

Executive Overview

As support costs continue to rise, teams are often overburdened, struggling to maintain service levels with increasing ticket volumes, and facing pressure to find cost-effective solutions to improve performance while managing growing demand.

Capacity offers an Omnichannel Experience Automation platform that helps clients drive down support costs, improve knowledge access and increase efficiency by focusing on three core areas:

- **Intelligent Virtual Agents:** Deflect routine support requests via personalized, context-aware interactions. This enables clients to scale their inbound and outbound support functions while reducing costs and maintaining high-quality service.
- **Agent & Employee Assist:** Streamline knowledge access, deliver real-time coaching, and offer adaptive agent and employee support – enhancing CSAT and improving efficiency.
- **Process Automation:** Streamline workflows and automate repetitive, manual tasks and processes, allowing your team to focus on higher-value activities.

Product & Service Offerings

- Knowledge Base
- Answering Engine
- Helpdesk
- LiveChat
- SMS Solutions
- Voice Solutions
- Chat Solutions
- Email Solutions
- Analytics

Key Features & Differentiators

- **AI-first:** Everything we do is based on using AI to automate redundant, expensive tasks that people shouldn't have to do.
- **Integration:** We've integrated with 200+ third party apps and counting.
- **Low code/No code:** You don't have to be a software engineer to use our product to create new support experiences for your employees or customers.

Top Industries Served

- Financial Services

- Healthcare
- Automotive
- Insurance

Ideal Customer Profile

Financial Services:

- Billing & payments
- Report a lost or stolen credit card
- Account information

Healthcare:

- Billing & payments
- Scheduling/rescheduling
- Prescription refills

Retail/Order Management:

- Order management & status
- Billing & payments
- Returns

Utilities:

- Service requests
- Billing & payments
- Outage reports

Insurance:

- File a claim
- Proof of insurance
- Claim status

Automotive:

- Service appointments
- Recall information
- Emergency roadside services

Travel & Hospitality:

- Reservations
- Rescheduling & cancellations
- Check-ins

General:

- Authentication
- FAQ deflection
- Password resets
- Authentication

Qualifying & Technical Questions

- What are the main channels for customer and employee support today?
- If I'm a customer/employee, what are my options if I need help? What am I looking/asking for?
- Which support channel has the highest volume of requests? How many agents are supporting behind the scenes?
- Who are the customers/employees and what are they asking for? Are there any automated or interactive experiences for customers/employees to self-serve?