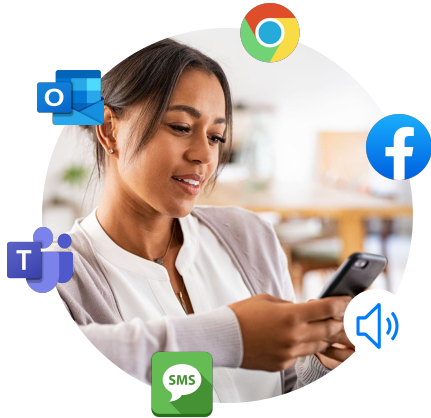


The image features the word "capacity" in a bold, blue, lowercase sans-serif font, with a registered trademark symbol (®) to its upper right. The background is white with light blue wavy shapes and several colored dots (red, green, orange, blue) connected by thin blue lines, suggesting a network or data flow.

capacity®

Omnichannel, Support Automation

The Problem



Customers and team members need support everywhere...



...turning into lots of emails, tickets and phone calls...



...that are repetitive, expensive and painful.

And only getting worse!

The Solution



A support automation platform...



...that uses AI to deflect emails,
tickets and phone calls...



...so you can
do your best work.

Areas of Focus

Self-Service



Personalized



Learn & improve



No Call Resolution
(Deflection)

Agent-Assist



Intelligent Escalation



Reactive and
real-time coaching



First Call Resolution

Campaigns & Workflows



Proactive



Guided



of processes
automated

How We Measure Success

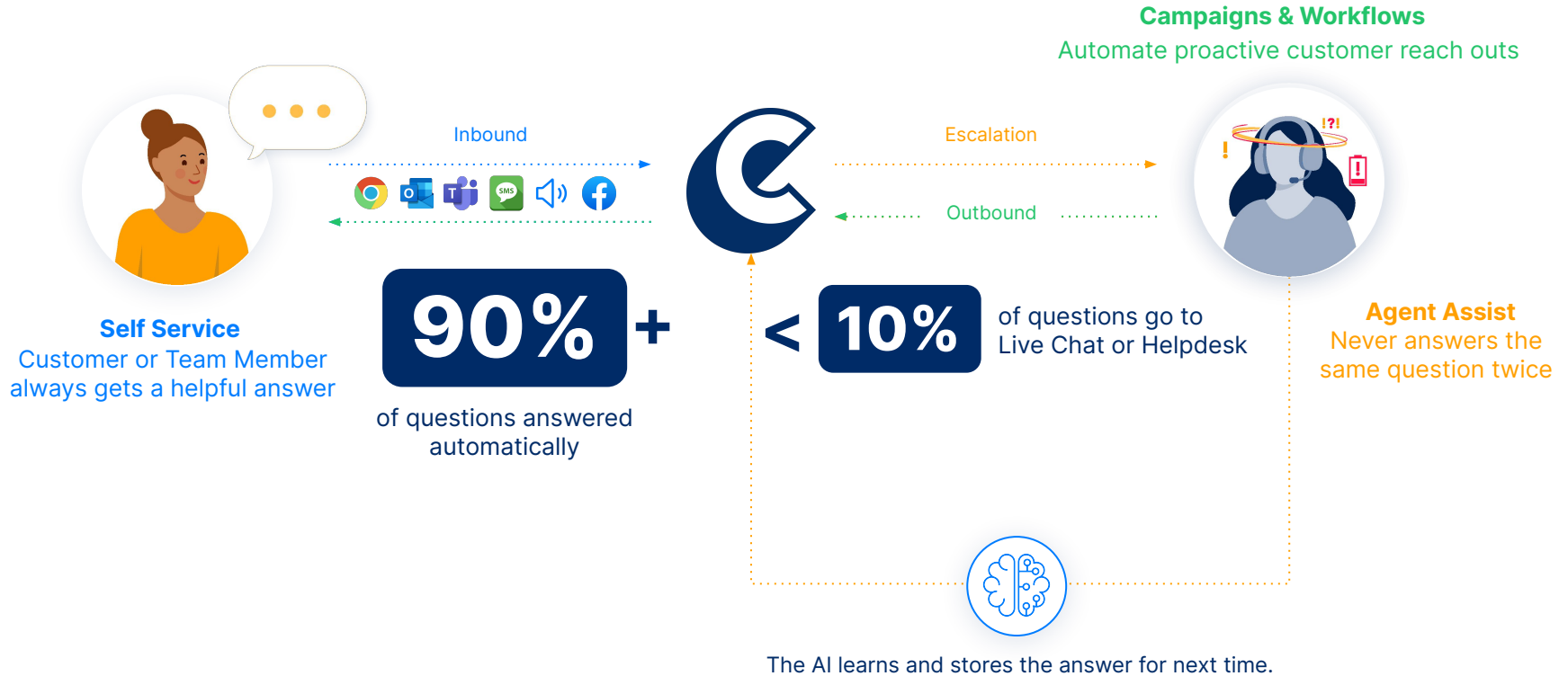
↑ No Call Resolution

| ↓ # of Escalations

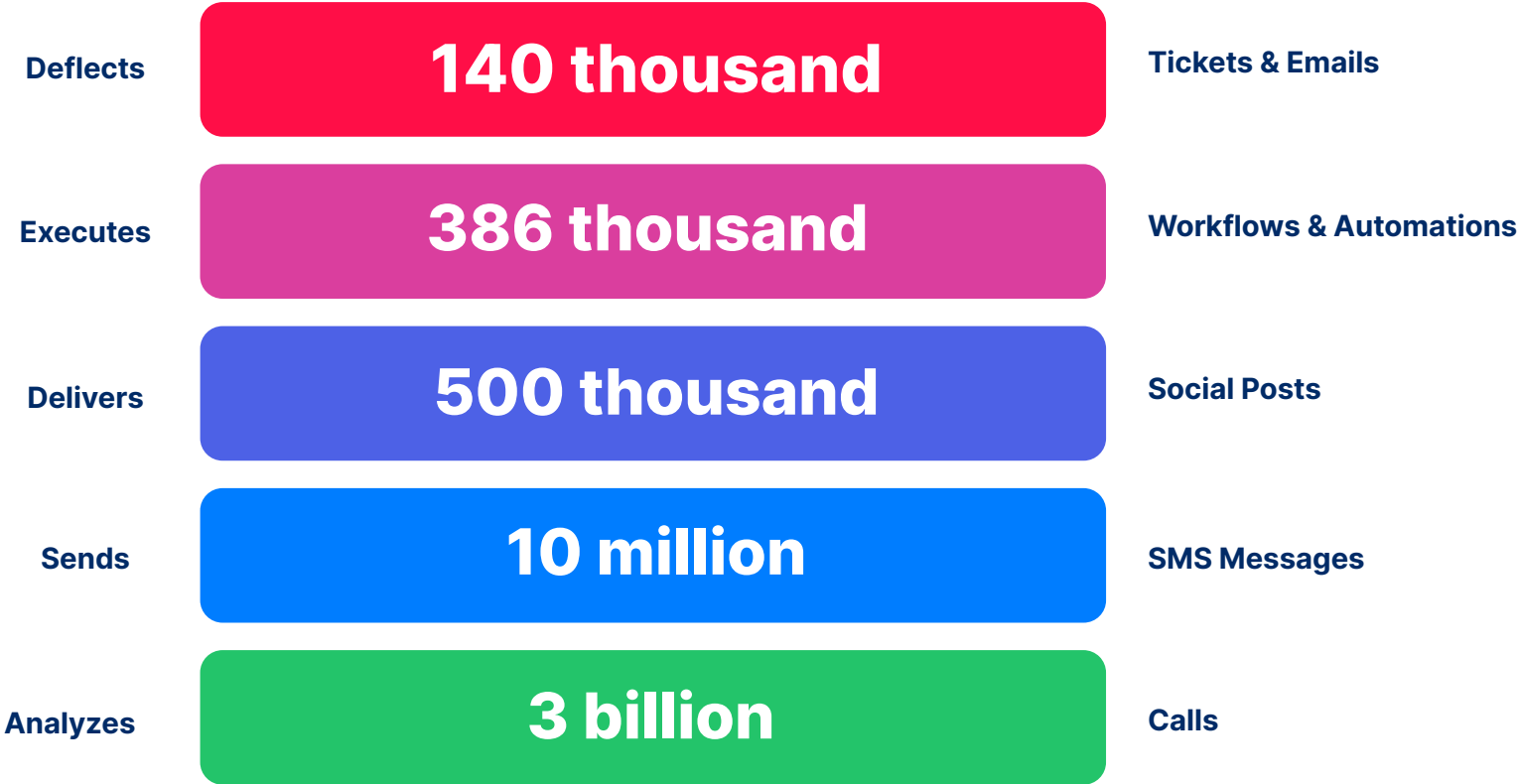
| ↑ First Call Resolution

| ↑ CSAT / NPS

How Support Automation Works



Every Month Capacity...



Example Customer Logos

FINANCIAL SERVICES

JPMORGAN
CHASE & CO.

fiserv.

BANK OF OKLAHOMA
LONG LIVE YOUR MONEY.™

WEST
COMMUNITY
CREDIT UNION

SHELTER
INSURANCE

Allstate.

APM

CARDINAL
FINANCIAL COMPANY LIMITED PARTNERSHIP

BENJAMIN F. EDWARDS & CO.
INVESTMENTS FOR GENERATIONS™

HEALTHCARE

sonobello®

UHealth
UNIVERSITY OF MIAMI HEALTH SYSTEM

LUTHERAN
SOCIAL SERVICES
A Network of Hope

SSMHealth.

CATALIGHT™

Aspire
Health

West Coast Dental®
& Orthodontics

CONTACT CENTER

twilio

Five9®

verizon✓

AVAYA

ALVARIA™

CISCO

TELNYX

VONAGE

OTHER LEADING BRANDS

the Y
SPORTS

See's
CANDIES.

SONY

zoom

accenture

Valvoline.

WILLIAMS SONOMA
CALIFORNIA

leidos

Shutterfly.

PAUL MITCHELL

B
A
BAYER

★ U.S. ARMY

Vera Bradley

SIEMENS

ASU Arizona State
University

L A Z B O Y

Disney

SAMSUNG

3M

EQUIFAX™

SKY ZONE™

Highlights

spirit

MATTRESSFIRM™

DHL

AVEDA

Anheuser-Busch

capacity[®] Impact



Size:

75 Employees

Problem:

Staff was overwhelmed with website questions, taking time away from serving customers at branches

Solution:

Capacity Web Concierge

ROI:

20% reduction in phone expense; **10 pt increase** in NPS; **40% growth** in members with no additional staff



Size:

1K+ Employees

Problem:

Appointment no shows created massive drag on revenue

Solution:

Capacity SMS for appointment reminders

ROI:

9% increase in appointment show rate resulting in **\$1.5M increase** in monthly revenue



Size:

150K+ Employees

Problem:

Need speech recognition to power automated support across Apple Stores

Solution:

Capacity Automated Speech Recognition (ASR)

ROI:

Will process **~7.5 million** calls each month, at **1/3 of the cost** of former solution (owned by Microsoft)

The Capacity Platform

Omnichannel, AI-Powered Customer Support



200+ Third Party App Integrations



CCaaS / UCaaS Integrations



Company Snapshot



HEADQUARTERS
St. Louis, MO



FOUNDED
January 2, 2017



TEAM MEMBERS
115

PRODUCT CATEGORIES

Conversational AI, Digital Engagement, Support Automation

USE CASES

Customer + Employee Experience

INTELLECTUAL PROPERTY

10 granted US Patents + numerous trademarks

SECURITY + COMPLIANCE

SOC 2 Type II, GDPR, HIPAA, FERPA, CCPA

CUSTOMERS

2,000+ customers spanning Enterprise, Mid-Market and SMB

capacity

Helping teams do their best work