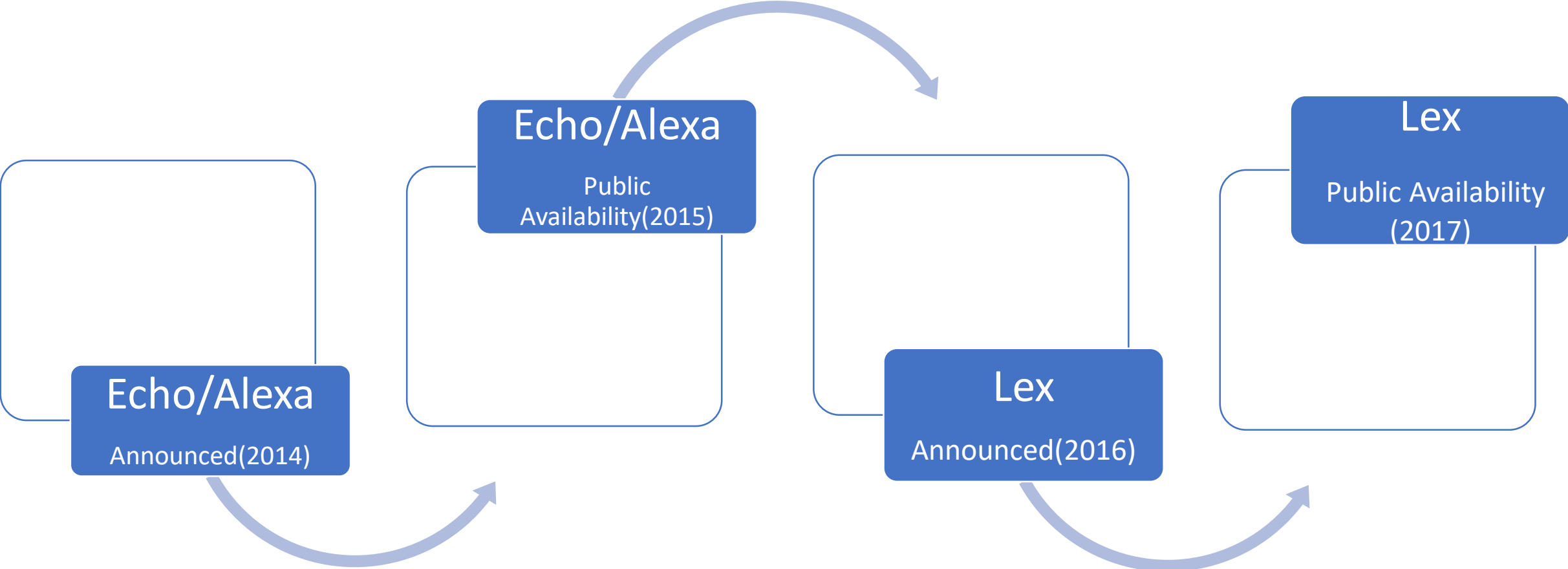


Amazon Lex Introduction

-Pavan Balaji Nanjundappa

Timeline:



ASR and NLU:



Automatic Speech Recognition



Natural Language Understanding



Intent: What User wants?



- Need a Dentist
- Need a Car Wash
- Eat Pizza
- Amazon.CancelIntent
- Amazon.PauseIntent
- Amazon.ResumeIntent

Utterances: Spoken or typed phrases that invoke your intent



- Book an appointment for Dentist
- Schedule a Car Wash
- Order a Pizza

Slots: User must provide information for fulfillment



- Treatment type
- Car Wash type
- Pizza Size
- Amazon.Language
- Amazon.US_CITY
- Amazon.US_LAST_NAME

Prompts: Questions to user to input the data



- What Treatment do you need?
- Do you need a complete Car Wash or partial?
- What Pizza Size do you need?

“Traditional Applications”

- Labels
- Inputs

“ChatBots”

- Prompts
- Slots

Smart prompt : { Slot name } helps to improve the interaction

Error Handling: In case Bot does not understand, puts random gestures on max retries



- I do not understand, could you please elaborate?
- You could ask me book an appointment
- Do you need the appointment?

Hang-up phrase: Bot closing phrase, in case of
Not resolving the request.

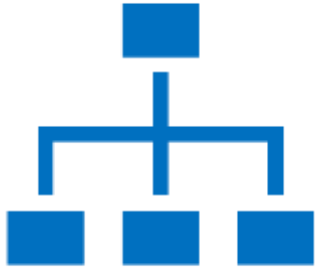
Amazon Polly: Lex uses Amazon Polly for Text to Speech



- Thank you, please visit our website for more information?



Versions and Alias: Helps to create immutable versions of the Bot



- QA
- UAT
- Prod

Fulfillment: Makes your system is ready to complete the task



- Yes
- Done
- Sure

Channels: Helps to connect your Bot to external applications

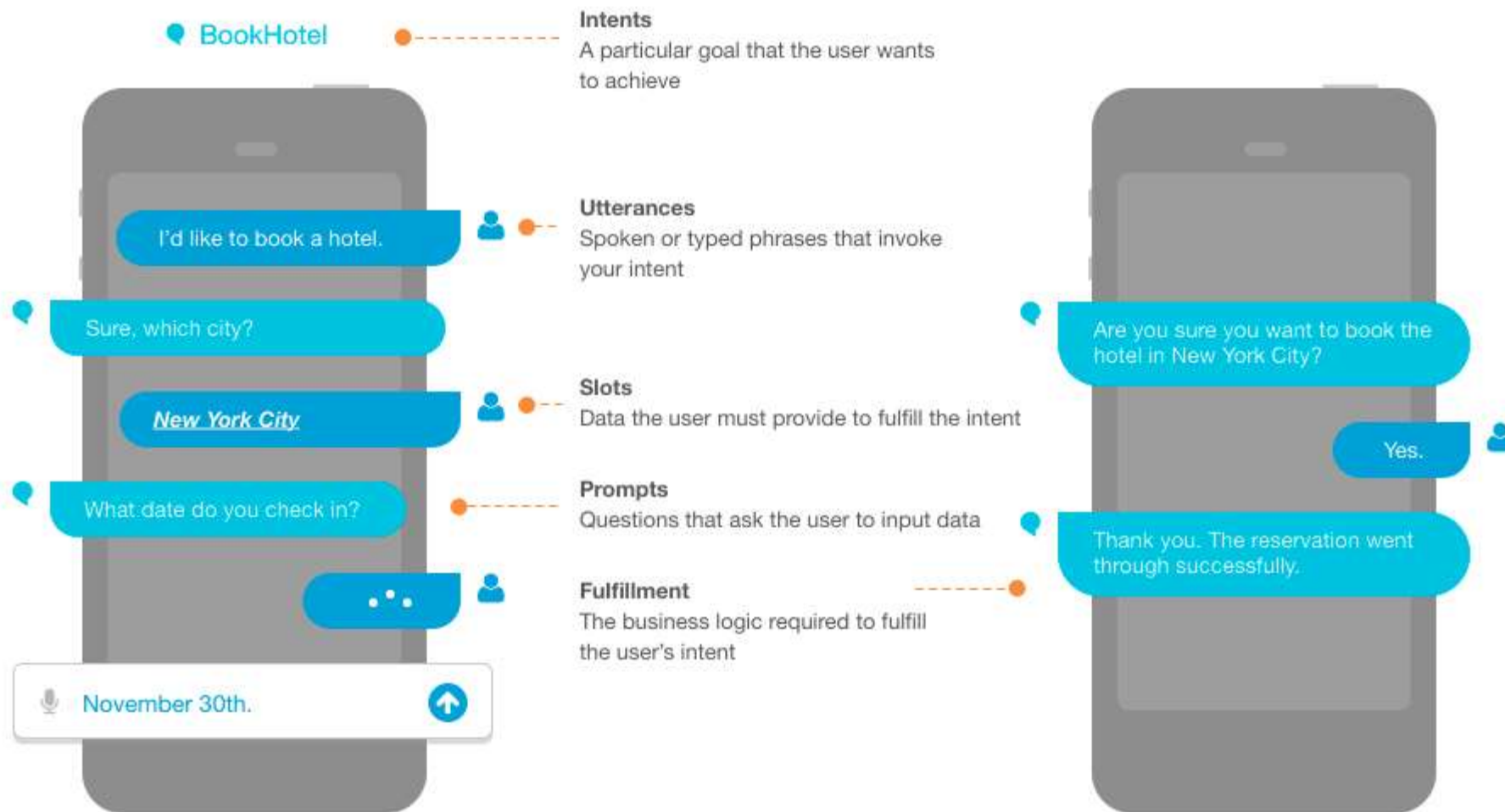


- Facebook
- Kik
- Slack
- Twilio SMS

Lambda: Helps to validate, conform and other backend process, supports several languages



Big Picture:



Demo

Thank You