

Supportbench Reaches 10,000 Active Users Thanks to AI and Better Ticket Management

With 10,000 users and counting, Supportbench continues to deliver flexible, scalable customer service solutions for growing businesses.

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/EINPresswire.com/ -- Supportbench, a leading provider of AI-powered customer support software, has officially surpassed 10,000 active users. This milestone marks a major moment in the company's growth and reflects the rising demand for smarter, more scalable solutions among B2B service teams.

Supportbench's momentum comes from its ability to combine advanced [AI customer support features](#) with tools that help businesses streamline operations, improve customer experiences, and manage growing service demands without adding unnecessary complexity.

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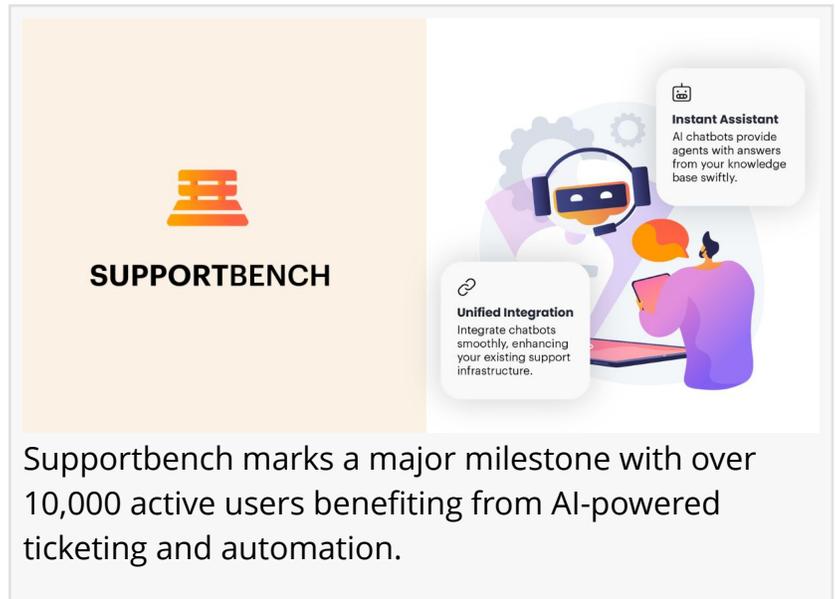
Supportbench gives you the freedom to build your own processes. It's intuitive, reliable, and keeps improving. Their support team is incredible — always available and helpful.”

Michael Floyd, Director of Support at Jenzabar

How Automation Is Fueling Supportbench's Expansion

Supportbench credits much of its user growth to the adoption of its AI-powered customer service tools, designed to help teams scale without sacrificing quality. By automating routine tasks like ticket classification, sentiment detection, and follow-up messaging, Supportbench reduces the workload on frontline agents while improving consistency.

Advanced features such as dynamic SLA tracking and real-time performance monitoring give managers better visibility into service delivery. The platform's AI layer continually learns from historical ticket data, helping teams refine workflows and improve outcomes over time. These tools have become especially valuable for mid-sized companies that need to expand their



Supportbench marks a major milestone with over 10,000 active users benefiting from AI-powered ticketing and automation.

customer service capabilities without adding unnecessary overhead or complexity.

New Ticketing Features That Help Teams Respond Faster

As part of its growth, Supportbench has continued to evolve its [ticket management system](#), helping teams respond faster and resolve issues more efficiently.

The platform offers AI-powered routing, automated prioritization, and real-time workload balancing, ensuring that urgent tickets are addressed quickly while routine inquiries are managed without backlogs.

Customizable workflows allow teams to set rules based on urgency, customer history, and agent availability. This ensures that every customer receives the right level of service while support leaders maintain control over team performance and ticket flow.

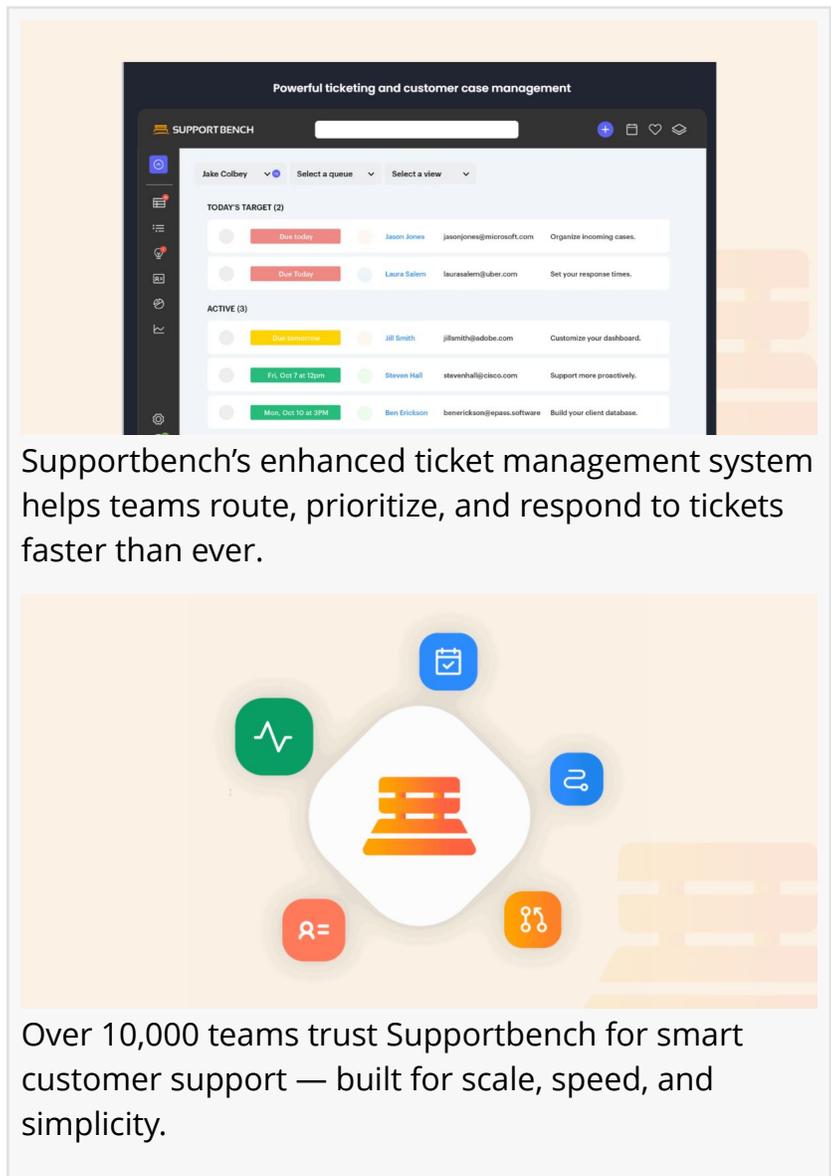
What 10,000 Users Love About Working With Supportbench

Supportbench's milestone isn't just about numbers—it's a reflection of the consistent value the platform delivers to its users. Customers regularly point to the platform's intuitive design, configurable workflows, and responsive support team as key reasons for their long-term satisfaction.

Feedback like this reinforces Supportbench's reputation as a trusted customer support partner, known for evolving with its users and prioritizing practical, scalable solutions.

What's Next for Supportbench's Growing User Community

Building on its 10,000-user milestone, Supportbench is focused on expanding its AI capabilities and deepening its analytics tools to give support teams even greater control and insight. Planned updates include enhanced conversational tools for real-time agent assistance, expanded integrations with enterprise systems, and more configurable dashboards tailored to



The image displays a screenshot of the Supportbench dashboard, titled "Powerful ticketing and customer case management". The dashboard shows a user profile for "Jake Colbey" and options to "Select a queue" and "Select a view". It features two main sections: "TODAY'S TARGET (2)" and "ACTIVE (3)". The "TODAY'S TARGET" section lists two tickets: one due today assigned to Jason Jones (jasonjones@microsoft.com) with the task "Organize incoming cases," and another due today assigned to Laura Salem (laurasalem@uber.com) with the task "Set your response times." The "ACTIVE" section lists three active tickets: one assigned to Jill Smith (jillsmith@adobe.com) with the task "Customize your dashboard," one assigned to Steven Hall (stevenhall@icico.com) with the task "Support more proactively," and one assigned to Ben Erickson (ben Erickson@epass.software) with the task "Build your client database." Below the screenshot is a central graphic with a white hexagon containing a red and orange ticket icon, surrounded by five circular icons: a green one with a pulse line, a blue one with a calendar, a blue one with a speech bubble, a red one with a checkmark, and an orange one with a gear.

Supportbench's enhanced ticket management system helps teams route, prioritize, and respond to tickets faster than ever.

Over 10,000 teams trust Supportbench for smart customer support — built for scale, speed, and simplicity.

team-specific KPIs.

The company is also investing in role-based customisation to help larger teams manage complex workflows more efficiently. These future enhancements are part of Supportbench's ongoing commitment to delivering tools that adapt to changing customer service needs—helping businesses scale without adding unnecessary complexity.

Join 10,000+ Teams Already Growing With Supportbench

With 10,000 active users and growing, Supportbench invites B2B service teams to experience the platform's AI-powered tools and scalable ticket management features for themselves.

Mid-sized and enterprise organizations looking to improve customer interactions, reduce team workload, and scale service operations are encouraged to explore Supportbench's core capabilities through guided demos and pilot programs.

See the platform in action, not just on paper. Head to www.supportbench.com.

About Supportbench

Supportbench is a B2B customer support platform that helps businesses manage complex service operations through AI automation, SLA controls, dynamic dashboards, and streamlined ticket management. Trusted by over 10,000 active users, Supportbench empowers teams to scale customer service without adding complexity—delivering high-performance experiences across every channel.

Press Team

Supportbench

info@supportbench.com

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