Awesome *CS*
Delightful CX

Get Closer To Your Customers

Kapture is a customer support automation platform which focuses deeply on customer experiences. Kapture's contextual & intelligent platform is backed by that helps you execute best possible customer experiences.

Kapture for EV Manufacturers

Automate Every Touch Point From Booking to Delivery

Connect On-field Technicians with Contact Center & Customers Via Mobile App

Reduce Contact Center Work force by 30%

Automate Warranty & AMC Management

Collect customer feedback on every interaction and track CSAT, NPS scores

Businesses known to deliver exceptional customer support trust kapture

Contact Center Workflow

Customers can reach out for service via multiple channels

Call   Whatsapp   SMS   Email   App

CS Executive gets complete details of customer including, previous interactions, vehicle details, location in a single screen.

Remotely dispatch the nearest, available and skilled field technician with the ticket details.

CUSTOMER 360°   **MERGE TICETS**   **SLA MANAGEMENT**

Agent's mobile app notifies the details of next visit, ticket details, location.

Notify the customers on ETA, agent details.

Agent assistance bot to ensure quality of communication with customers.

KMS to bridge the knowledge gap of on field technicians.

MOBILE APP   **EXPENSE MANAGEMENT**   **KMS**

Customers gets quick and quality resolution

Field tech can only dispose the ticket after getting OTP confirmation from customer.

Automated feedback for every interaction, that will be used for CSAT and NPS calculations.

Self-service system, to avail service without phone calls

Handle more service tickets with reduced contact center workforce: Helpdesk Automation
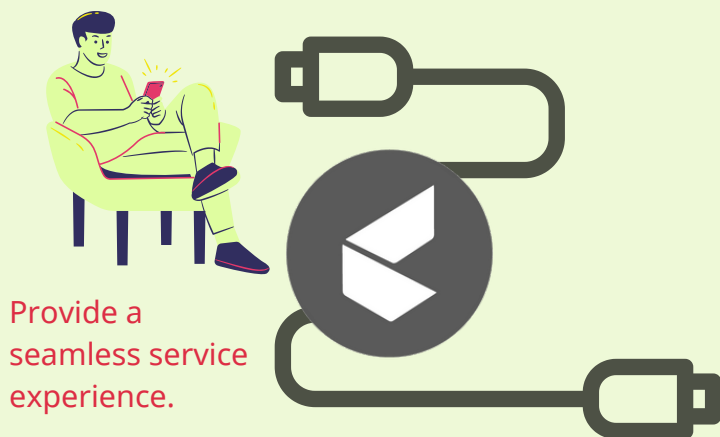
Whatsapp

SMS

Email

App

Kapture automatically assigns tickets to the nearest, available and skilled service technician.

Agents receive the ticket details and customer is notified on ETA .

Agents can set availability, escalate and dispose tickets from agent app.

Provide a seamless service experience.

Auto assign tickets to the right field technicians

Track, Monitor & Optimize field force.

Roadside assistance

Prioritize roadside assistance tickets and directly assign the nearest available technician immediately.

Routine Services

Reduce turnaround time and resolution time by establishing an automated workflow. Escalate service tickets based on pre configured rules to ensure SLA

Warranty & AMC

Automate warrant & AMC follow ups.
Eliminates fraudulent warranty claims.

Spare Parts

Give access to information related to spare parts availability and expected delivery dates to field agents and contact center executives.

Transform your customer support with Kapture - a preferred choice of enterprises

GDPR

HIPAA

ISO 27001