

Podcasts | July 20, 2023

# How Voice AI and Machine Learning Redefine Call Center Controls

## The Consumer Finance Podcast

### SPEAKERS

[Stefanie H. Jackman](#) | [Chris Willis](#)

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Please join Troutman Pepper Partners Chris Willis and Stefanie Jackman, along with special guest Prodigal Banking Strategy Leader Scott Hamilton for a discussion about how voice AI and machine learning contribute to more efficient call center controls plus much more. Topics include:

- The challenges faced by call centers;
- The benefits of machine learning models capable of assessing calls with accuracy that often exceeds the accuracy of a human;
- How these machine learning models work;
- What banks have learned along this journey; and
- For those interested in learning more, where should you start?

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Scott Hamilton serves as the banking strategy leader at Prodigal, a voice AI software company focused exclusively on consumer finance. Before joining Prodigal, Scott spent 30 years leading operational transformations and risk consent order remediation efforts at several large financial institutions, while also consulting with approximately 25 other banks. Most recently, Scott focuses on building and deploying NLP/ML models, capable of true semantic understanding/human levels of accuracy intended to deliver 20-50% lifts in productivity, positive call outcome, and compliance.

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