

CiaoDott raises 1.5 million to introduce AI-based voice assistants into healthcare

With the round, led by The Techshop, CiaoDott aims to make its AI voice assistants a standard in Italian clinics and diagnostic centers, with the aim of evolving towards an AI operating system coordinating communications and administrative processes.



Milan, Italy Mar 17, 2026 ([IssueWire.com](https://www.issuewire.com)) - CiaoDott, the first vertical voice artificial intelligence for the Italian medical sector, announces the closing of a 1.5 million Euros Pre-Seed investment round, that will allow an acceleration on the market of innovation with significant impact for organizations and patients.

The capital increase, entirely in equity, was led by The Techshop, VC fund specializing in early stage B2B software companies, and saw the participation of notable co-investors such as Vento, Club degli Investitori, Growth Engine and Alpha Venture.

Founded in 2025, CiaoDott is a voice artificial intelligence platform designed to solve the telephone overload of medical centers, ensuring uniform, timely and consistent responses to patients. In fact, the phone remains the main communication channel used by patients, with more than 7 out of 10 appointments booked through this channel and about a third of missed calls. CiaoDott autonomously handles 70% of calls - from reservations to common enquiries - allowing healthcare organizations to focus on patient care. The solution stands out for its specialisation in the Italian healthcare market, with fully customised AI voice assistants that are easy to integrate with existing systems, trained on the medical vocabulary and booking flows of each area of medical specialisation, which independently

manage calls with the professionalism of an expert front-desk service.

The company operates in a market with significant growth potential, considering that in Italy 9.4% of GDP is dedicated to health spending (OECD data) and there are 123,000 facilities between medical centers, diagnostics and dental offices, which need advanced technological tools to optimize processes.

CiaoDott has already collaborated with companies such as Politerapico Monza, Benacus Lab, Centro Medico Manara and has proven to solve a concrete problem, with over 500 thousand interactions managed and an average evaluation of 9/10 by patients.

Thanks to the funds raised, CiaoDott will invest in the strengthening of its technological platform, with particular focus on the development of specific reservation flows of the medical field such as orthopedic, dental, dermatological and strategic marketing initiatives to accelerate the expansion in the Italian healthcare market, making the solution a standard in clinics and diagnostic centers.

In line with the ambitious growth targets, the investment will support the growth of CiaoDott's team, reaching around 15 people by 2026, with hires mainly in the tech and commercial functions, to accelerate the development and expansion in the market.

*"This round represents an important recognition of the work we are doing to bring concrete innovation to the Italian healthcare sector" - comments **Riccardo Morotti, CEO & Co-Founder of CiaoDott** - "We are building a voice assistant for healthcare, because in this sector a generic solution is not enough and only a vertical approach allows AI to follow the correct flows with reliability. Our AI assistants resolve more than 70% of calls without human intervention and without waiting for the patient. We want to give back valuable time to professionals, allowing them to focus on what really matters: patient care. This capital will allow us to accelerate technological development and bring our solution to an increasing number of healthcare organizations throughout Italy."*

*"In CiaoDott, we have found exactly what we are looking for in a Pre-Seed: a close-knit and competent team and a well-calibrated solution for a real problem, corroborated by ambition and "fast learning attitude". The evidences of product-market fit are concrete and measurable: active collaborations with clinics, contracted revenues and customer satisfaction in the management of complex booking flows. Moreover, the maturity achieved by voice models today opens a real window to automate end-to-end processes that until yesterday absorbed a significant share of professionals' time and CiaoDott is in the best position to grasp it" - says **Gianluca D'Agostino, Founder and Managing Partner of The Techshop SGR**.*

The founders and CiaoDott were assisted on the legal aspects of the transaction by Lawyer Alessandro Vittoria; while Lawyer Francesco Pezcoller of PZC assisted with his team The Techshop SGR in relation to the venture capital and corporate law profiles of the round.

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