

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

Sales Engineer Take On Best Fit

Capacity's AI engine offers numerous avenues for companies to adopt AI. From automation, knowledge orchestration, analytics, customer enhancements, and more, they have proven success across just about any industry and channel (voice, SMS, chat, social, & email).

Amanda Bean, UCaaS, CCaaS & CX AI

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?

Elevator Pitch

Capacity is a support automation platform that deflects routine customer and employee requests with personalized, context-aware interactions using our omnichannel Virtual Agents across chat, SMS, voice, email, and more.

Objections & Rebuttals

We're planning to build our own solution using ChatGPT.

Capacity has a native large language model (LLM) built in, so you can use the power of LLMs with the security of tying into your Active Directory or Okta profiles. Capacity also deploys with a built-in Knowledge Base so you have fine-grained access controls for your data.

We've tried chatbots in the past, and it wasn't successful.

Chatbots have historically created a terrible user experience. That's why we built a robust platform of capabilities around our chatbot and deflection rates above 90%.

Security and Data Privacy are a big factor in our industry.

Capacity is SOC 2, GDPR, CCPA, HIPAA, and FERPA compliant.