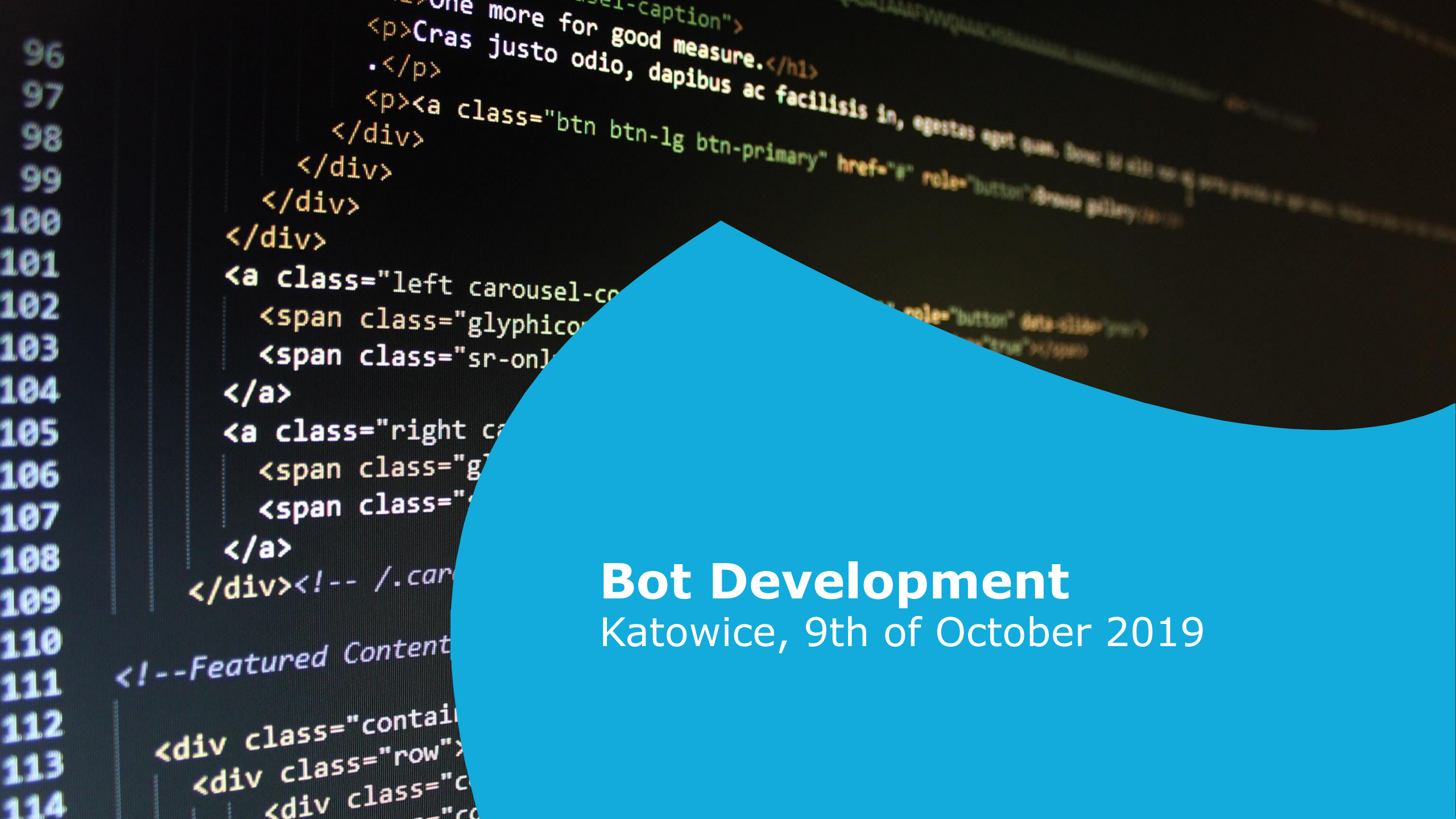
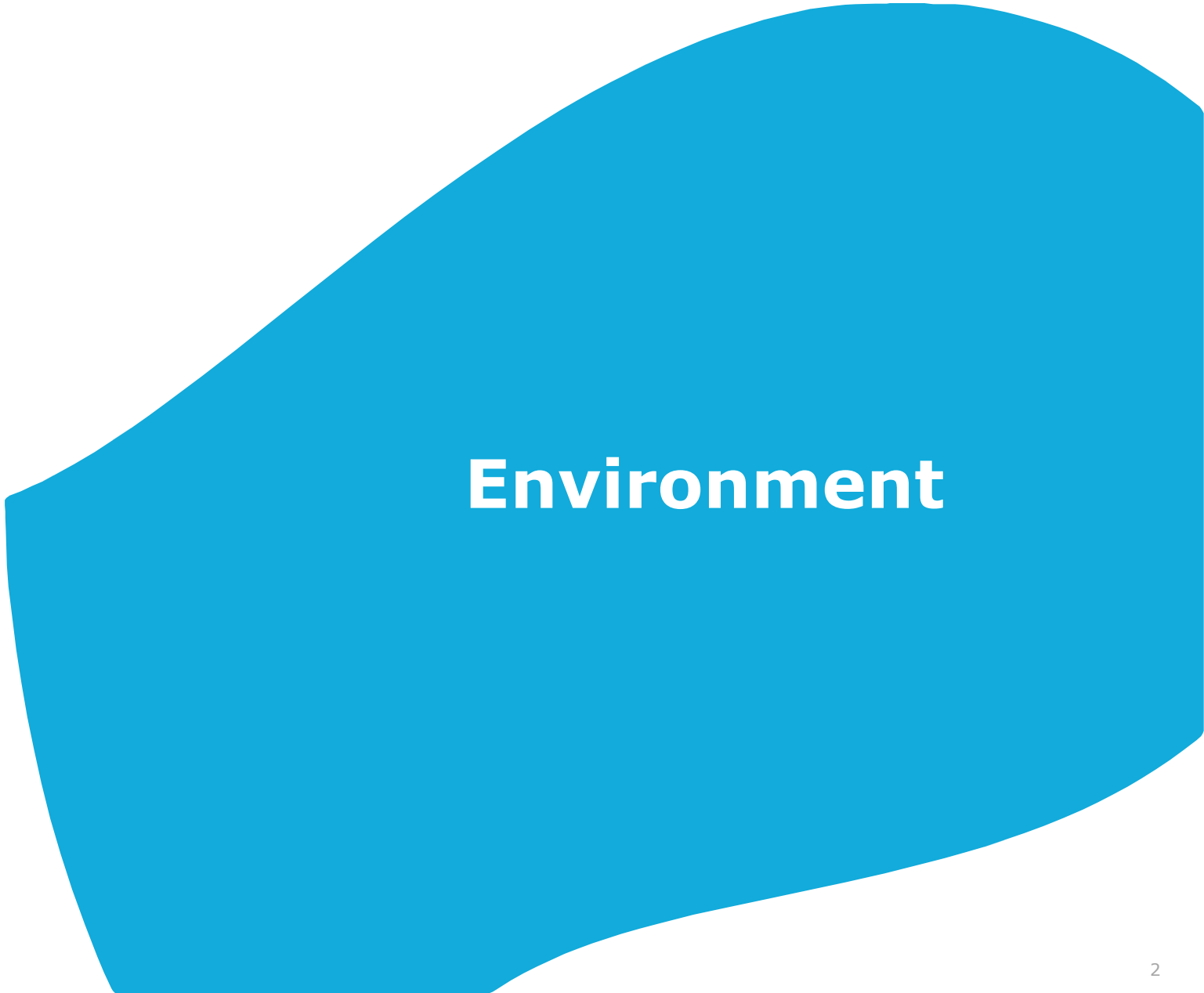




Bot Development

Katowice, 9th of October 2019



Environment

Environment



Step 1: Non-technical: www.chatfuel.com

Step 2: Technical: www.aws.amazon.com/lex/

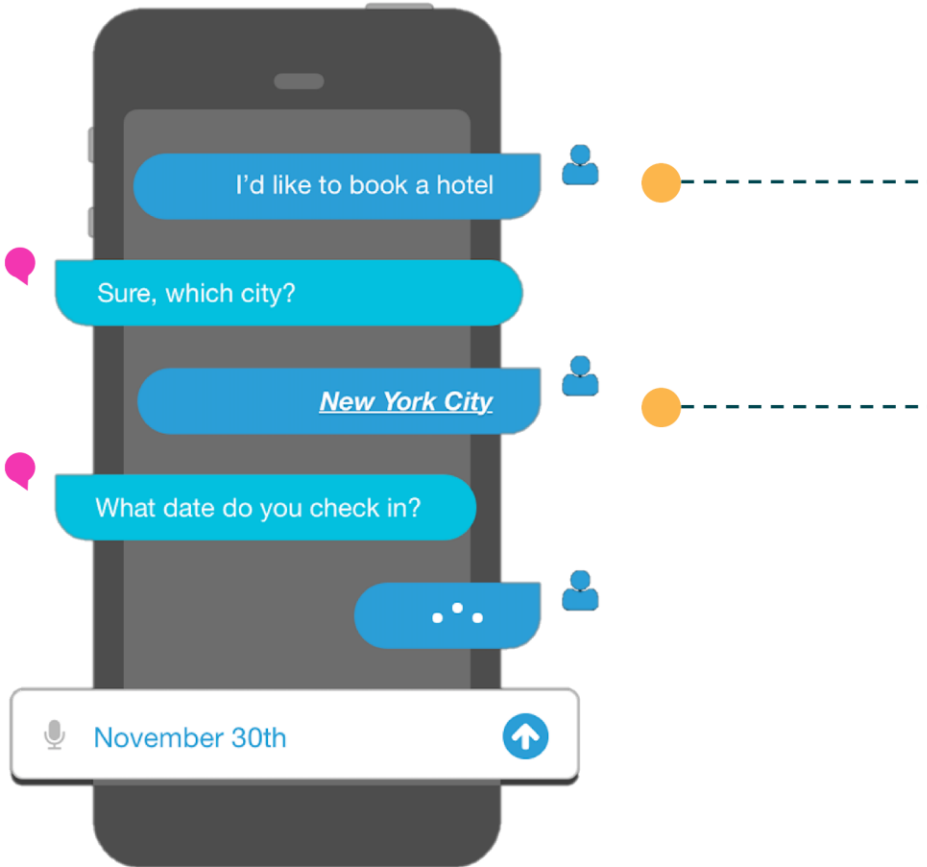
Step 3: Engineer: www.dialogflow.com

Terminology

Amazon Lex



BookHotel



Intents

An intent performs an action in response to natural language user input

Utterances

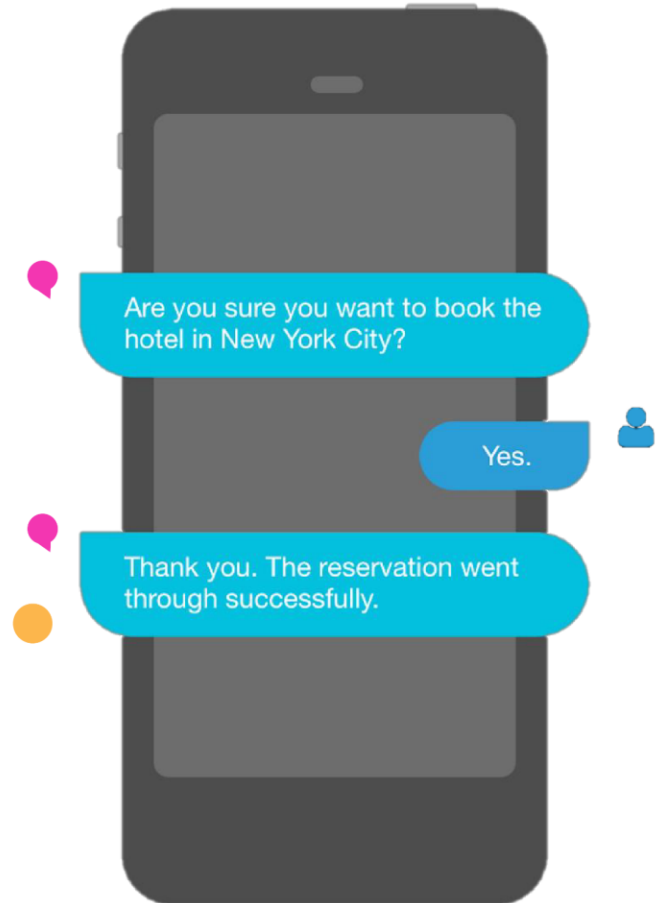
Spoken or typed phrases that invoke your intent

Slots

Slots are input data required to fulfill the intent

Fulfillment

Fulfillment mechanism for your intent



Source: Atanu Roy

Amazon Lex

Amazon Lex Features



- Text and speech language understanding.
- Integration with AWS Lambda.
- One-click deployment to multiple platforms.
- 8 kHz telephony audio support.
- Continuous learning.
- Enterprise ready.



Lex vs Alexa

Lex

- Speech or text interface.
- Multiple voices.
- Single function 'Bots'.
- Integration with 3rd parties (Facebook, Slack).
- Integration with your own client.
- Users do not know its Lex.

Alexa

- Speech only.
- Single voice.
- Platform for multiple Skills.
- Available on all devices.
- Wake word.
- Echo is to Alexa as iPhone is to Siri.

Source: Sam Machin

Exercise

bit.ly/EX2CAP

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