



Capacity's Customer Service Virtual Agents

Deflect 90% of routine customer requests 24/7 with personalized, context-aware interactions using omnichannel Virtual Agents.



Scale customer support, cut operational costs, and maintain high-quality service—with one AI-powered support automation platform.

Omnichannel Support Capabilities

Offer 24/7 support across voice, chat, SMS, and email to deflect Tier 1 requests, seamlessly escalate when needed, and:

- **Knowledge Retrieval:** Whether using SharePoint, Drive, our Knowledge Base or yours, access all company knowledge where it lives with Answer Engine®—and get answers in seconds.
- **Seamless Escalation:** For inquiries that need human assistance, easily escalate to tier-2 support within our helpdesk, or your own, with full customer context and conversation history.
- **Pre-trained Models:** Do AI your way. Deflect inquiries with our proprietary LLM, leverage an open source model, or build your own. Enjoy AI-powered support with full model flexibility.
- **Easy Integrations:** Connect Capacity to the systems you already use, including helpdesks, CRMs, SharePoint, proprietary apps, and more with our pre-built integrations, or create custom ones.

Benefits

- 90% deflection of tier-1 support requests
- Reduction in headcount needs
- Improved containment rates
- Improved customer experience
- Significant support cost reduction

Works for

- Appointment management
- Application assistance
- Payment processing
- 1:1 support and service requests
- Account and password management



Customer Story

The Problem

- Long, expensive hold times
- Poor customer experiences
- Overwhelmed human agents

The Solution

- Outbound SMS and voice notifications
- Seamless authentication
- Voice self-service

The Results

\$30M+

Calls
automated

50%

Reduction in
hold times

66%

Savings in
cost/call



**Learn More
about Capacity**