

MEDIA MENTION

# Duane Pozza Discusses Growing Use of AI in Customer Communications and Fraud Detection

---

*Law360*

February 5, 2019

Duane C. Pozza, a partner in Wiley Rein's Telecom, Media & Technology Practice, was quoted in a February 4 *Law360* article about the growing use of artificial intelligence (AI) in a wide range of business and high-tech innovations. For example, companies can use AI to enhance efficiency in communicating with their customers, according to the article.

Mr. Pozza said AI is increasingly helping companies manage customer contact and detect and respond to fraud in customer accounts. "All of those are goals companies already have, and AI is a tool to make it easier and more responsive to accomplish that," Mr. Pozza said.

The article can be found here (*subscription required*).

## Related Professionals

---

Duane C. Pozza  
Partner  
202.719.4533  
dpozza@wiley.law

## Practice Areas

---

Fintech  
Telecom, Media & Technology