# Article information:

Capital One Customer Success Story | Continuant
<https://www.continuant.com/success-stories/capital-one>

# Article summary:

1. Capital One was paying too much for poor calling service from their OEM.

2. Continuant offered improved and more intuitive service at a more reasonable price, side support and access to Tier III engineers.

3. With Continuant's 24/7 support, Capital One can now answer its own question: "What's in your wallet?"

# Article rating:

May be slightly imbalanced: The article presents the information in a generally reliable way, but there are minor points of consideration that could be explored further or claims that are not fully backed by appropriate evidence. Some perspectives may also be omitted, and you are encouraged to use the research topics section to explore the topic further.

# Article analysis:

The article is generally reliable and trustworthy as it provides evidence to back up its claims, such as the fact that Capital One was paying too much for poor calling service from their OEM, and that Continuant offered improved and more intuitive service at a more reasonable price with dialer side support and access to Tier III engineers. The article also does not appear to be biased or one-sided, as it presents sides of the story fairly. However, there are some potential issues with the article that should be noted. For example, there is no mention of any possible risks associated with using Continuant’s services or any counterarguments that could be made against them. Additionally, there is no exploration of other potential solutions One could have pursued instead of opting for Continuant’s services. Finally, while the article does not appear to contain any promotional content, it does seem to be slightly partial towards Continuant’s services by emphasizing their benefits without exploring any potential drawbacks or risks with them.

# Topics for further research:

* Risks associated with using Continuant services
* Alternatives to Continuant services3 backs Continuant services
. Capital One customer service solutions
* Tier III engineers and dialer side support
* Cost-effective customer service solutions

# Report location:

<https://www.fullpicture.app/item/85427a5e7991e52e6330cff14dcdc891>