

AI Assessment



Not sure where to start with AI? Let us help.

Develop your roadmap with our AI Assessment. Over three sessions, you'll get a comprehensive analysis of how to increase productivity, eliminate inefficient processes and boost customer and employee satisfaction with AI.

1 Survey Says

We facilitate a comprehensive survey with your team to see where there are opportunities.

2 Let's Talk It Out

We summarize the survey findings and review with your team during a collaborative listening session.

3 Dare to Compare

We map your feedback to 65 areas of AI investment with our proprietary 'MORE' framework.

4 Everyone Loves a Map

We surface key areas of investment across by audience, dollar value and experience. (Figure 1)

5 F is for Focus

We deliver an actionable report outlining the top 4-6 areas to invest right now. (Figure 2)

6 We Don't Leave You Hanging

You can take the report and roll. But if you want Capacity to implement, we can apply the cost of the assessment against Capacity license fees.

FIGURE 1: KEY INVESTMENT AREAS

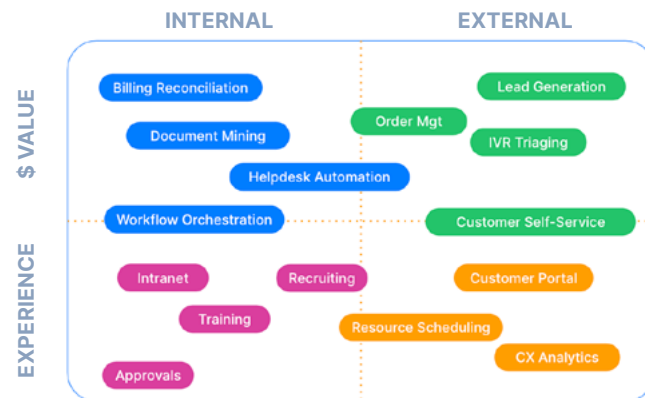


FIGURE 2: ACTIONABLE REPORT EXAMPLE

AI OPPORTUNITY: HR CHATBOT, QUESTION ANSWERING, SMART TICKET ROUTING	
Department: HR	Implementation Detail: The implementation would involve integrating a chatbot solution with the existing HR systems. The chatbot would be trained to answer common employee or applicant questions, and to route, summarize, or process issues for the appropriate department or agent.
Brief Description: Use chatbot to answer employee or applicant questions and route, summarize, or process issues for the appropriate department or agent.	System Dependencies: The chatbot solution could interface with the company's HR system (IPS) and possibly the CRM/ERP system (Service Titan) for certain types of queries or actions. Need to confirm that IPS has an API. Data for training the chatbot could come from historical HR interactions and company policies.
All-in annual cost: \$20,000 to \$50,000, Per-unit cost: \$3 to \$5 per user per month	
Vendors: Capacity, IBM Watson, Microsoft Azure Bot Service	Timeframe: Live in six weeks without integrations, with integrations 90 days.
Rollout Description: A pilot could be implemented to handle a subset of HR queries, such as those related to company policies or benefits. The success of the pilot could be measured by the reduction in manual HR queries and the accuracy of the chatbot responses.	

AI ASSESSMENT ROADMAP



SESSION ONE

Survey and Listening (1.5 HOURS)

- Common understanding of business, departments, and operations
- The biggest inefficiencies in your org
- Orientation on AI technology and opportunities



SESSION TWO

Roadmap Presentation (1.5 HOURS, WITHIN 2 WEEKS)

- Inventory of opportunities to implement
- Prioritization of use cases and action plan for implementation
- 30+ page report with the inventory and roadmap for your review



SESSION THREE

Check-in (1 HOUR, WITHIN 4-6 WEEKS)

- Check-in on progress
- Q&A and troubleshooting
- Next steps for choosing vendors

Pricing for full assessment, including the Survey & Listening, Roadmap, and Check-In sessions and 30+ page report: \$10,000*

**If Client chooses to enter into a Service Order with Capacity with qualifying spend of \$40,000/year or greater within 180 days of the Project Start Date, then the \$10,000 will be applied against the first year license fee.*

