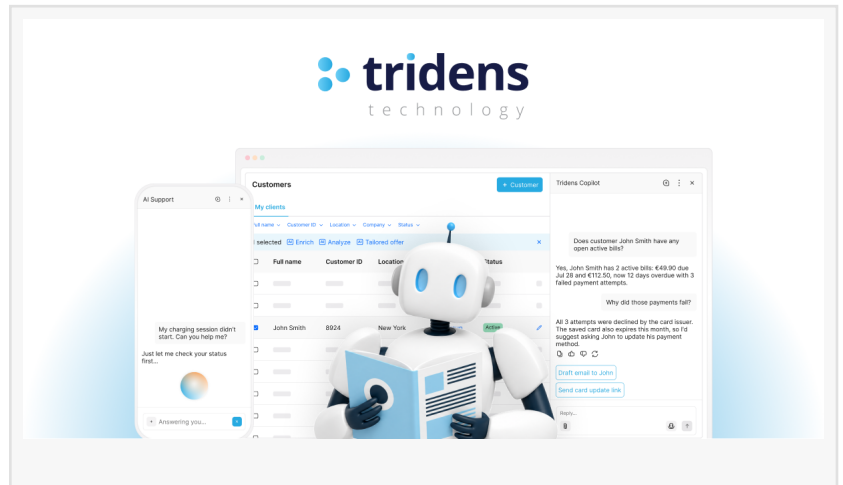


Tridens Platform Now Fully AI-Native With 24/7 AI Support for All Industries

Tridens is now fully AI-native: 24/7 AI Support over voice, chat, and email for telecom, energy and utility, e-mobility, and SaaS, in 30+ languages.

LONDON, UNITED KINGDOM, August 21, 2026 /EINPresswire.com/ -- With the launch of Tridens AI Support, the Tridens platform is now fully [AI-native](#). Tridens Copilot, Tridens AI Agents, the Tridens MCP server, and 24/7 customer support are built into the platform for

every industry Tridens serves, including telecommunications, energy and utilities, e-mobility, and software and SaaS. Everything runs on the live data already inside products such as [Tridens Monetization](#) and [Tridens EV Charge](#), so there is no separate integration project to set up.



“

AI is a must today, not an option. At Tridens, our clients get it already built into the platform, nothing extra to add or integrate.”

Ales Pristovnik, CEO & Founder, Tridens

AI support assistants help customers over voice, chat, and email, speak more than 30 languages, and are context-aware, recognizing the customer they are talking to and the account behind the conversation. Because every answer is grounded in live platform records, customers get specific help, whether a telecom subscriber is asking about a plan change, a utility customer about this month's consumption, an EV driver about a charging session, or a SaaS user about usage-based charges. Routine requests are resolved on the spot, while anything that needs a

human is escalated with the full conversation context.

Internal teams have the same capability through Tridens Copilot. Support agents and back-office staff can ask about an account, an invoice, or an open ticket and get an answer from live platform data. They can then continue straight into an action, such as preparing an offer or opening a ticket. Access is scoped by each user's role and permissions, every action is logged, and customer data is never used to train AI models.

Key benefits:

- Give customers answers right away
- Speak each customer's language
- Base every answer on real account data
- Involve human agents only when needed

Tridens AI Support is available now. To see the fully AI-native platform answering real questions on live data, schedule a demo: <https://tridentstechnology.com/schedule-a-demo>

ALES PRISTOVNIK

Tridens, d.o.o.

[email us here](#)

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