

AGENDA

Beyond the IVR: How FSI Leaders Are Rebuilding Contact Centres
Around AI, Without Breaking Compliance

Virtual Council

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**BEYOND THE IVR: HOW FSI LEADERS ARE
REBUILDING CONTACT CENTRES AROUND AI,
WITHOUT BREAKING COMPLIANCE**



September 15, 2026

3:00 PM-4:30 PM

United Kingdom Time

For financial services and insurance leaders, the contact centre has become a paradox: customers expect instant, digital-first service, but compliance, risk, and legacy infrastructure make transformation slow and expensive. Traditional IVR systems frustrate customers and staff alike, while fully human-staffed operations are increasingly uneconomical at scale. This session brings together senior FSI operations and transformation leaders to discuss how they are navigating the shift to AI-driven voice automation: what's actually working, where the real risks lie (regulatory, reputational, operational), and how to build the business case internally when CX quality and cost reduction can feel like competing priorities. Attendees will leave with a practical view of how peer institutions are sequencing this transition, what guardrails matter most under EU/UK financial regulation, and how to avoid the common pitfalls that stall automation programmes before they scale.

PARTNERS

We are currently accepting partnership opportunities for this event.