

# Ten new AI updates for IT and HR.

Automate up to **99.3%** of IT and HR inquiries, in 100+ languages across 90+ countries, 24/7.

## FOR EMPLOYEES AND MANAGERS

### 01 Employee and Manager Self-Service

Get answers about your own information, like time off, job details, team contacts, and ticket status, pulled directly from Workday, ServiceNow, and Jira.

### 02 In-App Calling

When chat isn't enough, employees can call an available agent without leaving Cascade. Calls are time-zone aware and carry the full ticket history, so no one starts over. Available now with Zendesk.

### 03 File Upload and PDF Generation

Employees, not just admins, can now upload files in chat. Cascade can also generate formatted PDFs on request, like employment verification letters, using templates you customize.

### 04 Email Channel Updates

Connect your support inbox and Cascade answers emails on its own. It verifies every sender, double-checks every answer, and follows your rules: open a ticket, reply, forward, or hold.

## FOR IT AND HR TEAMS

### 05 Portal Agent

Ask complex questions about your support data in plain language, like deflection rate, messages versus escalations, and usage trends. Built with layered security controls.

### 06 AI Knowledge Base

Cascade spots questions your team answers again and again, then drafts articles from your ticket data. Edit, approve, or reject each draft, and publish in one click to Cascade, ServiceNow, SharePoint, or Confluence.

### 07 Sensitive Topics Filter

Conversations involving harassment, discrimination, violence, or self-harm are flagged to the people you choose. Add custom filters, like unanswered questions, with email alerts and a filtered view in Chats.

### 08 MCP Server

Connect Claude, ChatGPT, or your preferred AI assistant to Cascade in a few clicks. Your intranet or assistant can then orchestrate Cascade alongside other agents, like Salesforce and ServiceNow.

## PLATFORM

### 09 Agent Harness **NEW**

Every task Cascade performs now runs step by step inside the Agent Harness. It knows who's asking, decides what they can access, and orchestrates the right path across your systems, built for security, governance, and control.

### 10 Workflows **NEW**

Build your own workflows in a few steps: write instructions in plain language, connect systems like Workday, ServiceNow, or Okta, and choose which employee groups each one is for. The Agent Harness governs every one.

**Also new:** Cascade now works inside Microsoft Teams through a Microsoft-approved app, inside Copilot, and integrates directly with SharePoint, so employees get help in the tools they already use.

See every update in action.

WATCH THE DEMOS

[gocascade.ai/product-updates](https://gocascade.ai/product-updates)

BOOK A WALKTHROUGH

[gocascade.ai/demo](https://gocascade.ai/demo)

READ THE ANNOUNCEMENT

The Agent Harness launch →