

Teneo.ai Launches Agentic AI for Major Household Appliance Brands, Automating Warranty, Troubleshooting and Service Scheduling with Enterprise-Grade Control

Teneo.ai, a leader in AI-powered customer service automation, today announced the expansion of its **Teneo 8** platform with AI Agents for the Major Household Appliances industry.

Built for high-friction service journeys, **Teneo Enterprise Agentic AI** combines LLM-driven conversations with a deterministic intelligence layer and multi-LLM orchestration so appliance brands can scale automation across voice and digital channels without sacrificing control, accuracy, or protection of personally identifiable information (PII).

With the global appliance market set to hit **\$562.22 billion in 2026**, brands can no longer afford poor service. Recent data shows a 5-9% decline in repair satisfaction and timeliness. At an average cost of **\$234 per repair**, Teneo helps brands eliminate redundant calls and unnecessary technician visits, saving money and improving the customer experience.

“Major appliances sit at the center of the home, and when they fail, customers want immediate help that is accurate and actionable,” said Per Ottosson, CEO of Teneo.ai. “With Teneo 8, appliance brands can automate the highest-impact service journeys, from troubleshooting and warranty validation to booking repairs and checking parts availability, while maintaining the governance, privacy, and reliability required to protect customers and the business.”

AI Agents for Every Step of the Ownership Lifecycle

Teneo 8 supports the most common and costly appliance interactions, including connected-product troubleshooting, warranty and repair orchestration, installation scheduling and post-repair follow-up.

Lifecycle Stage	What the AI Agent Handles
Pre-Purchase	Answers product questions, compares models, checks availability, validates dimensions and requirements (power, water, venting), and guides customers to the right SKU based on needs
Delivery and Installation	Delivery status and changes; pre-install checklists; site readiness; installer scheduling; confirmation messages; escalation when constraints are detected
Onboarding	Warranty registration, proof-of-purchase capture, account setup, Wi-Fi/app pairing guidance and privacy-consent flows where required
In-Home Use	Guided troubleshooting, safe step-by-step checks, usage tips, error code interpretation, and remote handoff to live support with full context
Service and Repair	Validates symptoms, checks warranty coverage, identifies likely parts, offers appointment windows, books service and sends reminders and status updates
Parts and Consumables	Identifies correct part numbers, checks stock and lead times, supports ordering, tracks shipments, and manages parts returns where applicable

Warranty and Protection	Eligibility checks based on serial number and date, policy-aware claims intake, case creation, updates, and exception routing to specialists
Safety and Compliance	Recall eligibility checks, next-step guidance, secure verification before disclosing sensitive account info or initiating service actions
Sustainability	Promotes repair options, maintenance plans, energy-saving tips, and compliant documentation flows aligned to repairability requirements and consumer protections.

Availability

Teneo 8 is available now for new and existing customers. Teneo.ai provides deployment support, ROI modeling and migration assistance to help appliance brands and service ecosystems launch quickly and scale safely.

For further information, please contact:

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About Teneo.ai

Teneo.ai ([SSME:TNEO](#)) delivers the most advanced Agentic AI solutions for contact center automation—helping enterprises resolve customer inquiries faster, reduce wait times, and elevate service quality. Our AI Agents achieve up to **99% accuracy**, automate over **60% of interactions**, and enable up to **50% in operational cost savings**.

Trusted by global leaders like **AT&T**, **HelloFresh**, **Swisscom**, and **Telefónica**, the Teneo platform combines **Conversational AI**, **Generative AI**, and **Large Language Models** to drive measurable improvements in **containment**, **first contact resolution (FCR)**, **CSAT**, **NPS**, and overall CX efficiency.

Teneo-powered AI Agents handle **millions of conversations daily** across voice and digital channels with enterprise-grade scalability and performance. Our patented technology integrates seamlessly with leading CCaaS and CX platforms—including **Genesys**, **Five9**, **Microsoft**, **AWS**, **Google**, and **NICE**—maximizing automation without disrupting existing workflows.

We make your AI Agents the smartest—delivering consistent, human-like experiences that accelerate growth and ROI.

Learn more at www.teneo.ai.

Image Attachments

[Teneo 8 Appliances](#)