

# Gunderson Dettmer Represents Lead and Participating Investor in Decagon's Series B

Client News

October 15, 2024

Gunderson Dettmer represented lead investor Bain Capital Ventures and participating investor A\* in the \$65 million Series B financing of Decagon, a leading innovator in AI customer support agents. Decagon's customer support agents are designed to enhance enterprise customer support by automating and resolving inquiries at scale, empowering customer support teams to take on more strategic roles. The company will use the new capital to transform enterprise customer support and unlock new levels of economic productivity.

In the [announcement of the transaction](#), Bain Capital Ventures Partner Aaref Hilaly said, "Decagon's powerful AI agents draw on proprietary data to answer routine questions accurately, and as they evolve, they will become each customer's personal concierge. Ashwin and Jesse have that rare blend of expansive vision combined with maniacal execution that we look for in founders."

The Gunderson Dettmer deal teams were led by Trevor Knapp and Mike Allers and included Yeji Han and David Behrend.

## Companies

[Bain Capital Ventures](#)

[A\\* Capital](#)

[Decagon](#)

## Related People

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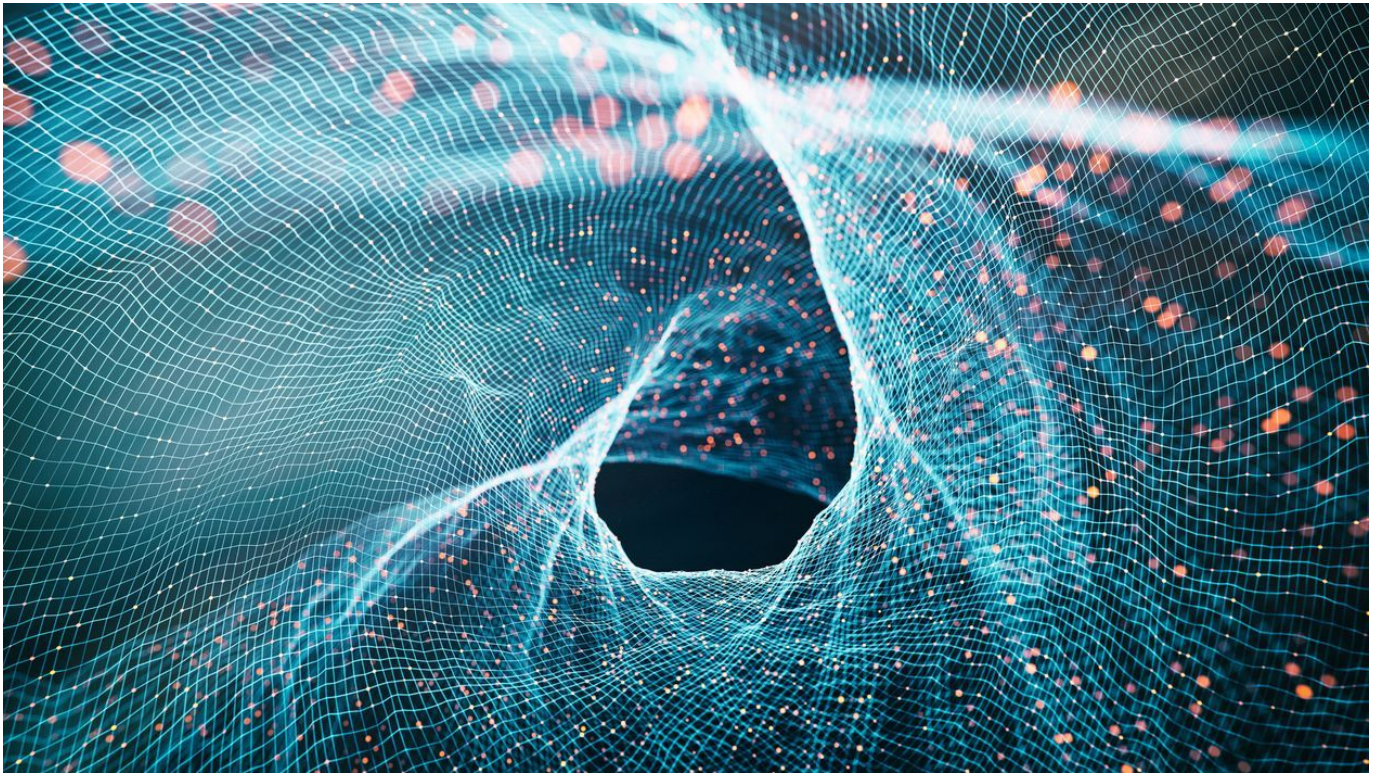
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AI @ GD

## Gunderson Dettmer's Generative AI Resources

Gunderson Dettmer is committed to fostering AI education for the innovation economy by supporting startups and venture capital firms.

Discover our AI-focused resources designed to provide updates, education, and insights into the development of AI and generative AI.

## Featured Insights

### FIRM NEWS

Gunderson Dettmer Commemorates 2025 Asian American and Pacific Islander Heritage (AAPI) Month

### CLIENT NEWS

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## Dataminr Announces \$100M Investment Led by Fortress Investment Group

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## Omnidian Announces \$87M Series C for Renewable Energy Performance

### INSIGHTS

## Splitting the Pie: How Savvy Founders Divide Ownership and Navigate Other Founder Equity Decisions

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## Chainguard Announces \$356 Million Series D Led by Kleiner Perkins and IVP

### INSIGHTS

## Client Insight: California AI Transparency Act

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## Client Insight: Prepare for BE-10 Benchmark Survey of US Direct Investment Abroad

### INSIGHTS

## Tech Brew Interviews Aaron Rubin in “Where the legal battle stands around copyright and AI training”

### CLIENT NEWS

## Latin America Fintech Belvo Announces \$15M Funding