



NAVEX Expands Nira, Bringing Smarter AI to the Customer Support Experience

LAKE OSWEGO, OR, UNITED STATES, August 20, 2026 /EINPresswire.com/ -- [NAVEX](#), the global leader in integrated risk and compliance management software, today [announced Nira for Support](#), extending the capabilities of Nira, the NAVEX Intelligent Response Agent, into the customer support experience. Available within the NAVEX Community, Nira for Support provides customers with a faster, more intuitive way to find answers, receive product guidance and connect with [NAVEX support](#) when assistance is needed.

Nira for Support expands the broader Nira strategy by bringing trusted, purpose-built AI directly into the customer success experience, making expert guidance easier to access and helping customers get more value from NAVEX One. The solution enables customers to quickly find answers to common product questions, better understand features and identify the appropriate support resources without searching through documentation or waiting for business hours.

"Nira is becoming the intelligent experience that connects customers with the guidance, insights and expertise they need across the risk and compliance ecosystem," said Steve Chapman, Chief Customer Officer for NAVEX. "Nira for Support extends that vision by making expert assistance faster and easier to access whenever customers need it."

When additional assistance is required, Nira seamlessly connects customers with NAVEX Live Chat during business hours or helps them create a support case after hours, ensuring requests are routed to the appropriate team. With support for more than 50 languages, customers around the world can access assistance in their preferred language.

A More Connected Customer Experience

Nira for Support advances NAVEX's vision for trusted, purpose-built AI across NAVEX One, extending intelligent assistance into the customer experience and making it easier for customers to access the expertise they need.

"AI delivers the most value when it solves real customer challenges and makes every interaction easier," said Steve Chapman, Chief Customer Officer at NAVEX. "Nira for Support helps customers get the answers and guidance they need faster, while creating a more connected support experience across NAVEX One. That means less time searching for help and more time focused on strengthening their risk and compliance programs."

As Nira continues to evolve, NAVEX plans to expand AI capabilities across analytics, reporting, investigations, support and other critical workflows. Each innovation will build on the same foundation: trusted data, proven workflows, deep compliance intelligence and customer-driven innovation, all guided by NAVEX's longstanding leadership in risk and compliance solutions.

About NAVEX

Trusted by 13,000 organizations, including 75 percent of Fortune 100 and 500 companies, NAVEX is the global leader in risk and compliance solutions. Its NAVEX One platform strengthens risk and compliance programs, empowering organizations with unparalleled industry benchmark data and insights. NAVEX One provides a 360-degree view of enterprise, third-party and ecosystem risk for enhanced regulatory compliance and proactive risk management. Based in Lake Oswego, OR, with a global presence, NAVEX continues to shape the future of governance, risk and compliance. Visit our [blog](#) or follow us on [LinkedIn](#), [Facebook](#), and [YouTube](#).

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