



Capacity's Employee Answer Engine®

Streamline knowledge access and management with Answer Engine® to empower employees and work more efficiently—all through one support automation platform.



Answer Engine®

Vital information is scattered across various apps, documents, point solutions, and held in the minds of team members. Boost ESAT with generative AI-powered knowledge management.

- **Knowledge Retrieval:** Whether using SharePoint, Drive, our Knowledge Base or yours, access all company knowledge with Answer Engine®—and get answers in seconds.
- **Seamless Integrations:** Eliminate manual knowledge management and index files where they live today, including SharePoint, DropBox, Google Drive, and more.
- **Machine Learning:** Leverage generative AI that improves the more it's used and processes user feedback to become more effective and accurate over time.
- **Data Privacy:** Keep private data secure, even in highly regulated industries, with a compliant solution that offers granular, role-based permissions and on-site integrations.

Benefits

- Streamlined knowledge retrieval
- Increased employee engagement
- Deflection of internal repetitive tickets
- Easier merger & acquisition re-organization
- Faster onboarding, training, and transitions

Works for

- Research & Analytics
- Human Resources
- Information Technology
- Customer Success
- Sales Enablement



PEPSICO Customer Story

The Problem

- Scattered knowledge and files
- Loss of productivity from repetitive searching
- Unempowered teams

The Solution

- Web and app based knowledge retrieval
- 750+ systems and repositories integrations
- Auto-tagging and summarization

The Results

438	50	2500%
Hours saved/month	NPS score achieved	Growth in users



Learn More
about Capacity