



Support Automation for Customers and Teams

Grow revenue, reduce costs, and improve customer and employee satisfaction with AI that works across voice, [web](#), [email](#), [social](#), [SMS](#), [in-app chat](#) and beyond.

Industry-Leading AI

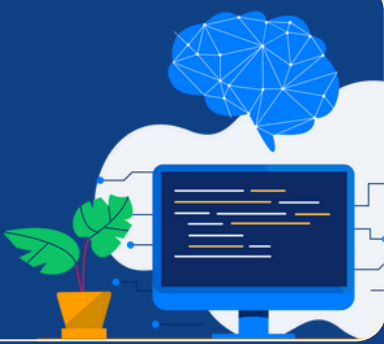


Intelligent Virtual Agents

Deliver seamless, AI-powered support across chat, voice, email, and web, all connected through a unified knowledge base. Instantly resolve customer inquiries through the Web Concierge Bot, IVR Bot, SMS Bot, and Email Interceptor Inbox.

Agent Assist & Live Support

Empower your team with coaching, monitoring, and real-time AI suggestions. The suite includes Agent Assist, LiveChat, Helpdesk, Monitoring, Recorder, Replay, and Suggestions—all powered by the core Answer Engine®.



Campaigns & Workflows

Automate routine tasks and streamline operations with intelligent workflows. Easily manage escalations, follow-ups, and campaigns using the Workflow Builder, Campaigns, and Automations tools.

Capacity by the Numbers



20K+

Happy customers



1.5M+

Users who love us



36.3B+

Automated interactions

Monthly Stats



150,000

Deflected Tickets & Emails



300,000

Workflows & Automations Executed



500,000

Articles & Pages Indexed



20 Million

SMS Messages Sent



3 Billion

Calls Analyzed

Instant Answers



Over 90% of inquiries are answered by Capacity within **1.6 seconds** without human involvement

The remaining 10% of inquiries can be escalated to a human for resolution

Trusted by Leading Brands



U.S. ARMY



LinkedIn



Allstate

AMERICAN EXPRESS

3M



Titleist

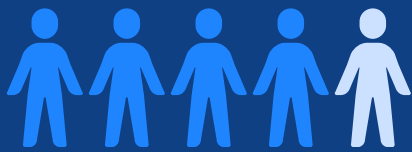


Pearson

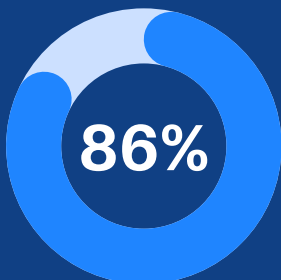
[View our Case Studies](#)

CSAT Improvement

4 out of 5 executives saw **significant improvement in CSAT**, service delivery, and quality of agent performance after implementing AI.



86% of the time, good support turns one-time buyers into **lifelong customers**.



DSW

DSW Saved \$1.5 with AI-Powered Virtual Agents



\$1.5 Million

Saved in Support Costs



30%

CSAT Improvement



19%

Average Handle Time Reduction

[Full Story](#)

Start your AI Journey Today



[Book a Demo](#)



[Calculate ROI](#)