C VISION INTERNATIONAL

AGENDA

Innovating Financial Services Operations with VoiceAI

Executive Dinner

SPEAKERS



Ashok Mehta
Global Head of Financing Data & AI
UBS



Ibrahim Jackson
Founder & CEO
Ubiquitous Preferred Services



Mudassir Ali
Director, 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 VOICEAI

May 29, 2025
5:30 PM-9:00 PM
Eastern Time

Tech leaders have a split agenda when it comes to GenAI: Make the no-regret moves that can deliver value today while investing to build capabilities for the longer term. Voice AI 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.

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