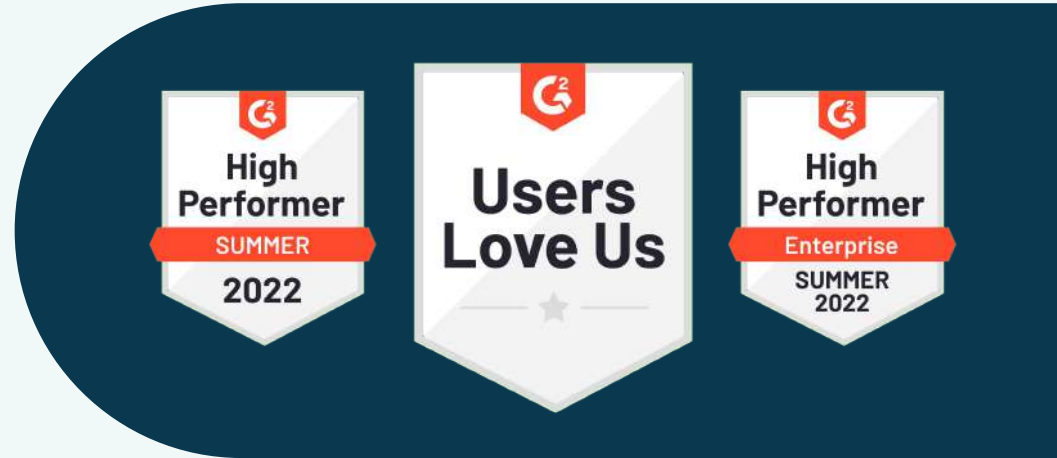


Get Closer to Your Customers

Create **Delightful CX** with Kapture', a complete **customer support automation platform** for enterprises

One of the Most Loved Platform Out There



kapture



• Most *innovative customer experiences* are built
on *Kapture* •

1mg

Abbott

ACKO

AJIO.COM

PHILIPS

BURBERRY

bigbasket

Bisleri

CASHIFY.in

StanleyBlack&Decker

ExxonMobil

Ford

Jio DIGITAL
LIFE

Akshayakalpa

MediBuddy

netmeds

NYKAA

Prestige

DIESEL

RPG

meesho

SUN
PHARMA

TATA

zepto

treebo

Unilever

VICTORIA'S
SECRET


WILDCRAFT

unicommerce

wipro

Kapture

A Complete support automation platform for enhanced CX



Decrease
Average Handling
Time
by upto 25%

Improve
Customer
Satisfaction
by upto 30%

Enhance Agent
Productivity
by upto 30%

— Significant improvement in workflow automation with up to 30% improvement in operational cost



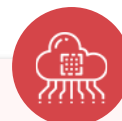
Empower Customers
with Powerful
Self-serve



Truly omnichannel and
personalized



Contextual &
Intelligent



ML & NLP Powered
Platform



In-depth analytics with
Custom dashboards

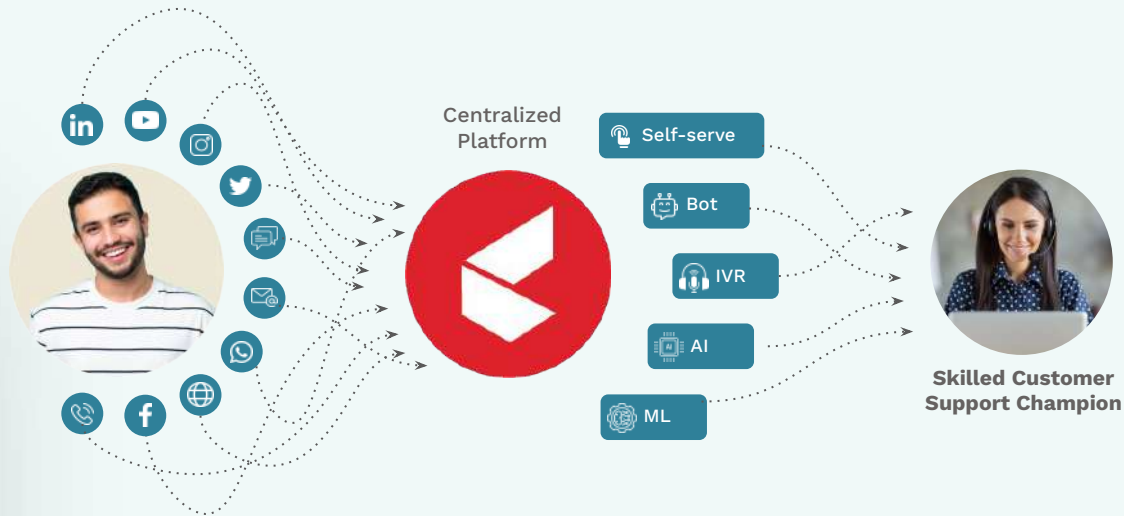


With rising customer expectations, it's harder than ever to create delightful customer experiences.

Meet the Suite-est Solution

- Create **wonderful conversational experiences** across **chat, website, social media**, and many more
- **Reduce customer friction** with **workflow automation** and **intelligent chatbots**
- Respond to complex queries with ease through **pre-defined chat templates**
- Keep track of every conversation and **create wonderful customer stories**

Delightful CX at Every Step



Easy-to-Navigate

Customizable

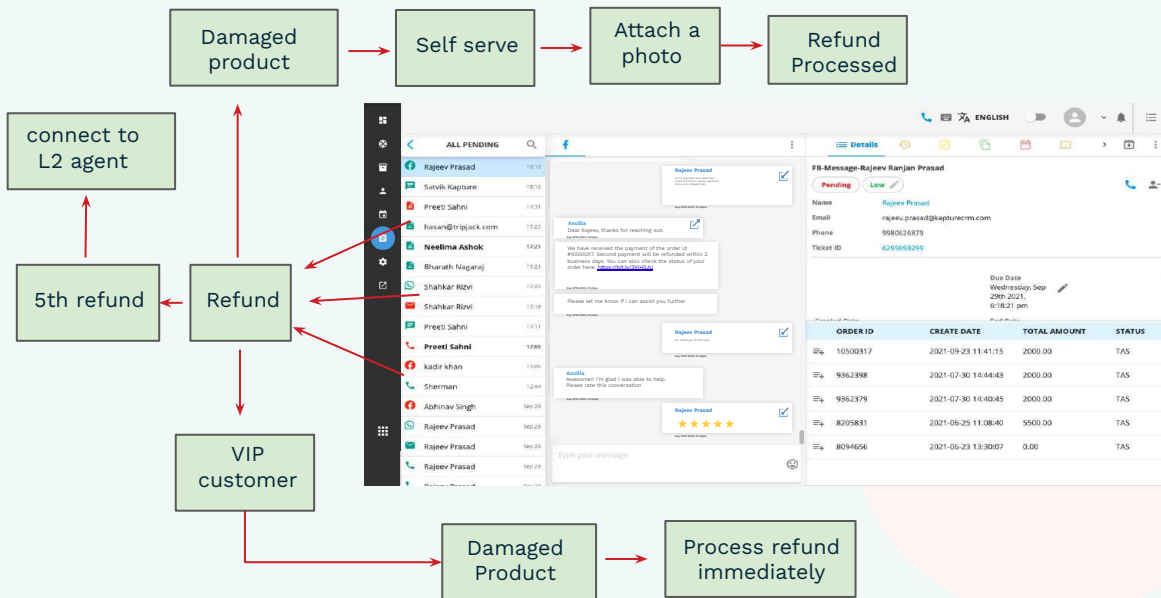
Intelligent

Contextual

Hyper-personalized Contextual Customer Support



- *Backed by ML* Kapture is built around *hyper-personalized CS* which offers *different solutions to different customers*
- Make every customer feel *special and unique* with more *personalized resolutions*
- Seamlessly manage *multiple conversations from a unified space*
- Deliver *contextual and swift resolutions* while significantly impacting your key metrics



Omnichannel View

Complete allocated ticket view

Unified Conversations

View all conversations into one thread and offer swift resolutions

Make Calls

Respond to queries and make calls all from the same interface

Multilingual

Switch between languages to create native CX

Agent Status

Start your day by setting agent status and accepting new queries

Real-time Notifications

Get updated as soon as a new query shows up via real-time notifications

The interface displays a list of pending tickets on the left, a conversation thread in the center, and a details panel on the right. The conversation thread shows messages from Rajeev Prasad and Ancilla, with a status of 'Pending' and 'Low'. The details panel shows customer information and a table of order details.

ORDER ID	CREATE DATE	TOTAL AMOUNT	STATUS
10500317	2021-09-23 11:41:15	2000.00	TAS
9362398	2021-07-30 14:44:43	2000.00	TAS
9362379	2021-07-30 14:40:45	2000.00	TAS
8205831	2021-06-25 11:08:40	5500.00	TAS
8094656	2021-06-23 13:30:07	0.00	TAS

Context Panel

View important details like previous customer conversations, sub-tickets, ticket history, etc to resolve queries faster

Complete Customer Details

Real-time customer information with encryption capability.

Complete Order Details

Fetch real-time information like order details, transaction details, and much more against each customer

Quick Widget

Quickly access all the information that matters to you.

Omnichannel Response Composer

Seamlessly switch channels when responding to customer queries

Comprehensive Agent Workspace view

Kapture CX: A Snapshot

Industries



BFSI



Healthcare



Consumer Durables



Internet Companies



FMCG



Retail

Ticketing

Live Chat & Messaging

Contact Center

Service center

Field center

Self-serve

KMS

Kapture Platform

Conversational Experiences

Contextual

Intelligent

Pre-built Channel Templates

Multilingual

Response Prediction

Apps & Framework

No-code Integrations

Mobile & Web SDK

Core API Integrations with ecosystem leaders

Automation & Intelligence

Chatbot

AI & ML

Report & Analytics

Custom Dashboards

Data

Customer 360

Ticket

Profile

Conversion History

Our Capabilities



Omnichannel

Be where your customer 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



Self-Serve

Help the customer 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.

How Kapture **Adds Value**



Key elements of great customer support from day one



Reduced customer service cost



Faster in-house implementation



Better profitability, agility and scalability



Significant improvement in key Metrics (NPS, CSAT, AHT, FCR, etc.)



Increased growth and revenue

In fact, Kapture has helped businesses decrease the cost of ownership by up to 30% over the last 24 months.





Rethink the way *you Operate*

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

