



AI-Powered Knowledge Base

Boost productivity and security with a Knowledge Base that thinks for itself.

PROBLEM

Teams waste an average of 1.8 hours per day (or 9.3 hours per week) searching for information.

Disparate databases, tools, and apps make it difficult to know where crucial information lives. Even when they know where to look, staff often struggle to find specific details buried in long files. Scattered files are difficult to maintain and update, and disorganized knowledge causes errors, delays, and frustration.

SOLUTION

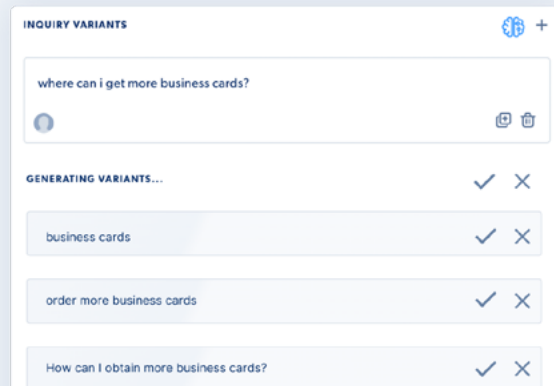
Capacity's Knowledge Base makes it easier than ever to find the answers you need.

Using a suite of AI tools and robust integrations, Capacity collects all company knowledge in one platform. Capacity's advanced AI then uses the Knowledge Base to answer questions, search documents, or perform tasks on your behalf. With Capacity, your team has everything they need in one trusted place.

PRODUCT SPOTLIGHT:

Effortlessly create new knowledge with generative AI.

Capacity's OpenAI integration uses GPT-4 to help you manage your knowledge base. With a single click, our AI creates new question variants and more detailed answers on your behalf. Capacity can even summarize issues or create action items. And don't worry: Capacity is fully SOC 2 compliant, so your data is always protected.



KEY BENEFITS



Put Company Knowledge to Use

Using content in your Knowledge Base and Cloud Drive, Capacity's AI answers over 90% of inquiries via chatbot, email, or SMS. Create a list of FAQs—either simple question-and-answer pairs, or full AI-guided conversations—to offer faster, more efficient support at scale.



Create A Single Source of Truth

Organize and quickly find all tacit, app, and document knowledge in one place. Cloud Drive stores files and information for easy access, while Articles allow you to create quick-reference internal support documentation. Teams can just "ask Capacity" to get answers within seconds.



Manage Security and Access

Prioritize security with full SOC 2 compliance and unique permissions for everyone in your organization. Set access based on teams, roles, location, and more. You can even manage multiple Knowledge Bases, organized by department and project.



Constantly Evolve Knowledge

Create new knowledge for future use with just one click. As agents answer questions, they can add new information to the Knowledge Base. The AI will then use it to answer similar questions in the future—reducing human intervention and boosting efficiency.



Learn more and try for free at capacity.com.