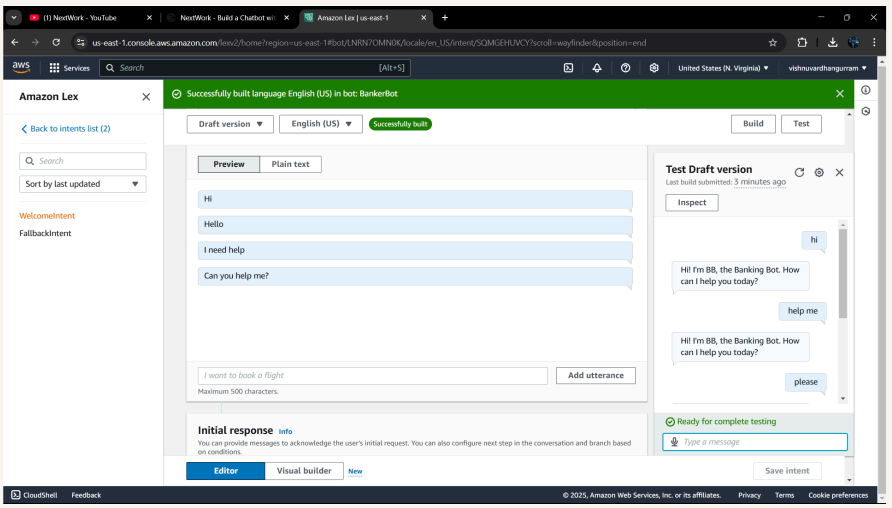
Build a Chatbot with Amazon Lex

vishnu vardhan



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Introducing Today's Project!

What is Amazon Lex?

Amazon Lex is a service that allows developers to build conversational interfaces for applications using voice and text.

How I used Amazon Lex in this project

I have used Amazon Lex to create a banker chat bot which helps customers to know bank balance and make transfers.

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

i didnt expect one thing that its so easy to create our own custom chatbot.

This project took me...

it took me arround 30 mins

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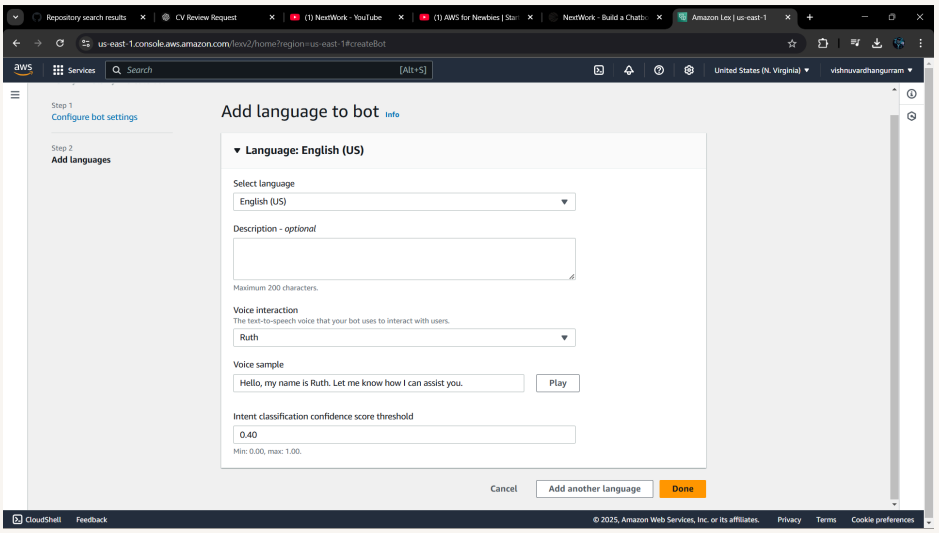
Setting up a Lex chatbot

I created my chatbot from scratch with Amazon Lex. Setting it up took me 5 minutes to create the chatbot

While creating my chatbot, I also created a role with basic permissions because it should work as we specified.suppose like permision to access other resources , maximum time it should be idle for etc.

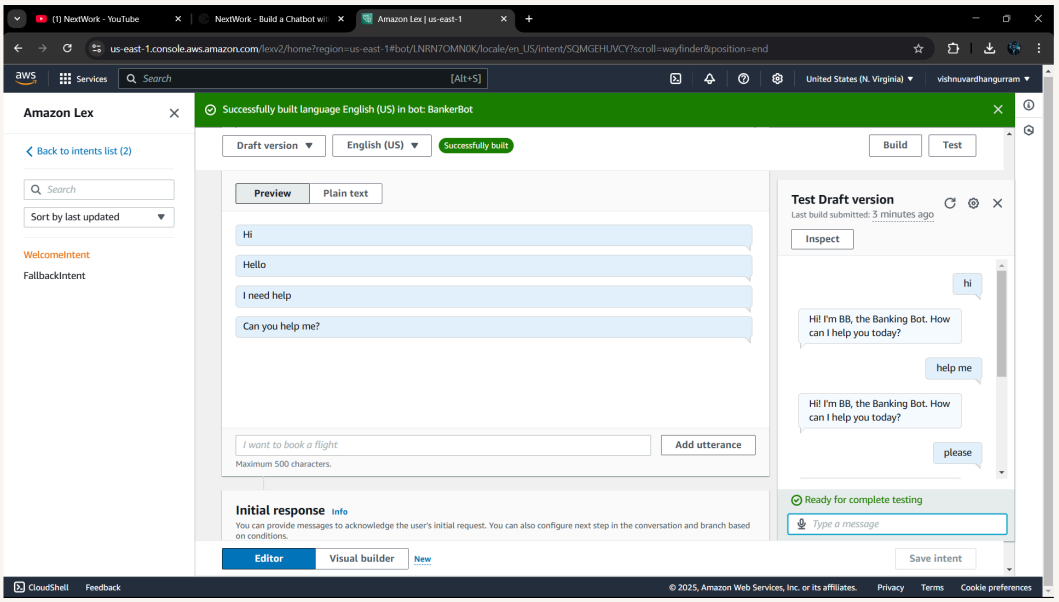
In terms of the intent classification confidence score, I kept the default value of 0.40. This means that the chat bot is 40 percent confident that i can understand the users chat and give response confidently.



Intents

An intent is 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 Welcome a user when they say hello.



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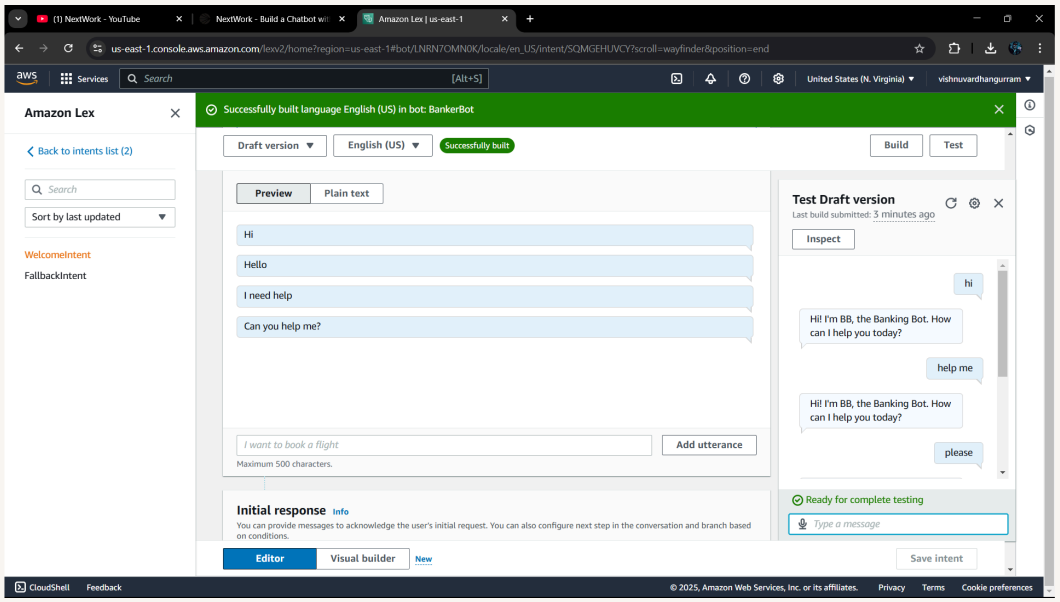
FallbackIntent

I launched and tested my chatbot, which could respond successfully if I enter hi,how are you,help me,please etc

My chatbot returned the error message 'Intent FallbackIntent is fulfilled' when I entered... This error message occurred because Amazon Lex doesn't quite recognize your utterance



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Configuring FallbackIntent

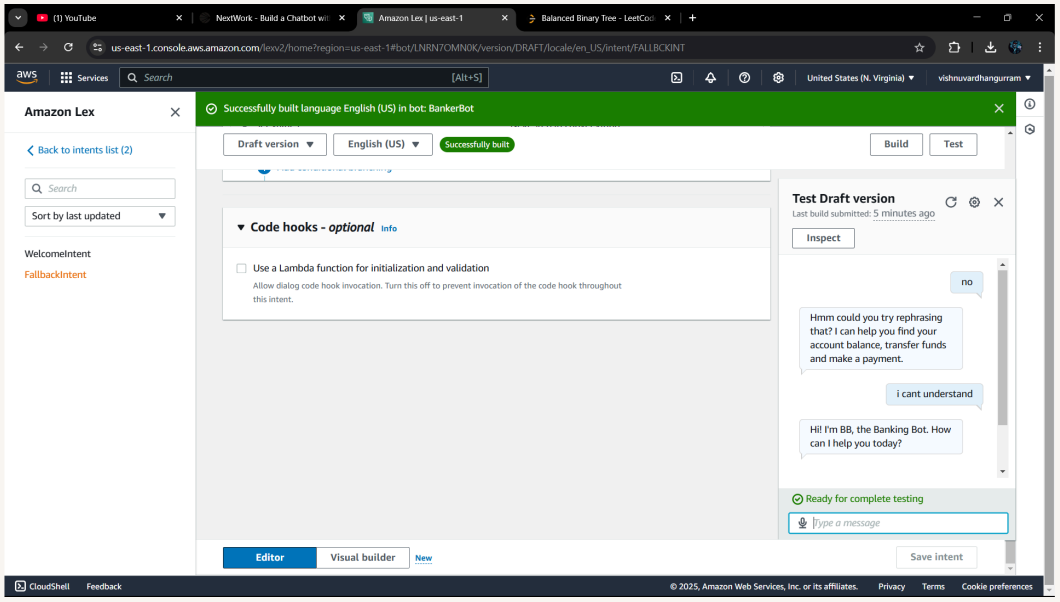
FallbackIntent is a default intent in every chatbot that gets triggered when confidence score below 40% for all the intents you've defined.

I wanted to configure FallbackIntent to customize error message that your chatbot will use to tell the user it doesn't understand their input.

Variations

To configure FallbackIntent, I Scroll down to Closing responses. Expand the arrow for Response sent to the user after the intent is fulfilled. and added the custom message

Variations are literally variations of the same Message in the main Message box. When Amazon Lex needs to return a Fallback response, it will randomly choose a message from the group and return that.



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