

Consumer Escalation Services Launches AI Customer Service Support

New service helps consumers organize complaints and escalate chatbot, refund, billing, and account issues when automated systems fail.

PALM DESERT, CA, UNITED STATES, June 22, 2026 /EINPresswire.com/ -- Consumer Escalation Services, a nationwide consumer complaint organization and escalation support company, today announced the launch of its new [AI Customer Service Escalation Support](#) service segment.

The new service was created for consumers and small business owners who are stuck dealing with AI chatbots, automated customer-service systems, refund denial loops, locked accounts, app deactivations, online platform issues, and other digital support barriers.

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When a customer has a real problem, a chatbot should not be the final answer. We help people organize, escalate, and move forward.”

*David Hirschfield, Founder,
Consumer Escalation Services*

The new service is now available nationwide and reflects one of the fastest-growing frustrations in modern customer service: people are often routed through automated systems that may work for basic questions, but fail when a customer has a serious issue, detailed evidence, or a problem that requires human review.

“People are tired of being trapped in automated customer-service loops,” said David Hirschfield, Founder of Consumer Escalation Services. “When a customer has a real problem, a chatbot should not be the final answer.”

This new service segment was built to help people organize their issue, prepare stronger complaint materials, and escalate their situation in a professional and structured way.”

As more companies move customer support into AI chatbots, digital forms, automated refund systems, and scripted response channels, consumers are increasingly finding themselves without a clear way to reach a real person. A [recent CNBC article](#) highlighted the growing



CONSUMER ESCALATION SERVICES
— Organize. Escalate. Resolve. —

NEW SERVICE LAUNCH

Escalation Support for AI Chatbot & Automated Account Issues

When You Can't Reach a Human, We Help You Escalate.

NOW AVAILABLE Effective Immediately

REAL PEOPLE | REAL ESCALATIONS | REAL RESOLUTIONS

David Hirschfield, Founder

CES

frustration consumers face with AI chatbots, customer service, and refund problems:

<https://www.cnn.com/amp/2026/04/01/ai-chatbot-customer-service-complaints-refunds.html>

Consumer Escalation Services created AI Customer Service Escalation Support to help people bring structure, clarity, and professionalism to these unresolved issues. The service is designed for situations where a consumer feels ignored, misunderstood, denied, or stuck because an automated system is not properly reviewing the full story.

The service may assist with AI chatbot customer-service loops, automated refund denials, locked or restricted accounts, rideshare and delivery app deactivations, online marketplace account problems, travel and booking platform support issues, subscription and billing disputes handled by automated systems, payment or transaction flags, and situations where consumers cannot reach a real human decision-maker.

"This is not about being against technology," Hirschfield said. "Technology can be helpful when it works correctly. The problem is what happens when it does not work, when the consumer cannot reach a human, or when an automated system keeps denying the issue without properly reviewing the facts. That is where Consumer Escalation Services steps in."

The new service segment helps consumers and small business owners take a more organized approach to unresolved customer-service problems. Consumer Escalation Services helps clients review the issue, organize documents, build a clear timeline, prepare professional complaint letters, create escalation packages, and identify reasonable next steps.

For many consumers, the biggest challenge is not that they do not have a valid complaint. The challenge is that their complaint is scattered across emails, screenshots, receipts, chats, app messages, call logs, billing records, and company responses. Consumer Escalation Services helps bring those pieces together into a clearer and stronger presentation.

"What makes this service exciting is that it is real," Hirschfield said. "People are dealing with this every day. They are being denied refunds, locked out of accounts, deactivated from platforms, or ignored by automated systems. Consumer Escalation Services gives them a practical way to get organized, sound professional, and push their issue to the right place."

Consumer Escalation Services believes this new service segment represents an important shift in consumer advocacy. Today's consumers are not only dealing with traditional customer-service departments. They are dealing with chatbots, automated decision systems, app-based support, online forms, account security flags, and digital review processes that can be difficult to understand or challenge.

"Our mission is simple: organize, escalate, and resolve," Hirschfield said. "When people cannot reach a human, we help them escalate. When their complaint is messy, we help them organize it. When they feel stuck, we help them move forward."

AI Customer Service Escalation Support is available now.

Consumers and small business owners can learn more at:
<https://consumerescalationservices.com/algorithmic-escalation>

About Consumer Escalation Services

Consumer Escalation Services is a nationwide consumer complaint organization and escalation support company. The company helps consumers and small business owners organize disputes, prepare complaint letters and escalation packages, document

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