



YXT Wins Recognition from a New Energy Vehicle Company: How AI Turns Organizational Experience into Enterprise Productivity

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YXT.com Group Holding Limited recently signed a contract with a well-known new energy vehicle company in China to build an intelligent AI role-play training platform. YXT was selected by the customer after competing with more than ten other vendors.

As companies grow, more of them are asking how AI can better understand their internal knowledge, job requirements and real business scenarios. The goal is not only to help employees learn faster, but also to help organizations operate more efficiently. For this fast-growing new energy vehicle company, the project is more than a training system. It represents a new way to use AI to capture organizational experience and improve role-based capabilities.

When Organizational Growth Outpaces Experience Replication

The new energy vehicle industry is moving quickly. Products are being updated rapidly, technologies are advancing, and service standards are constantly evolving. Sales consultants, after-sales service engineers, customer service teams and managers all need to keep up with new product knowledge, business processes and service requirements.

For large organizations, the bigger challenge is often not creating knowledge, but transferring it effectively and replicating experience at scale. Valuable know-how is often held by high-performing employees and business experts, making it difficult for the wider organization to learn from it.

As companies continue to expand, they need a more effective way to capture best practices, share them across teams and turn them into organizational capabilities. This is the challenge YXT's AI role-play solution is designed to address.

From Learning Knowledge to Practicing Capabilities

Unlike traditional training, AI role-play focuses more on how capabilities are actually developed. In the past, corporate training was largely built around courses. After employees completed courses and exams, companies still had limited visibility into whether they had truly mastered the required skills or could apply them in real work.

AI role-play brings training closer to real business scenarios. By creating realistic situations, employees can engage in multi-round interactions with AI and continue practicing in an environment that resembles their day-to-day work.

AI can simulate different types of customers, communication situations and business questions. It can also analyze how employees respond and provide feedback. Employees receive immediate suggestions for improvement and can repeatedly practice weaker areas. This allows capability development to move beyond one-time training sessions and become part of an ongoing employee growth process. For companies, training is moving from learning management toward behavior improvement.

AI Is Helping Companies Capture Organizational Experience

AI role-play also helps companies address a long-standing challenge: how to capture and replicate experience. Many companies face the same issue. Top performers can deliver strong results, but their experience is often difficult to document and scale. When employees leave, that experience may leave with them.

With AI, companies are beginning to turn this experience into organizational assets. By continuously accumulating best-practice cases, role-based knowledge and business scenarios, companies can build standardized training content, best-practice libraries and scenario-based capability models. These assets can support employee training, AI coaches, AI assistants and future digital agents.

In this way, experience that once belonged to a small number of individuals can become knowledge assets that the organization can continuously accumulate, reuse and improve. These knowledge assets are becoming an important foundation for intelligent productivity.

From Digital Training to Intelligent Productivity

In recent years, more companies have been rethinking the value of their talent development systems. In the past, enterprise learning platforms mainly focused on course management and training operations. In the AI era, companies are paying more attention to systems that can continuously generate knowledge, capture experience and improve capabilities. This is also an

important part of YXT's strategic upgrade toward intelligent productivity.

Based on its long-term experience serving large enterprise customers, YXT believes that future competition will depend not only on technology, but also on a company's ability to build knowledge systems and organizational capabilities. Around this direction, YXT is building an enterprise knowledge and capability development platform centered on its new XuanCai system. Through intelligent knowledge bases, learning maps, AI-powered course creation and AI role-play, YXT helps companies capture knowledge, put it into use and continuously support employees and digital agents.

In this process, AI is no longer just a tool for improving efficiency. It is becoming a bridge that connects knowledge, capability and business execution.

Enterprise AI Is Moving Toward Organizational Capability

The enterprise AI market is also changing. In the past, companies focused heavily on digitalization. Going forward, competition will increasingly depend on knowledge operations and the ability to continuously improve organizational capabilities. Companies that can capture experience faster, develop talent more efficiently and replicate best practices more consistently will be better positioned for long-term competitiveness.

The adoption of YXT's AI role-play solution by this new energy vehicle company shows that more large enterprises are looking beyond AI tools themselves. They are paying closer attention to how AI can become part of daily operations and create lasting value.

For YXT, this project is not only a product implementation. It is also another example of how its intelligent productivity strategy is being applied in enterprise capability development. As AI moves deeper into business operations, knowledge, experience and organizational capability are becoming more important. Helping companies capture, improve and turn these assets into enterprise productivity will remain an important direction for future AI adoption.

About YXT.com

YXT.com (NASDAQ: YXT) is a technology company focusing on enterprise productivity solutions. With a mission to "Empower people and organization development through technology," the Company strives to become the supreme provider in building and boosting enterprise productivity by combining over a decade of experience in tech-enabled talent learning and development and with AI-augmented task copilots and unleashing the power of knowledge and synergy. Since its inception, YXT.com has supported and received recognition from numerous Global and China Fortune 500 companies.