# GetVocal AI secures €2.7 million in funding and partners with Capita



An AI agent startup named GetVocal AI has successfully raised €2.7 million in a pre-seed funding round and secured a strategic partnership with the prominent outsourcing company, Capita. GetVocal AI is focused on the development of AI-powered software solutions that aim to substitute traditional human roles in various business sectors, particularly in customer service and IT support.

Founded with a remote-first approach, GetVocal AI consists of a team of 14 employees and maintains an office in Paris. The startup enters a competitive landscape, where AI agents are increasingly recognised as a significant advancement in artificial intelligence applications.

GetVocal AI utilises a combination of large language models and its own proprietary “conversational map graph-based technology” to power its infrastructure. Their AI agents are specifically designed for business needs rather than retail customers, facilitating various stages of the customer journey including onboarding and retention processes. Notably, the agents are not fully autonomous, emphasizing a model where human oversight is a key component of their deployment.

The recent funding round was led by investment firms Speedinvest and Elaia, with the financial injection aimed at enhancing the company's technological capabilities and expanding its commercial workforce. Roy Moussa, co-founder and CEO of GetVocal AI, highlighted the importance of this funding for future growth and technological advancement.

In addition to the funding, the partnership with Capita represents a significant opportunity for integration, as the outsourcing giant plans to incorporate GetVocal AI's technology into its customer service processes. Co-founder and CTO Antonin Bertin remarked on the shift from traditional Interactive Voice Response (IVR) systems, stating, “Breaking away from legacy IVRs and going beyond LLM-managed solutions with a prompt and a black-box approach, we’re putting quality and performance at the heart of the customer success journey by offering unparalleled control and accuracy over AI interactions from start to finish.”

Through this move, GetVocal AI aims to position itself at the forefront of the evolving AI automation landscape within business practices, leveraging its innovative technology to reshape customer interactions and improve operational efficiency.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.capita.com/our-company/we-power-start-up-growth> - This URL supports the claim about Capita's role in supporting startups and its involvement in strategic partnerships, which aligns with GetVocal AI's partnership.
* <https://www.capita.com/> - This URL provides general information about Capita, a prominent outsourcing company, which is relevant to understanding its partnership with GetVocal AI.
* <https://www.speedinvest.com/> - This URL supports the claim about Speedinvest being one of the investment firms leading the funding round for GetVocal AI.
* <https://www.elaia.com/> - This URL supports the claim about Elaia being another investment firm involved in the funding round for GetVocal AI.
* <https://en.wikipedia.org/wiki/Large_language_model> - This URL provides background information on large language models, which are used by GetVocal AI in its technology.
* <https://en.wikipedia.org/wiki/Interactive_Voice_Response> - This URL explains the concept of Interactive Voice Response (IVR) systems, which GetVocal AI aims to improve upon.
* <https://www.noahwire.com> - This URL is the source of the original article about GetVocal AI's funding and partnership with Capita.
* <https://www.investopedia.com/terms/i/interactive-voice-response-ivr.asp> - This URL provides additional information about IVR systems and their role in customer service, which is relevant to GetVocal AI's innovations.
* <https://www.gartner.com/en/newsroom/press-releases/2022-02-15-gartner-says-ai-powered-customer-service-will-be-key> - This URL supports the trend of AI-powered customer service solutions becoming increasingly important, aligning with GetVocal AI's focus.