

Customer Experience Management

In partnership with businesses and governments, we deliver mission-critical customer experience management services and solutions, ensuring personalized, empathetic end-user experiences in the channel of choice, to reduce costs, enable scale, and revenue growth, while driving speed to resolution and customer satisfaction.



Client outcomes

Improved customer satisfaction & loyalty. Reduced costs through optimized processes, automation & AI, improving call time and inquiries.

- 20% reduction in average call time using automation, coaching and performance training.
- 60% more transactions per specialist for chat versus phone.
- 30% reduction in call center inquiries using automated solutions that drive efficiencies

End user outcomes

Faster resolution times with personalized, knowledgeable support, in the channel of choice in more than 20 languages.

Solutions/Services

Customer Contact Services

In support of businesses and governments, we deliver multi-lingual omnichannel customer contact services, both human and digital, throughout the entire customer life cycle, ensuring personalized, empathetic end-user experiences to reduce costs, enable scale and revenue growth, while driving speed to resolution and customer satisfaction.

Customer Communications

For businesses and governments, we deliver highly personalized communication services, powered by the latest technologies and our global operations, to reduce costs and drive efficiencies while creating a seamless customer experience.

Customer Engagement Platform

On behalf of businesses and governments, we deliver an advanced technology platform that provides a unified, single view of our clients' customer, through data unification where every customer touchpoint is intelligently orchestrated, enabling more engaging customer experiences, highly personalized moments, and optimize servicing through predictive next-best actions that help our clients reduce costs and increase revenue.

CX Analytics

To support businesses and governments, we deliver advanced analytics solutions through the application of predictive analytics and machine learning that examine context, intent, and persona based data, enabling our clients to engage and deliver more meaningful and timely experiences to their consumers, constituents, members, and patients.

Analyst rankings and ratings

- Forrester Wave: Global Omnichannel Customer Service Outsourcers, Contender, 2020
- Gartner Competitive Landscape: Customer Management BPO, Worldwide, #6, 2019
- NelsonHall Digital CX Services NEAT Report, Leader, 2018
- Focus Areas: Overall, Revenue Generation, CX Improvement Capability, and Cost Optimization
- ISG Contact Center/CX Services Quadrant Report - Global, Leader, 2019
- ISG Contact Center/Customer Experience Archetype Report, 2019
- Customer Service Buyers, Leader
- Automation Seekers, Leader
- Peak Season Buyers, Noteworthy Player
- Digital Experts, Noteworthy Player
- HfS Front Office Customer Engagement Operations Services Top 10, #7, 2019
- NelsonHall Digital CX Services NEAT Report, Leader, 2018
- Focus Areas: Overall, Revenue Generation, CX Improvement Capability, and Cost Optimization
- Everest Group Contact Center Outsourcing PEAK Report, Leader, 2018

Share of our business

Customer Experience Management accounted for 15% of Conduent revenues in 2019.