Teneo.ai Launches Teneo 8: Enterprise Voice AI Platform Achieving 91% Call Resolution in Any Language

Global Software Leader Saves $264M Annually with Scalable AI Agents Built for Hybrid AI, Governance and Real-Time Voice Automation

Teneo.ai, the agentic AI company transforming enterprise contact centers, today announced the release of **Teneo 8**, a next-generation voice AI platform designed to fully automate complex customer service interactions across industries. Powered by **Hybrid AI**, Teneo 8 enables organizations to cut contact center costs by up to **80%**, while achieving **91% total call resolution** and full compliance with enterprise security standards.

A global software provider is already leveraging Teneo 8 to automate **84 million annual calls**, reducing average cost per call by **$5.60** and eliminating the need for new hires—resulting in **$264 million in annual savings** and improved customer satisfaction.

> *"With Teneo 8, enterprises no longer have to choose between cost savings and customer satisfaction,"* said **Per Ottosson**, CEO of Teneo.ai. *"Our hybrid AI platform uses LLMs where creativity is valuable and deterministic logic where accuracy is essential—enabling scalable, compliant AI agents that actually solve customer problems. Teneo has 99% understanding of inbound calls and knows what you customers care about in real time."*

Teneo 8: Key Innovations Powering Scalable Voice Automation
Teneo 8 delivers a unified platform for designing, deploying, and governing intelligent voice agents—complete with built-in guardrails and enterprise-grade governance, purpose-built for mission-critical use cases from day one. New capabilities include:

1. AI Agent Builder with Agentic Reasoning

- No-code studio for creating enterprise-ready, voice-first agents
- Reusable skills, goals and personalities
- Agentic orchestration (ORC) allows dynamic, autonomous behavior

2. Gen AI Dashboard and Real-Time Transparency

- End-to-end visibility into AI agent logic, structure and model usage
- Helps teams monitor, optimize, and troubleshoot in real time

"Teneo 8 puts AI agents at the center of enterprise automation," said Per Ottosson, CEO, Teneo.ai.

3. Enterprise-Grade Security with Teneo Secrets

- Built-in secret and credential management
- Role-based access control (RBAC) and full auditability

- Compliance with **GDPR**, **HIPAA**, **ISO 27001** and the **EU AI Act**
- Aligned with internal controls of regulated industries

4. Deferred Annotations for Cost-Effective Performance

- The system executes resource-intensive processes only when required, helping to optimize costs
- Reduces compute costs and latency in real-time conversations
- Supports scalable, efficient design for high-volume use cases

5. Public Lifecycle API

- Versioned endpoints for agent creation, testing, deployment and monitoring
- Seamless integration into CI/CD and observability pipelines
- Enables full lifecycle control beyond UI-based workflows

6. Contact Center Connector Framework (CCCF)

- Native support for **Genesys Cloud**, **Amazon Connect** and many other CCaaS platforms
- Optimized for **SIP**, **RTP** and **WebRTC** protocols
- High-throughput, low-latency voice automation with prebuilt flow templates

7. Teneo Web Widget (TWW)

- Deploy branded chatbots across web and mobile channels
- Centralized configuration and seamless integration with Hybrid AI orchestration

> *"Conversation AI is advancing at a breathtaking pace, enabling businesses to deliver more natural, intelligent, personalized, and efficient interactions,"* said Donna Fluss, President of DMG Consulting LLC. *"The newest generation of voice AI solutions provide a safe and secure experience that is reimagining how humans interact with technology."*

Availability
Teneo 8 is available immediately to new and existing customers. Deployment support, ROI modeling, and migration assistance are provided by Teneo.ai's enablement team. Enterprises can explore our Voice AI **ROI Calculator** and read the **Mag 7 Case Study** at www.teneo.ai. Read the DMG report here. Watch the Teneo 8 launch here.

According to **Gartner**, AI-driven automation will save contact centers **$80 billion in labor costs by 2026**—positioning Teneo 8 as a strategic solution for enterprise scalability and resilience.

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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.

Image Attachments
Teneo8 Press Release