



Conduent Recognized as a Leader in the U.S. and Europe in ISG Customer Experience Services Provider Lens Report

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4th Consecutive Year Conduent Named Leader in Customer Experience Services Provider Lens Report

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Nov. 21, 2024-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-led business solutions and services company, today announced that Information Services Group (ISG) (Nasdaq: III), a leading global technology research and advisory firm, has recognized Conduent as a U.S. and Europe "Leader" in its 2024 Contact Center - Customer Experience Services Provider Lens™ report.

The 2024 report recognized Conduent as a "Leader" in both the U.S. and Europe in three quadrants: Digital Operations, Intelligent Agent Experience and Intelligent CX (AI and Analytics). This is the fourth consecutive year that CX Provider Lens has ranked Conduent as a "Leader."

Among Conduent's customer experience (CX) strengths identified in each quadrant, the ISG Provider Lens report highlighted:

Digital Operations: Conduent's [CXNow](#) solution is a cloud-based technology platform that caters to the entire customer journey, from sales and support to technical assistance, payments and loyalty programs. Using a standardized agent model for comprehensive call center management, CXNow integrates technology, personnel, and AI-driven processes to provide personalized 24/7 omnichannel experiences.

Intelligent Agent Experience: Conduent's CX analytics solutions use AI and machine learning technologies to offer valuable insights into complex customer interactions and experiences. By analyzing call and text data plus using sentiment analytics and predictive analytics, the solution identifies trends and drivers for improving performance, optimizing agent interactions, as well as anticipating next actions and resolving issues.

Intelligent CX (AI and Analytics): AI and analytics play a pivotal role in enhancing operational efficiency, improving productivity and achieving better customer satisfaction. Conduent delivers digital interactions including voice, webchats and texts, while providing a personalized experience. Cognitive AI and machine learning enable automated conversations, utilizing advanced search capabilities and custom data analysis models.

"As one of the leading players in the CX space, Conduent manages over two billion conversations by effectively leveraging its three decades of domain expertise and tailored digital solutions catering to key verticals such as healthcare and public sector. Conduent provides innovative AI-driven solutions for CX services. It offers AI-integrated solutions, virtual agents and omnichannel analytics, while efficiently delivering advanced CX," said Kenn Walters, ISG Global Lead Analyst and Executive Advisor.

"We tailor our CX solutions to deliver elevated customer experiences, optimized operations and reduced costs. We focus on the end-to-end customer experience, improving quality and satisfaction to help drive business outcomes for our clients," said Ryan Collins, Vice President and General Manager for Customer Experience Management at Conduent. "We are always striving to enhance our capabilities and are proud to achieve leader status in the CX Provider Lens report for four straight years, demonstrating the consistent value and performance that our technologies, workflows and teams deliver to clients."

Read a custom version of the report, at <https://insights.conduent.com/reports/conduent-cx-recognized-as-a-leader-in-the-2024-isg-provider-lens-for-customer-experience-services>.

About Conduent

Conduent delivers digital business solutions and services spanning the commercial, government and transportation spectrum – creating valuable outcomes for its clients and the millions of people who count on them. The Company leverages cloud computing, artificial intelligence, machine learning, automation and advanced analytics to deliver mission-critical solutions. Through a dedicated global team of approximately 55,000 associates, process expertise and advanced technologies, Conduent's solutions and services digitally transform its clients' operations to enhance customer experiences, improve performance, increase efficiencies and reduce costs. Conduent adds momentum to its clients' missions in many ways including disbursing approximately \$100 billion in government payments annually, enabling 2.3 billion customer service interactions annually, empowering millions of employees through HR services every year and processing nearly 13 million tolling transactions every day. Learn more at www.conduent.com.

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