

## GetVocal AI Raises €2.7 Million and Signs Strategic Partnership with Capita to Launch the Next Generation of Quality AI Conversational Agents

- **Fundraise:** GetVocal AI emerges from stealth and raises €2.7M from Speedinvest and Elaia to transform customer interactions through the most reliable agentic customer journey workforce: phone and chat agents that learn, adapt, and master every conversation.
- **Capita partnership:** GetVocal AI unveils a strategic partnership with Capita, a global leader in customer service and outsourcing.



**London, UK - [29 Jan 2025]** GetVocal AI, a cutting-edge startup specializing in next-generation AI conversational agents, has raised a €2.7 million seed funding round led by tier 1 European tech VC firms, Speedinvest and Elaia. GetVocal AI has also formed a strategic partnership with Capita, a market-leading outsourcer helping clients across the public and private sectors run complex business processes more efficiently to offer customers across Europe a best-in-class experience by merging reliable AI agents with expert human touch.

### GetVocal AI: AI Agents with Human-Like Learning and Conversational Precision

Built by a team of seasoned founders with over twelve years of experience building scalable AI tools, GetVocal AI wants to create the most controllable performance-driven AI customer journey workforce by

allowing users to intelligently shape their conversations through a wide range of intuitive inputs, comparable to the way humans learn, make complex calls, and improve on the go.

“Breaking away from legacy IVRs (Interactive Voice Response systems), 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.” says Antonin Bertin, co-founder and CTO of Getvocal AI.

GetVocal’s AI agent workforce is based on their proprietary Conversational Map graph-based technology that’s custom-built from each customer’s (unstructured) data as the source of truth. The Conversational Map is deployed onto multi-agents specialized in the various stages of the customer journey, from prospection to onboarding to retention:

- AI agents that continuously learn and improve from customer interactions, human-like performance feedback, and real-time analytics
- After each conversation, AI agents suggest improvements, incorporate feedback, and conduct A/B testing, ensuring high-quality and accurate conversations with strategy optimization to continuously improve outcomes.
- By constructing the most accurate archetype of the end client based on thousands of conversations, GetVocal AI enables companies to get their customer’s viewpoints through virtual interviews.

Built on their Conversational Maps technology to guarantee:

- Maximum control so you decide how “generative” your AI agents can be.
- consistent quality across the customer touch-points, and according to your company’s standards and strategy
- Transparency to trust your agents with your client conversations and know how it went from “Uninterested” to “Won” over conversational

### **Funding the future of reliable and controllable AI phone agents**

Speedinvest and Elaia led GetVocal AI’s €2.7M pre-seed funding round as the company looks to expand across Europe. This funding will be used to grow the team and further develop the company’s AI multi-channel agent platform.

Fred Hagenauer, Partner with Speedinvest, said: *“This round of funding will enable the GetVocal AI team to deliver on its vision of bringing the best AI agents to companies worldwide. The Capita partnership is a strong milestone demonstrating that in a seemingly crowded field, the best teams delivering true quality can stand out from the pack.”*

Clément Vanden Driessche, Partner at Elaia said: *“GetVocal's partnership with Capita is a strong move in the field of AI conversation agent technology. We're excited to support this team of technical excellence, led by Roy Moussa & Antonin Bertin, in this first funding round. GetVocal continues to accelerate its growth and product development to deliver a top-tier customer experience combining the best of AI agents and humans.”*



### **A partnership designed for the customer's benefit**

The strategic partnership between Capita and GetVocal AI will deploy GetVocal AI's voice agents at scale across Europe. The partnership will develop and seamlessly integrate advanced AI agents into the Capita customer journey to enhance efficiency and responsiveness. Customers will benefit from instant, accurate responses through reliable AI agents, reducing wait times and increasing satisfaction.

Corinne Ripoché, CEO of Capita Experience, said: *"We are thrilled to partner with GetVocal AI. By combining our market-leading customer service experience with their cutting-edge controllable AI agents, we are poised to redefine the CX landscape while maintaining our focus on our people and a human-first approach."*

Roy Moussa, Co-founder & CEO of GetVocal AI, added: *"Our partnership with Capita is a pivotal step in our mission to deliver the most reliable AI agents that bring trust and value across the customer journey. We look forward to creating new quality standards of service and setting trends that will define the future of customer interactions."*

### **About GetVocal AI**

GetVocal AI is an innovative startup dedicated to creating reliable AI phone agents that give businesses full control over conversation outcomes through built-in continuous learning. It is thrilled to announce the successful closing of a €2.7M pre-seed funding round. This significant investment has been led by prominent venture capital firms Speedinvest and Elaia. With the new funding, GetVocal AI aims to grow its core team and empower its customers and partners with AI agent built for performance, quality and control.

### **About Capita**

Capita is a modern outsourcer, helping clients across the public and private sectors run complex business processes more efficiently, creating better consumer experiences. Operating across 8 countries, Capita's 41,000 colleagues support primarily UK and European clients with people-based services underpinned by market-leading technology. We play an integral role in society - our work matters to the lives of the millions of people who rely on us every day. [www.capita.com](http://www.capita.com)

### **About Speedinvest**

Speedinvest is a leading early-stage venture capital firm with more than €1 billion AuM and 40+ investors based in Berlin, London, Munich, Paris, and Vienna. Our dedicated sector-focused teams are the first to fund Europe's most innovative technology startups and our in-house operational experts are on hand to offer founders ongoing support with growth, HR, market expansion, and more. Bitpanda, GoStudent, Wayflyer, Open, CoachHub, Schüttflif, TourRadar, Adverity, and TWAICE are among our portfolio of 300+ companies. Learn more at [www.speedinvest.com](http://www.speedinvest.com).

### **About Elaia**

Elaia Partners is a European top-tier Venture Capital firm with a strong technology DNA, investing in technology disruptors with global ambition from early stage to growth development. For the past 20 years, our commitment has been to deliver high performance with values.

We are proud to have been an active partner in over 100 startups including success stories such as Criteo (Nasdaq), Orchestra Networks (acquired by Tibco), Volterra (acquired by F5), Mirakl (valued \$3.5B in Series E), Shift Technology (valued \$1B+ in Series D), Mablink Bioscience (acquired by Eli Lilly), Aqemia and Alice&Bob.

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