

Innovating Financial Services Operations with VoiceAl

## **Executive Dinner**

## **SPEAKERS**



Ashok Mehta Global Head of Financing Data & Al



Ibrahim Jackson Founder Ubiquitous Preferred



Mudassir Ali
Director of Financial
Algorithms
Development
Northwestern Mutual



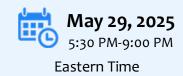
Prasanna Seshadri SVP Citi



Kanika Sharma VP of Product Morgan Stanley

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## INNOVATING FINANCIAL SERVICES OPERATIONS WITH VOICEAL



Tech leaders have a split agenda when it comes to GenAl: Make the no-regret moves that can deliver value today while investing to build capabilities for the longer term. Voice Al agents are at the forefront of this, transforming service delivery by automating routine, high-volume customer interactions. This shift is turning traditionally manual, costly processes in contact centers into streamlined, scalable, and customer-first operations—achievable today.

Join us to explore the immediate impacts of VoiceAI and virtual assistants within the contact center, and how they set the stage for future innovations. We will discuss how these technologies ensure consistent quality, 24/7 service availability, and deliver new growth levers while also laying the groundwork for a hybrid AI and human workforce, giving your firm ongoing customer loyalty and a competitive advantage.



## IN PARTNERSHIP WITH

