

Ascendo AI Launches AI-Powered Knowledge Agent to Transform Customer Support with Scalable, Intelligent Automation

-New AI Agent unifies data silos, bridges knowledge gaps, and drives measurable CSAT improvements for global B2B enterprises.

SAN FRANCISCO, CA, UNITED STATES, June 6, 2025 /EINPresswire.com/ -- Ascendo AI, a leader in AI-driven customer support solutions, announced the launch of its AI Agent, a transformative platform designed to automate knowledge management, unify fragmented data sources, and empower enterprises to resolve customer issues faster. Optimized for industries like HighTech Software/Hardware, Pharma, Med Device, and Industrial Manufacturing, Ascendo's AI Agent enables organizations to turn tribal knowledge into strategic assets while boosting customer satisfaction (CSAT) and operational efficiency.



Technical Support and Field Service AI Agents

Breaking Down Data Silos, Building Smarter Workflows:

For enterprises juggling multiple CRMs, service portals, manuals and preventative maintenance logs, Ascendo's AI Agent eliminates manual data hunting with no-code integrations that unify systems like Salesforce, SAP, ServiceNow, Teams, Confluence, SharePoint, pdfs and custom databases. The platform's AI engine auto-correlates unstructured data, from clinical trial logs to semiconductor defect reports—into actionable insights, ensuring teams spend less time searching and more time solving.

Key Features Driving Industry-Specific Impact:

- Auto-Categorization & Top Call Drivers: Identify recurring issues in real time, such as medical device malfunctions or telecom network outages, and prioritize solutions.
- Dynamic Knowledge Base Intelligence: Generate accurate, template-driven articles, Maintenance Operations Procedures (MOPs), Standard Operating Procedures (SOPs), safety

documents 3x faster, with tools to refine AI-generated content for compliance-critical sectors like Medical Devices or Energy and utilities

- Predictive Gap Analysis: Proactively detect and fill knowledge gaps (e.g., unresolved queries or software bugs) using Ascendo AI's Data Enrichment module.

- Leadership Dashboards: Track CSAT impact, cost savings, and resource allocation across B2B, B2B2C, and B2B2B support channels.

Why Industries Are Prioritizing Ascendo AI:

- HighTech Hardware/Software: Resolve IoT device failures or SaaS bugs with AI-ranked solutions pulled from CRM histories and community forums.

- Pharma & Clinical Trials: Maintain audit-ready documentation with auto-updated knowledge articles that reflect real-time trial data.

- Energy & Telecom: Predict infrastructure vulnerabilities using historical case data to reduce service calls and downtime.

- Industrial Manufacturing: Optimize preventative maintenance schedules and field service workflows with predictive insights.

Measurable Outcomes for Global Enterprises - Early adopters report:

- 40% faster resolution times for high-priority cases (e.g., medical device support tickets).

- 15%+ improvement in CSAT scores due to consistent, AI-refined knowledge articles.

- 7% reduction in escalations for industries like Semiconductor and Utilities.

Availability & Demo:

Ascendo's AI Agents are available now for Enterprises headquartered in the USA, Europe, and Canada. To schedule a demo or learn how Ascendo AI can transform your customer support ecosystem, visit [Ascendo.ai](https://ascendo.ai)

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