

Teneo.ai Launches Agentic AI for Airlines, Automating Luggage Updates and Loyalty Support 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 airline industry. Designed for high-stakes, real-time operations, **Teneo Enterprise Agentic AI** combines LLM-driven conversations with a deterministic intelligence layer and multi-LLM orchestration so airlines can scale automation across voice and digital channels without sacrificing control, accuracy, or protection of personally identifiable information (PII).

In airline service, fluent answers are not enough. **Teneo 8** is designed to eliminate the risk of hallucinated or incorrect responses by grounding interactions in deterministic logic and authoritative systems of record, ensuring baggage status, policy guidance, and loyalty eligibility are based on verified backend data, not generated guesswork. On voice, Teneo can integrate with identity and access management, so verification and authorization happen before any sensitive information is disclosed or actions are executed, making voice a governed access layer to airline backends.

Airline service teams face relentless volume and complexity, but two areas consistently drive the highest urgency: luggage and loyalty programs. Luggage disruption also carries a major financial toll, with airlines spending approximately **\$2 billion each year** managing delayed or lost bags. With roughly **1.8 million bags lost or stolen** and international itineraries far more likely to result in missing luggage, the operational burden quickly turns into a customer trust issue. Data gaps add friction across the journey, as baggage delivery information is still not consistently shared between airports and airlines.

“Luggage and loyalty programs are where customer trust is won or lost,” said **Per Ottosson**, CEO of Teneo.ai. “Passengers want immediate, accurate updates when a bag is delayed, and clear answers when they want to redeem their points. With Teneo 8, airlines can eliminate the risk of incorrect answers by grounding interactions in deterministic controls and real-time backend data, while maintaining the governance, privacy, and reliability required in aviation.”

AI Agents for Every Step of the Customer Journey

Teneo 8 supports the highest-impact airline service flows, including disruption recovery and day-of-travel operations:

Journey Stage	Use Cases	What the AI Agent Handles
Pre-Trip	Booking, payment and confirmations; changes, cancellations and refunds	Flight search and booking guidance, payment troubleshooting, confirmation recovery, itinerary retrieval, receipts and duplicate charge routing; policy-aware itinerary changes, cancellation flows, refund eligibility, vouchers/credits, fees and exceptions
Day of Travel	Flight status and proactive alerts; check-in, boarding and seats; disruption recovery and rebooking, IRRegular OPerationS (IRROPS)	Departure/arrival updates, delays/cancellations, gate changes, connection risk guidance and proactive notifications; online check-in guidance, boarding pass delivery, seat selection, paid seat changes and cabin upgrades; alternative options, reaccommodation guidance, rebooking flows, updated confirmations and boarding passes
Post-Trip	Luggage tracking and proactive updates; luggage issues and claims	Tracking status, delivery timelines, tracing guidance and self-service next steps; luggage allowances/fees, delayed/lost/damaged luggage intake, claim creation, required info capture, policy guidance and case status follow-up
Loyalty	Frequent flyer account support; redemptions and loyalty troubleshooting	Points balance and tier benefits, profile/account help, missing miles intake and tracking; redemption guidance, eligibility checks, troubleshooting common redemption issues and reward booking changes
Assistance	Accessibility and special services	PRM services, medical needs, unaccompanied minors, special assistance coordination and confirmations

Availability

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

About Teneo.ai

Teneo.ai ([SSME:TENEO](#)) 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.

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