

5.3 Bot / Chat Suggestions Engine Integration

Bright Pattern Documentation

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1. REDIRECT [5.3:Tutorials-for-admins/AI/HowtoAddBotChatSuggestionsEngine](https://www.brightpattern.com/docs/5.3:Tutorials-for-admins/AI/HowtoAddBotChatSuggestionsEngine)

Set up an AWS Lex Integration Account

Integrations with AWS Lex are enabled through [integration accounts](#), which store the credentials of third-party services so that Bright Pattern Contact Center can access and work with them.

In this article, you will learn how to set up your AWS Lex bot/chat suggestions engine integration account and edit its properties.

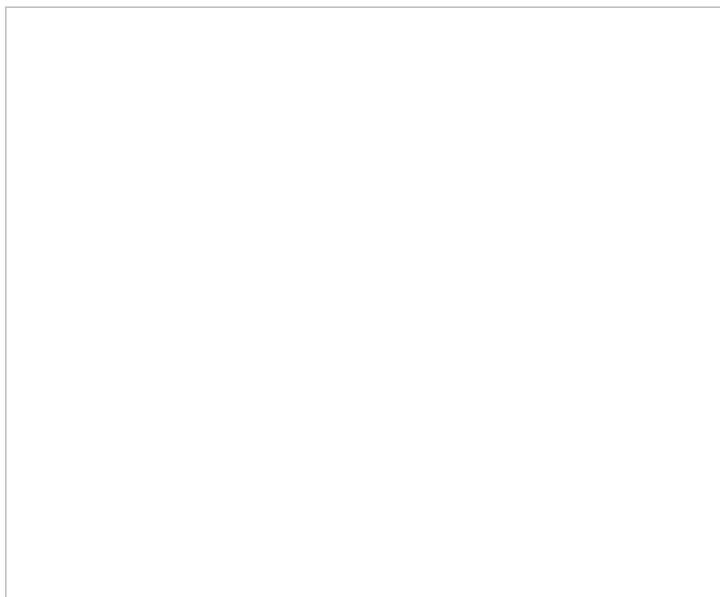
Procedure

Step 1: Add integration account

[Add a bot/chat suggestions engine integration account](#), and select type **AWS Lex**.

Step 2: Edit properties

In the Properties dialog, enter the credentials of your AWS Lex bot instance as follows. This allows Bright Pattern to access your bot and use it in chat interactions.



AWS Lex bot/chat suggestions engine integration account properties

Name

The unique name of this integration account (any). Because you can have multiple integration accounts of the same type, it is helpful to have a descriptive, memorable name.

Type

By default, the type is “AWS Lex” because you selected this type when adding the account.

User ID

Your AWS Account ID.

Find it in AWS by going to *My Account > Account Settings*.

Bot name

The bot name (e.g., "TripBooker"); note this may be different than the bot alias (see below).

Find it in AWS by going to *Amazon Lex > Bots (select the name of your bot) > Settings*.

Bot alias

The alias name (if any).

It's possible to save multiple versions of your bot, each with different intents and configurations. *Abot alias* is the name of the version of the bot.

Access key

The access key ID (e.g., AKIAIOSFODNN7EXAMPLE).

You need to set up an access key for AWS Identity and Access Management (IAM) service to get this. See [Managing Access Keys for IAM Users](#) and [AWS Management Console](#).

Secret key

The secret access key (e.g., wJalrXUtnFEMI/K7MDENG/bPxRfiCYEXAMPLEKEY)

Region

The region for your bot instance (e.g., "us-east-1")

Max API calls per day

The maximum number of calls that can be done each day. This limit is here to keep your account from being charged for additional calls beyond what is included in a free account.

Step 3: Save properties

Click **Apply** at the bottom of the screen to save your account properties. Your AWS Lex integration configuration is now complete.

Recommended Reading

For more information on bots, see:

- [How to Create an Amazon Lex Bot](#)
- [Bot/Chat Suggestions Engine](#)
- [How to Add a Bot/Chat Suggestions Engine](#)
- [How to Integrate Bots with Chat](#)

1. REDIRECT [5.3:Tutorials-for-admins/AI/SetupaWatsonAssistantIntegrationAccount](#)

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