

Ascendo AI Launches Knowledge Agent - A New Era of Product Intelligence for Enterprise Technical Documentation

Knowledge Agent automates technical documentation creation - generating diagrams, flowcharts, media, rich text and tables from enterprise data



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Ascendo AI announced the launch of the Ascendo AI Knowledge Agent, a Product Intelligence capability that automates enterprise technical documentation and knowledge creation. The Knowledge Agent converts fragmented case notes, knowledge bases, chat transcripts and files into structured, persona-driven documentation, complete with schematic diagrams, flow charts, images, video embeds, rich text and tables, using simple templates and customizable personas.

"Our mission is Product Intelligence for the enterprise," said Karpagam Narayanan, CEO, Ascendo AI. "The Knowledge Agent removes the manual friction from building internal and external documentation so technical teams can onboard faster, resolve issues more consistently, and scale institutional knowledge."

Key features -

1. Template-driven document generation (diagrams, flow charts, media, tables).
2. Persona-driven outputs: Yoda the Teacher (Instructional), Martian the Technical Mark (Technical), Carraway the Summarizer (Key Points), Bourne the Brief (Concise), Spock the Analyst (Analytical).
3. Ingests enterprise sources including case notes, knowledge bases, Slack/Teams transcripts, manuals, files and databases to create searchable knowledge assets.
4. New UI to add Knowledge functionality across enterprise workflows with minimal configuration.

Demo - <https://www.ascendo.ai/take-a-tour/ascendo-ai-knowledge-agent>

Early customer impact -

1. Large telecom customer: ~50% reduction in field service bulletin creation time.
2. Leading AI company: ~80% reduction in knowledge creation time for onboarding and customer documentation.
3. Large healthcare organization: ~70% reduction in training and onboarding time with automatically generated training modules.

7-Day Knowledge Challenge -

To celebrate the launch, Ascendo AI is running a 7-Day Knowledge Challenge. Participants who create and publish knowledge using the Knowledge Agent will be spotlighted and eligible for prizes.

How to participate:

1. Visit <https://app.ascendo.ai/>.
2. Create a new piece of knowledge using the Knowledge Agent.
3. Post a short video on LinkedIn or X showing the output and how much time you saved; tag @AscendoAI and use #ProductIntelligence and #AscendoKnowledge.

"The Knowledge Agent is a practical, enterprise-first approach to making data usable," added Karpagam Narayanan. "We're focused on turning everyday product and support activity into operational knowledge - fast."

Availability & Target Geography

The Knowledge Agent is available for enterprise customers globally, with prioritized distribution and marketing efforts focused first on the United States, followed by Europe, and broad availability worldwide.

About Ascendo AI

Ascendo AI is the leading Agentic AI platform helping service and support teams operationalize knowledge, optimize resolutions, and future-proof talent with intelligent assistants. Designed for healthcare, field service, and high-complexity industries, Ascendo AI empowers organizations to deploy AI agents that collaborate like your best experts.

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