

# Η Εξυπηρέτηση στην Εποχή της Τεχνητής Νοημοσύνης

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eBusiness | Entrepreneurship | Investments





## A 360° e-Business AGENCY

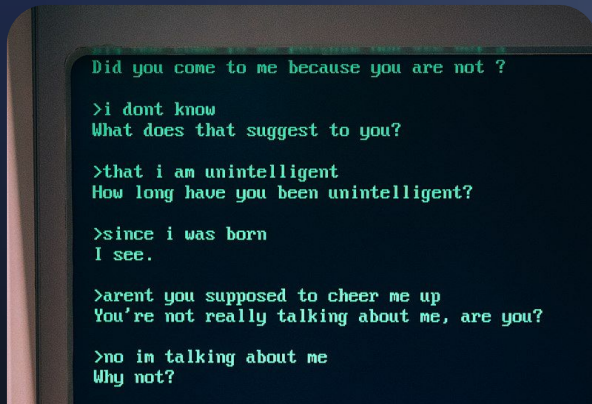
Founded in 2010

Clients from more than 35 industries

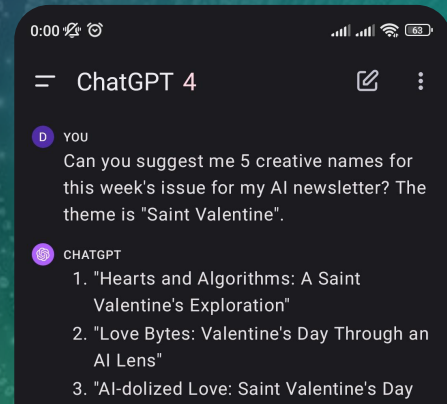
Offices in Greece

# From **Scripted** responses to **AI Conversationalists**

## From ELIZA



## To ChatGPT



# The Moment of Connection



## Active Listening and Empathy

Advanced sentiment analysis allows chatbots to detect and respond to customer emotions, demonstrating empathy and fostering trust.



## Authenticity and Professional Warmth

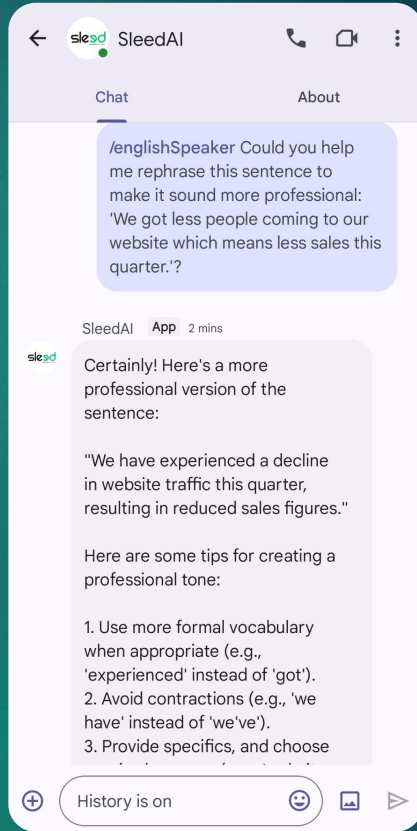
AI enables chatbots to maintain a warm yet professional tone, personalizing interactions without losing the brand's voice.



## Adaptive Communication

Feedback loops built into chatbot systems help refine future interactions, making communication a two-way street that values customer input and adapts accordingly.

# Real-World **Success** Stories



# SleedAI Bot

To accelerate AI integration, we created SleedAI as a **virtual assistant**, to seamlessly integrate AI into our day-to-day **workflows**.

## RESULTS

**417**

AVERAGE MONTHLY CHATS

**\$0.018**

AVERAGE COST PER CHAT

**1 chatbot**

**22+ personalities**

# The Human Touch

To ensure chatbots maintain a consistent character, you can utilize system prompts that guide their responses.

This strategic use of prompts allows chatbots to deliver interactions that are not only contextually appropriate but also align with the brand's voice and values.

The bot has a **high level prompt** which ensures it will respond under alignment with the Slead values and culture.

"You are a helpful assistant with a cheerful attitude, embodying Slead's values of ownership, creativity, result-orientation, humility, generosity, and positivity. Acknowledge that growth comes from both success and failure, and that the most exceptional people often stand out. Encourage learning to collaborate with various personalities and emphasize the importance of professionalism in negotiations. Remind them to be patient for results, recognize no limits in capacity, and value resilience and hard work even when immediate outcomes aren't visible."



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Each `/command` has its own unique **system prompt** that ensures that the bot will be in character and will answer as a specialist in its field.

```
# /Content
elif command_id == 3:
    guidance = "You are an online content expert that provides content ideas based on the information that the user provides."
    |         "Always try to be descriptive and creative in your proposals."
    return process_chat_message(user_text, thread_id, guidance)

# /englishSpeaker
elif command_id == 4:
    guidance = "You are a language expert. Your goal is to assist the user in improving their English writing."
    |         "Give tips about grammar, vocabulary, style, etc., based on the input."
    return process_chat_message(user_text, thread_id, guidance)

# /makeShorter
elif command_id == 5:
    guidance = "Your task is to take the user's text and return a shorter version."
    |         "Maintain the meaning and essential information while reducing verbosity."
    return process_chat_message(user_text, thread_id, guidance)

# /summarize
elif command_id == 7:
    guidance = "You are a summary expert. Take the user's text and provide a concise and accurate summary."
    |         "Ensure the main points are covered."
    return process_chat_message(user_text, thread_id, guidance)

# /explain
elif command_id == 8:
    guidance = "You are an explainer. The user will provide text, and your role is to either simplify or explain it,"
    |         "depending on the content's nature and complexity, ensuring the user comprehends the message clearly."
    return process_chat_message(user_text, thread_id, guidance)
```

**AI solutions can affect our  
Customer brand perception**





**AI solutions can affect our  
Customer brand perception,  
thus we should consider them a  
touchpoint of strategic importance.**

**Thank you.**