

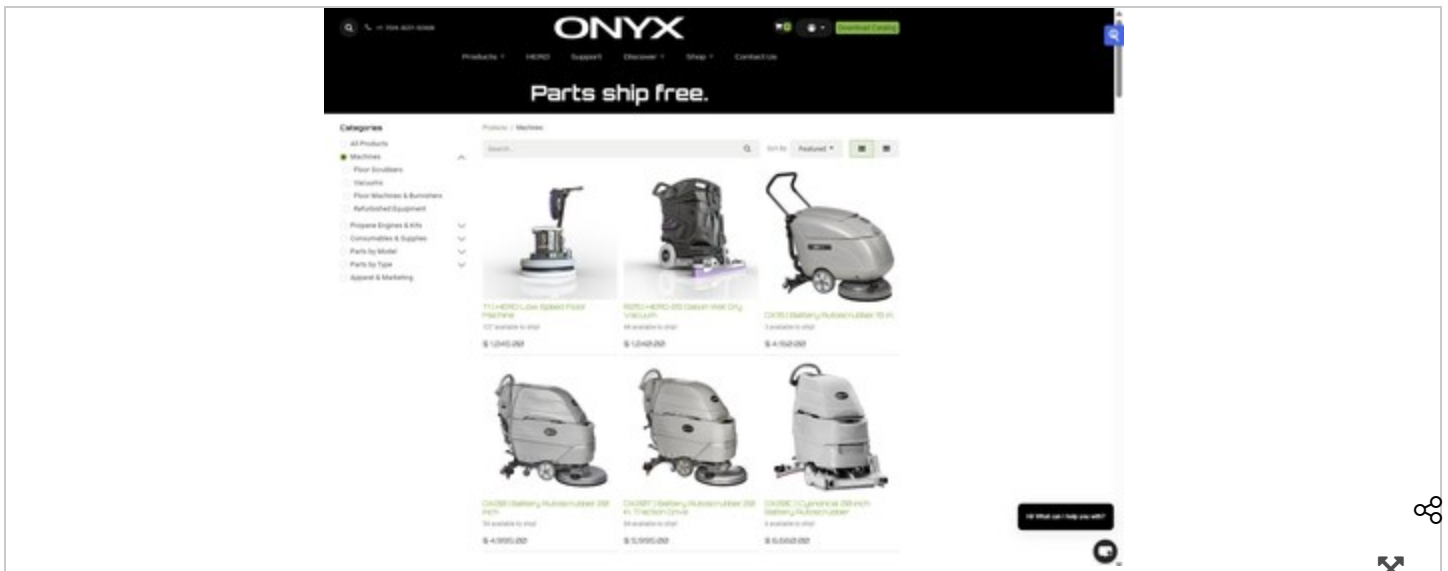
ONYX Launches New Website and AI-Powered Chatbot to Enhance Customer Experience



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ONYX →
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HUNTERSVILLE N.C., Sept. 17, 2025 /PRNewswire/ -- ONYX today announced the launch of its redesigned website, refreshed branding, and a new AI-powered customer support engine, <https://www.onyxolutions.com/>. These enhancements are designed to simplify the browsing experience, provide real-time visibility into product availability, and deliver round-the-clock support for customers and distribution partners.

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ONYX Shop page with real time stocking levels shown for each product. AI-Powered Chatbot icon on the bottom right of every website page.



ONYX new chatbot can be found on the bottom right hand corner of each page on the website. Example of the AI-Powered Chatbot answering a question on the ONYX Homepage.

The new ONYX website reflects the company's updated branding and commitment to Innovation and Battle-Ready performance. With a clean, intuitive design, the site makes it easier than ever for customers to browse products, access critical product information, and connect with the ONYX team.

The new ONYX website introduces a streamlined design that makes it easier for customers to find and order products. A key feature is the ability to view real-time stocking levels for all ONYX products and parts. Customers can also see next availability dates for items being replenished—ensuring full order transparency.

Alongside the website, ONYX has launched an AI-driven chatbot that supports both customer service and sales inquiries. Available 24/7, fully integrated to our enterprise systems, the chatbot enables users to quickly obtain answers to product questions, check availability, and receive tailored guidance—creating the feel of a direct line to the ONYX team anytime, anywhere.

Seth Alberty, VP of Operations and Engineering, ONYX said: "We know that providing a great experience goes beyond exceptional products. Our customers must be able to easily access critical information about stock and availability. That is why we have enhanced our systems to provide greater visibility and expanded AI tools to make this information simple to obtain. Our aim is transparency: we want you to know what we know."



Levi Bennick, Manager of Technical Solutions, ONYX added: "This system allows customers to access real-time data and support nearly instantaneously—as if they had a direct and open line to our team. Not only that, but this tool is open 24 hours a day, 7 days a week."

By combining a modern, intuitive web experience with cutting-edge AI technology, ONYX continues its commitment to customer-first innovation. These new tools give customers and partners the confidence of always having the latest information and support at their fingertips.

Media Contact: Stuart Proctor, VP of Marketing, ONYX

About ONYX Based in North Carolina, ONYX is a cutting-edge manufacturer of floor scrubbers, burnishers and concrete polishers, dedicated to enhancing productivity and maximizing cost savings through innovative, high-performance cleaning, and advanced polishing technology. With a commitment to innovation, ONYX is at the forefront of eco-friendly technology.

Our mission is to deliver fast, simple, reliable products that empower you to become your best.

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