FOR IMMEDIATE RELEASE

Thursday, November 10, 2022

CONTACT:

Holly Jo Anderson

952-738-8177, ext. 700

holly@veritasmarketing.com

**BirchAI announces investment by AI Grant to accelerate application of foundation models to call-center automation**

SEATTLE — BirchAI is pleased to announce an investment of $250,000 by AI Grant LLC, a leading early-stage investor in breakthrough artificial intelligence (AI) companies. The grant includes a $250,000 cash investment and over $300,000 in credits from Azure and other technology services. Birch Assist reduces average handle time (AHT) by up to 35% by automating complex after-call work (ACW) using BirchAI’s proprietary artificial intelligence. BirchAI is one of 20 grant winners from over 1,000 company applicants.

Left to right: Kevin Terrell, cofounder and CEO of BirchAI; Nat Friedman, AI Grant cofounder and former CEO of GitHub

The goal of AI Grant is to provide support for technical, pragmatic entrepreneurs who are building breakthrough AI-native products. “BirchAI stood out to us as a team with the technology, traction and mind-set to succeed in building an AI-first product in the enterprise software space,” says AI Grant cofounder Nat Friedman.

“We are honored to partner with AI Grant,” says Kevin Terrell, cofounder and CEO of BirchAI. “This grant will be instrumental in our continued mission to advance call-center efficiency by automating resource-intensive aspects of customer care.”

BirchAI uses the latest advances in foundation models to power products, which allows agents to focus on the customer and the customer experience without worrying about note-taking. AI-generated summaries and call codes are presented to the agent within 15 seconds after a call, and get documented in the CRM or system of record. BirchAI’s automated documentation is highly accurate and cuts average ACW to a small fraction of what it was before Birch Assist.

In addition to the grant, the BirchAI team has been invited to spend a week with peers and industry experts at the AI Grant summit in San Francisco.

###

**About BirchAI**

Founded in 2020, BirchAI is the leader in applying [foundation models](https://arxiv.org/pdf/2108.07258.pdf) to build products that improve the speed, quality and cost of customer support. The company was founded by experts in the fields of natural language processing, enterprise adoption of AI and process improvement. BirchAI is backed by the Allen Institute for Artificial Intelligence, the country’s leading AI research organization. BirchAI focuses on advancing call-center efficiency by automating resource-intensive aspects of customer care, including summarization, classification and analysis of customer calls. [birch.ai](https://birch.ai).

**About AI Grant LLC**

AI Grant LLC is a program for early-stage startups for great entrepreneurs looking to build AI-native products. AI Grant supports its companies with access to funding, a network of world-class advisors, resources and a community of likeminded builders. AI Grant is backed by Nat Friedman, ex-CEO of GitHub and Daniel Gross, former leader of machine learning at Apple. [aigrant.org](https://aigrant.org/)