

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 AI & ML that helps you execute best possible customer experiences.

Built for forward-thinking enterprises



Scalable

Manage multiple support agents & their unique skillsets



Easy to Customize

Execute the best possible experiences with Kapture



Support

Personalize your CX & provide support at scale

Businesses known to deliver exceptional customer support trust **kapture**



Core Offerings



Omnichannel
Support



Ticket
Management



Field Force
Management



Contact Center
Management



Service Center
Management

KAPTURE CAPABILITIES



Omnichannel

Be where your customers are. Assist and help customers across multiple channels via a single platform



Contextual & Intelligent

Insightful and data-driven resolutions for enhanced CSAT



Multilingual Support

Offer support in your customers native language and create delightful CX



Seamless API Integrations

Seamlessly integrate 1000+ APIs with our fully cohesive ready-to-use deep integrations



Deeper Analytics

In-depth reports in 500+ formats to track metrics, understand pain points and improve overall operations



Fastest Implementation

With in-house implementation team, we ensure that your business is up and running in no time



Self-Serve

Help the customers take control of solving their problems through custom built knowledge base and intelligent AI chatbot



Predictive ticket escalations

Using metrics such as customer, product, agent performance histories to predict an escalation



Hybrid Chatbot

AI enabled autonomous and assisted chatbot for both non-human and swift human interactions



ML & NLP powered contextual Platform

Intelligent assigning, prioritizing, categorizing and escalating based on agent skill, customer query type (differentiating the discovery, buying and support stages), customer type, channel of enquiry etc.

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

