



Conduent Wins UnitedHealthcare and Optum 2026 Global Innovation Challenge for its Personalized Agentic AI Navigator

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New Agentic AI Navigator Simplifies Complex Healthcare Experiences for Members and Providers

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jul. 30, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, today announced it was selected as the winner of UnitedHealthcare and Optum's 17th Annual Global Innovation Challenge for its personalized Agentic AI navigator, the next iteration of [Conni, its GenAI virtual assistant](#). The annual challenge recognizes innovative technologies designed to improve healthcare operations and business outcomes. Conduent was selected from among 40 companies invited to participate, including some of the largest and most innovative technology-enabled organizations in the world.

Healthcare consumers often struggle to understand complex healthcare information such as Explanation of Benefits (EOBs), prior authorization requests and other healthcare communications. The resulting confusion increases customer service inquiries, delays resolution and creates unnecessary administrative costs for healthcare organizations.

Building on decades of experience delivering customer experience solutions for the healthcare industry, including nine of the nation's top 10 healthcare providers, [Conduent used its Agentic AI navigator](#) to transform static healthcare information into personalized, two-way conversations in any language. The personalized navigator helps individuals by explaining complex or confusing healthcare information in plain language, answering customer questions in real time, and guiding members and providers through next steps, which provides clarity, reduces friction and enhances the overall member and provider experience every step of the way.

"This recognition demonstrates what's possible when advanced AI is applied to solve real customer challenges. Healthcare consumers shouldn't have to struggle to understand important information about their care or benefits," said Harsha V. Agadi, President and Chief Executive Officer, Conduent. "Our Agentic AI navigator helps simplify those interactions by transforming complex information into personalized guidance. At Conduent, we believe the best customer experiences come from combining AI with human expertise. We are using AI to equip our customer service professionals with real-time insights and guidance that improve accuracy, deliver more consistent outcomes and enhance every customer interaction. We're honored that UnitedHealthcare and Optum recognized our work in this area. We view this award as validation of our continued investment in AI innovations that deliver meaningful outcomes for our clients and the people they serve."

Conduent continues to expand its use of advanced AI technologies to help clients improve customer experiences, streamline operations and solve increasingly complex business challenges.

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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Media Contacts:

Remy Kaul, Conduent, media@conduent.com

Investor Relations Contact:

Conduent, ir@conduent.com

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