

Next-Generation Retail CX Automation

Deliver lifelike AI-powered customer service that increases satisfaction, boosts loyalty and maximizes lifetime value—without adding headcount.

ALDO PACSUN tarte DSW

The only CX AI automation platform purpose-built for retail brands

Personalize experiences and automate support

Most AI platforms do basic returns. Capacity personalizes experiences and resolves customer needs, just like a real agent.

- **Resolve across channels:** Automatically resolve returns, account inquiries and more across chat, SMS, voice and email.
- **Personalized shopping:** Recommend relevant products and answer item FAQs with AI agents.
- **Boost CSAT & loyalty:** Deliver fast, helpful, intuitive support.



Smarter AI. More Sales. Happier Customers

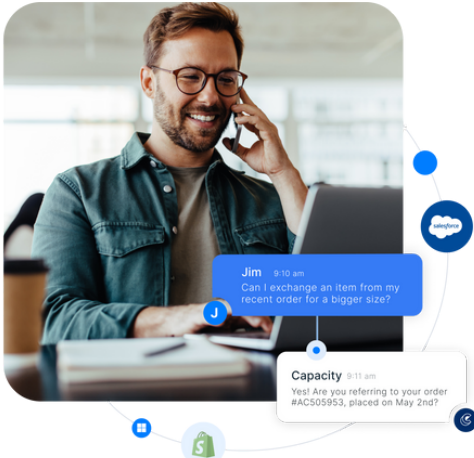
Turn every customer interaction into a revenue opportunity with AI-powered personalization.

- **Maximize conversions:** Tailor promotions for new and returning shoppers.
- **Strengthen loyalty:** Engage top customers with relevant, timely outreach.
- **Protect revenue:** Offer smart exchanges to prevent refunds.

Retail-Ready AI, Built to Deliver

Capacity connects instantly to your catalog, CRM, and order data—no manual setup required.

- **Always current:** Updates automatically, no retraining needed.
- **Seamless integration:** Works with your existing e-commerce systems.
- **Intelligent recommendations:** Leverages all your data—even product spec details—to drive smarter insights.



Optimize the retail metrics that drive your success

90%+

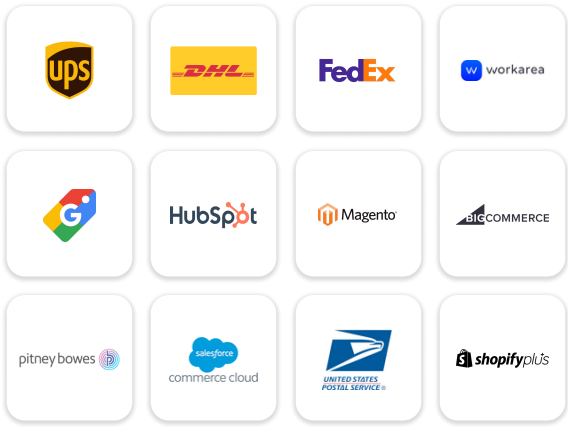
Customer inquiries automatically resolved

60%

Higher engagement with opted-in shoppers

\$3.89

Average revenue generated per automated session



Works seamlessly with the retail software you already rely on

Integrate with retail and e-commerce platforms, solutions and thousands of shipping carriers, at no extra cost and without jumping through hoops.

[View All Integrations](#)

PACSUN

PacSun Resolves 85% of Customer Inquiries with Virtual Agents



83%

of all customer inquiries resolved by AI within first 30 days of launch



26%

of customers opted in to proactive notifications



19%

conversion rate within 7 days from AI-powered product recommendation

[Read the Full Story](#)

“Seeing the **power of automation and benefits of real-time insights**, PacSun’s team has formed a close partnership with the Capacity Customer Success team...”

Shirley Gao

CHIEF INFORMATION OFFICER | PACSUN

Learn more about AI for the retail industry

[Learn More](#)