

The Importance of AI in Financial Compliance

As communication technology evolves, compliance challenges become increasingly complicated. Today, voice interactions take place across a broad range of platforms and devices that go beyond traditional voice channels. Alongside dealerboards and cellphones, traders now have a wide array of devices and digital channels to choose from – such as unified communications platforms like Microsoft Teams or Zoom – which all further complicate the capture of spoken interactions.

As regulations are constantly being changed to cover every aspect of evolving communication forms, adhering to regulatory requirements is becoming more and more difficult. Financial organizations must keep up with technological advancements; otherwise they can become vulnerable to compliance and conduct risks.

Voice communication has become more complex

In parallel with the evolution of communication, the way people work and communicate has also undergone fundamental changes, and the financial industry is no exception. In the past, compliance efforts focused on capturing “trades”, which were one-to-one conversations.

However, increased regulation has resulted in the need to capture both conference calls and persistent interactions. These persistent, multi-participant conversations pose further challenges to trading organizations, as interactions can now happen across platforms, go on indefinitely, and involve multiple participants. Maintaining compliance has become more complicated than ever.

Furthermore, because of the unique “language” of the trading floor, as well as the serious legal, financial, and reputational consequences of non-compliance, the challenges in the financial sector have multiplied. Due to the changes in communication technology and user behavior, these challenges can no longer be overcome with traditional capture and compliance tools.

Leverage AI to ensure compliance and detect misconduct

Solutions that leverage AI, including generative AI and large language models (LLMs), can be game changers in helping compliance teams enhance their capabilities and efficiencies. Through domain-focused LLM building and fine-tuning, AI can be trained to understand and transcribe spoken interactions, then analyze them to provide valuable insights. What’s more, it can also be trained to detect emotions and changes in sentiment, as well as identify people by the sound of their voice.

These automated contextual and behavioral interaction data insights go a long way in helping businesses detect and proactively manage compliance and conduct breaches. Without AI, discovering such risks would require manual audio reviews, and the sheer volume of communications means that many potential instances of non-compliance and misconduct could go unnoticed.

In addition, AI can take over mundane, repetitive tasks from compliance/surveillance teams, letting them focus on activities that require human attention, such as detailed investigations or risk assessment tasks.

Finally, organizations are often preoccupied with fixing known issues and fail to pay attention to the gaps they don’t know about. However, achieving true compliance requires a proactive approach, rather than constant firefighting.

A comprehensive compliance solution with AI at the core can help you focus on the known as well as the unknown compliance gaps.

VERINT



Executive Perspective

Find the gaps with AI-powered speech transcription and analytics

Verint® Financial Compliance™ tackles modern communication and compliance challenges with AI-powered communications analytics. Built on LLMs and speech AI pre-trained for the financial markets, the solution offers best-in-class speech transcription and analytics capabilities that let you find the gaps in your organization's voice communications.

Among other features, [Verint Communications Analytics™](#) can:

- Automatically detect and transcribe up to 30 languages in any voice conversation, facilitating compliance for businesses operating in multilingual regions.
- Leverage generative AI to create a clear, concise summary of your employees' spoken conversations, making the audio review process more efficient.
- Automatically analyze speaker sentiment and behavior to detect potential signs of misconduct, such as rapid changes in sentiment.
- Use AI to automatically find and validate speaker identities in all captured voice conversations in an anonymized manner, helping to detect unauthorized participants in trade-related conversations.

In addition, it's important to ensure that the AI you're using is ethical and explainable. In full compliance with the EU AI Act and our own [Responsible and Ethical AI principles](#), Verint Communications Analytics enhances your operations in a completely transparent way. As a result, every AI-driven decision the solution makes can be easily audited to make sure it was the right decision.

Deliver AI Business Outcomes with Communications Analytics

Combined with comprehensive, best-in-class compliance features available in [Verint Financial Compliance](#), our AI-powered Communications Analytics solution can enable you to overcome the complex challenges caused by the evolution of communication technology and drive tangible AI business outcomes, such as:

- Detecting conduct and compliance breaches efficiently.
- Avoiding legal sanctions and reputational damage.
- Gaining valuable data insights from all captured voice interactions across platforms and devices.
- Making the audio review process more efficient.
- Fill the gaps in captured metadata.



Learn more at
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