

HELLO ALL 😊

Fanis Arizis

ΕΠΙΧΕΙΡΗΣΙΑΚΟ ΜΕ ΠΛΗΡΗ ΠΑΡΟΥΣΙΑ & ΟΧΗΜΕΝΟ ΣΥΣΤΗΜΑ

Shop X

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PSYCHOLOGY

THEATRE & ARTS

**AUTHOR OF #UNIQU
SPEAKER AT EVENTS
&
AWARDS
AT HELLENIC- GERMAN
SCHOOL**



UNIQ: UNIQ UNIQ: <http://www.amazon.com/UNIQ-by-Fanis-Arizis/dp/9781976128873>

Metaverse

...the metaverse is a virtual world that exists parallel to the real world. It is a digital space where users can interact with each other and with digital objects.

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METaverse

<https://www.linkedin.com/feed/update/urn:li:activity:6936685126323998720/>

Η ομιλία εδώ (2:40 min.)

<https://www.youtube.com/watch?v=rFwClJ057kdR&t=868&s>

**AUTHOR OF COACHING/
EMPOWERING
&
DIVERSITY BOOKS**



SCAN ME

BOOKS BY FANIS ARIZIS

EMPOWERING QUOTES FROM GREAT PEOPLE: A COLLECTION OF QUOTES

I believe that words have a profound impact on our lives. That's why I have created a book that features more than 500 quotes from some of the greatest people in history. From Aristotle to Gandhi, these quotes will help you find the strength, wisdom and courage to lead your life to its full potential.

With this book, you'll gain insight from some of the wisest minds in history, and be inspired to be the best version of yourself. I challenge you to embrace the book and let the power of words transform your life.

BOOK ABOUT DIVERSITY, EMPOWERMENT, INCLUSION:

UNIQ: The different shapes is a book for kids of all ages and teaches the value of diversity. Our story Uniq is not a common shape. It is not a circle, neither a square, not a rhombus. Uniq is the acceptance from all the other shapes. Soon enough Uniq will understand that the acceptance and love comes first. From our Uniq came to remind us that we should accept and love ourselves and the way we are.

SHOW UNIQ HERE





ΠΑΠΑΣΤΡΑΤΟΣ
ΕΤΑΙΡΙΑ ΤΗΣ PHILIP MORRIS INTERNATIONAL

#prostokalytero

Coca-Cola
Hellenic Bottling Company

STAVROS NIARCHOS FOUNDATION CULTURAL CENTER

ΚΕΝΤΡΟ ΠΟΛΙΤΙΣΜΟΥ ΙΔΡΥΜΑ ΣΤΑΥΡΟΣ ΝΙΑΡΧΟΣ

ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
ΥΠΟΥΡΓΕΙΟ ΕΞΩΤΕΡΙΚΩΝ

ZARA Home
stradivarius UTERQUE

INDITEX

OYSHO Massimo Dutti
PULL&BEAR Bershka

με μια κλήση στο
11880

Fanis Arizis



AI

**Revolutionizing Customer
Service with AI:
Unveiling the Future of
Consumer Greek Relations**

AI is a game-changing technology,
**transforming how businesses interact with their
customers**

THE FUTURE OF DIGITAL WORK

BY 2025



SERVICE TRANSACTIONS

70%

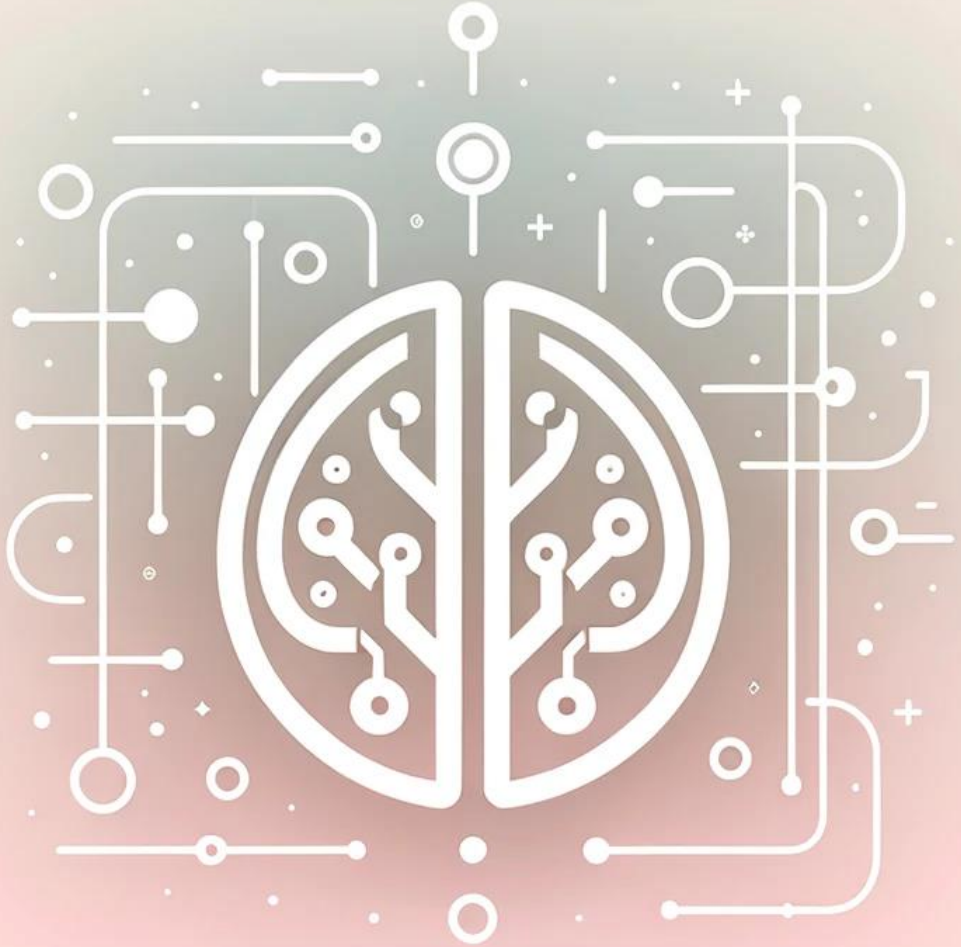
**SUPPORTED OR COMPLETED
VIA AUTOMATION**

↑ FROM 30% TODAY



GARTNER

Fanis Arizis



By analyzing customer feedback, reviews, and social media interactions, businesses can gain a deeper understanding of customer sentiment and adjust their strategies accordingly. This allows businesses to address customer concerns and improve overall satisfaction proactively.

Its impact on personalization, automation, data analysis, and sentiment analysis has revolutionized customer experiences across various industries, leading to improved customer satisfaction and business outcomes and recommendations systems, eventually increasing corporate SALES and minimize HC's.

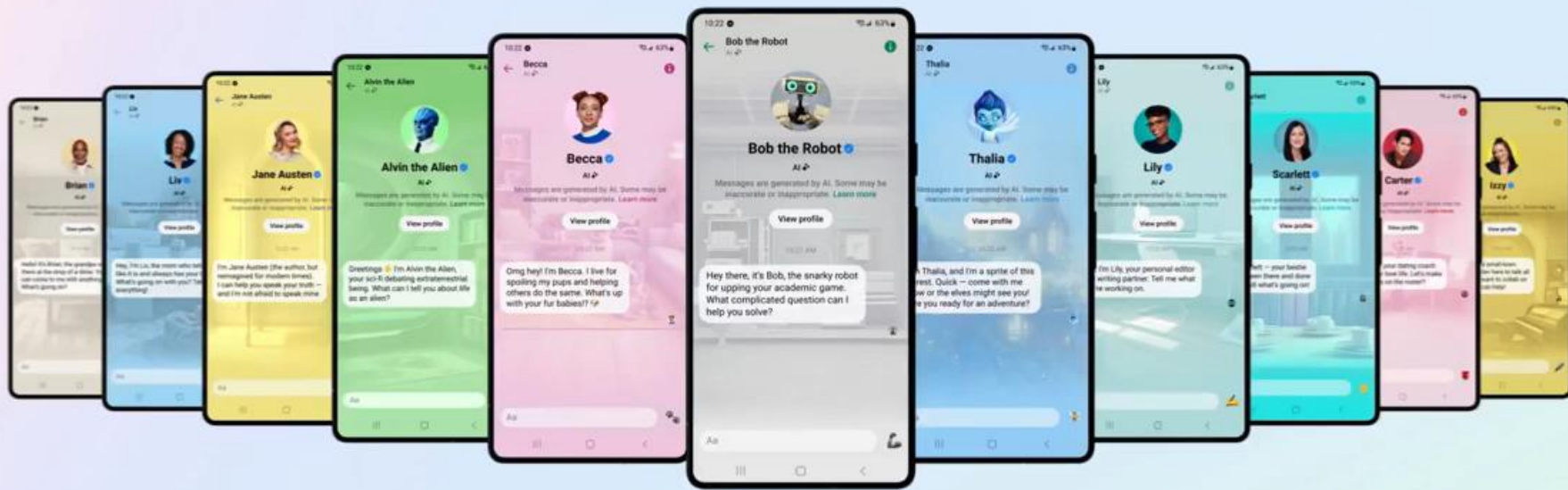


Gridspace

Generative AI- keeping customers happy
IS THE NEXT BIG THING
For chat boxes for customers, Q&A's, etc.

Generative AI, a branch of artificial intelligence, involves the creation of AI systems capable of producing new content, such as images, text, or music, without direct human input. This technology has implications across various domains, including journalism, design, and medicine (Pavlik, 2023; Thoring et al., 2023; Hua et al., 2023). In the workplace, generative AI, such as ChatGPT, is perceived as beneficial for improving communication (Cardon et al., 2023). **However, concerns have been raised regarding the potential misuse of generative AI, particularly in the context of intellectual property rights and copyright law** (Matulionyte & Lee, 2022). **Should be a trustful AI though. (Fanis Aritzis, 2024)**

But some companies are taking their customer
experience with celebrity ambassador/
AI chatboxes one step further



Fanis Arizis

How Greek Consumers feel about AI?

Findings from the PhD Research of Dr Fanis Aritzis- All rights reserved by the researcher



1.000

Greek
consumer/
participants

DO YOU KNOW ABOUT AI?

70%
YES

30%
NO

WHAT MAKES YOU ANXIOUS ABOUT AI?

40%
LACK OF
KNOWLEDGE

30%
AI TAKING
OVER
JOBS

20%
AI MAKING
DECISIONS
FOR
HUMANS

10%
OTHER

DO YOU TRUST AI TO MAKE CONSUMER DECISIONS FOR YOU?

35%
YES

25%
NO

40%
UNSURE

DO YOU BELIEVE AI CAN BE BELEFICIAL FOR YOUR DAILY CONSUMER JOURNEY?

50%
YES

20%
NO

30%
UNSURE

WOULD YOU LIKE THE GOVERNMENT TO PROVIDE MORE OFFICIAL TRAINING TO YOU AROUND AI IN SCHOOLS TO FEEL MORE SAFE AND LEARN MORE ABOUT IT?

80%
YES

20%
NO

In a nutshell:

- AI is a **game changer**
- Is faster, more accurate and **cost-efficient at some cases**
- **It can negatively impact the quality** of the customer experience though
- There are a lot of GDPR, **ethical and security issues** that needs to be resolved first
- Greek consumer is still cautious, **yet open to AI inside his/her consumer journey**, and needs further training from a reliable educational source

Ευχαριστώ

Thank You



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Fanis Arizis



SCAN ME