



Conduent Introduces AI-Powered Next Generation CX Platform to Expand Global Customer Reach and Accelerate Agent Performance

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New capabilities combine real-time translation, AI-driven training simulation and voice enhancement technologies to improve customer satisfaction and help organizations scale service delivery globally

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jun. 24, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, today introduced new AI-powered capabilities within its Next Generation CX Platform designed to help organizations overcome language barriers, accelerate agent readiness and improve customer interactions. The platform combines real-time translation, AI-driven training simulation and voice enhancement technologies to help clients expand into new markets, improve service quality and increase customer satisfaction.

The Next Generation CX Platform is comprised of modular solutions that leverage AI, automation and advanced analytics to optimize customer interactions, enhance agent performance, improve contact center operations and generate actionable insights. Together, these capabilities help organizations deliver more consistent, personalized and efficient customer experiences across channels and geographies.

Real-Time Translation Helps Organizations Reach More Customers

As organizations expand globally, delivering support in customers' preferred languages can be costly and complex. Recruiting multilingual agents, relying on interpreters or routing customers through multiple touchpoints can increase costs and create friction in the customer experience.

Conduent's AI-powered real-time translation solution helps remove those barriers by enabling seamless conversations between customers and agents across more than 90 languages. Customers receive support in their preferred language while organizations continue to leverage their existing agent workforce and subject matter expertise. The solution enables organizations to expand into new markets more quickly while maintaining a consistent, high-quality customer experience.

AI-Powered Training Accelerates Agent Readiness

Effective training is critical to delivering exceptional customer service. Conduent's AI-driven training simulation solution enables agents to practice realistic customer scenarios and receive targeted coaching based on analysis of voice, chat and screen interactions.

The solution provides consistent training experiences across languages and globally distributed teams, helping organizations onboard agents more efficiently and maintain service quality at scale. For clients with seasonal or cyclical customer service demands, such as tax season or holiday peaks, the solution can accelerate time to proficiency by up to 40%, enabling agents to become customer-ready faster.

Voice Enhancement Improves Customer Interactions

Conduent is also introducing AI-powered accent smoothing and noise cancellation capabilities to improve the clarity and effectiveness of customer-agent conversations. By reducing communication barriers and minimizing background distractions, these technologies help improve customer engagement, increase interaction quality and support faster issue resolution. The result is a more seamless customer experience and greater confidence in every interaction.

"The future of customer experience isn't AI or people, it's AI and people working together," said George Wehbe, President, Commercial Solutions at Conduent. "Our Next Generation CX Platform has arrived. It helps clients reach more customers, onboard agents faster and deliver more consistent service across languages and geographies. By combining AI-powered automation with experienced agents, we're helping organizations improve customer satisfaction while scaling more efficiently."

About Conduent's Next Generation CX Platform

Conduent's Next Generation CX Platform combines AI-powered automation, agent enablement, operational intelligence and customer insights into a flexible suite of solutions that can be deployed across the customer experience lifecycle. The platform is designed to help organizations improve customer outcomes, increase operational efficiency and adapt to evolving customer expectations while maintaining the human expertise required to resolve complex issues and build long-term loyalty.

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 48,000 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 \$80 billion in government payments annually, enabling approximately 2.0 billion customer service interactions annually, empowering millions of employees through HR services every year and processing over 14 million tolling transactions every day. Learn more at www.conduent.com.

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