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Observe AI

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Replicant

\$35M

San Francisco

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Replicant Voted #5 Most Promising Enterprise AI Startup by The Information

**Description**

Develops an automated, conversational voice assistant for handling customer service calls for insurers, food delivery firms, and others. The company came out of a “startup studio” called Atomic Labs, which was also the birthplace of companies such as personal care startup Hims & Hers and co-living startup Bungalow. At the start of 2019, Atomic co-founder Jack Abraham hired Gadi Shamia, which previously helped run a startup that sells software to call centers, to lead Replicant.

Founders

Jack Abraham, Benjamin Gleitzmann, Gadi Shamia

Founding Year

2018

Key Investors

Norwest Venture Partners, Atomic Labs

Website

<http://www.replicant.ai>

Revenue

>\$3M

**On pace to generate annually in
revenue**

Valuation

>\$100M

Why it made the list

When it comes to improving the experience for customers who call, there's a lot of opportunity to go around. Replicant used recorded customer-service phone conversations, with permission, to train its system to be able to automatically handle calls such as when customers need to change their address or help with filling out a form. Replicant's plan is to be able to handle more complex customer-service calls for its customers over time, "leaving the more emotionally involved calls" for human agents, Shamia says. (The name of the company was inspired by the sci-fi film "Blade Runner," where "replicants" are bioengineered beings that look and act like humans.) Replicant says it already handles several million calls a month for customers, up from thousands of calls a month at the start of the year. State Farm is an investor, which means it is likely also a Replicant customer, though Shamia won't say. Replicant's rivals include newer arrivals such as Google and Amazon as well as older firms such as IPsoft and Nuance Communications. But as anyone who has called for customer service knows, automated voice assistants could use an upgrade.