ALEXA

Skills development
AGENDA

- Intro to Alexa
- Terminology
- Solutions Infrastructure
INTRO TO ALEXA

Echo

Fire

Spot

Show

Third-Party
DEVELOPMENT OPTIONS

ALEXA VOICE SERVICE

ALEXA SKILLS KIT

AMAZON LEX
Skill Types

Smart Home Skill
Skill Types

Flash Briefing
Skill Types

Video Skill
Skill Types

Custom Skill

Nearly any skill you can imagine
TERMINOLOGY

AWS
AWS Lambda

Interaction
Interaction Model

Intent

Slot

Utterance

VUI
SOLUTIONS INFRASTRUCTURE

Simple Infrastructure
SOLUTIONS INFRASTRUCTURE

Azure Infrastructure
SOLUTIONS INFRASTRUCTURE

Receptionist Infrastructure
SKILL DESIGN PROCESS

Caption text goes here
U: Alexa, tell the receptionist 
Visitor is here

A: Good morning! Afternoon! Evening
Visitor looks at the calendar to see when
Visitor is meeting, when that meeting is to begin.

Integrate into office 365, other calendars
Alexa sends a notice to whom notifying them
Visitor has arrived!
EXPERIENCE FLOW

U: Visitor is here

A: Can I get your name please?

U: Visitor

A: Service lookup

Appointments by Visitor

A: Service Alert <who>

No

IS <who> defined?

A: Who are you here to see?

U: Visitor

A: I've notified <who> that you're here.
**INTERACTION MODEL**

**Intents:**
- Stop
- Cancel
- Help
- Activate

**Utterance:**
- Open the 
- Start

**Visitor Arrived**

**Utterance:**
- Visitor is here
- Visitor is here to see <who>
- I'm here to see <who>
- Is <who> available?

**Slots:**
- Visitor
- Who
DEVELOPMENT

AMAZON DEVELOPMENT PORTAL

CUSTOM SKILL SERVICE
HOW CAN WE HELP YOU?