

Teneo.ai Launches the First Enterprise Platform to Deliver Full-Lifecycle Agentic AI Orchestration via Versioned Public APIs

Teneo.ai, the [enterprise Agentic AI platform](#), today announced the launch of its versioned Public APIs, empowering enterprises and developers with complete lifecycle control over AI agents; from building and testing to deploying, analyzing, and optimizing.

With this release, Teneo.ai becomes one of the first enterprise platforms to offer full-lifecycle Agentic AI orchestration through versioned, accessible public APIs. The new capabilities enable organizations to build, integrate, and govern intelligent AI agents across 86+ languages, ensuring enterprise-grade security, scalability, and governance throughout the AI development process.

[Teneo 8](#) addresses this critical gap by introducing a stable orchestration layer that makes AI easy to use, reliable, and enterprise-ready.

"This launch represents a fundamental shift in enterprise AI," said Andreas Wieweg, CTO of Teneo.ai. "With Teneo 8, we've merged the flexibility of AI with the rigor of software engineering. For the first time, enterprises can build, test, deploy and optimize intelligent agents through secure, versioned APIs – gaining full lifecycle control and governance over their AI operations."

Full-Lifecycle Control via Public APIs

The Teneo 8 Public API enables organizations to automate every stage of the AI agent lifecycle; from initial creation to production monitoring – all fully integrable directly into your pipelines and observability systems.

Key Capabilities:

- OEM-ready architecture for partners and CCaaS vendors to embed Teneo within their own ecosystems.
- Create, test, deploy, and optimize AI agents entirely through APIs – no UI required.
- Seamlessly integrate with continuous delivery pipelines for automated updates, rollbacks and version control.
- Ensure 99% accuracy and minimize hallucinations in mission-critical workflows through built-in hybrid AI orchestration and safety guardrails.
- Deploy consistently across Development, QA, and Production environments for faster and safer release cycles.
- Access real-time performance metrics, analytics, and behavior insights via observability APIs for full transparency and control.
- OEM-ready architecture that empowers partners, OEMs, and CCaaS vendors to seamlessly embed Teneo technology within their own ecosystems.

Hybrid AI Reliability and Governance

By combining the power of large language models with deterministic flow control, Teneo 8 delivers the reasoning power of generative AI while maintaining compliance, accuracy, and safety. This hybrid architecture blends AI flexibility with rule-based reliability — allowing enterprises to keep key steps predictable and compliant while letting AI handle natural, dynamic interactions. The result is reduced risk, improved accuracy, and consistent outcomes at scale.

“True agentic systems need both autonomy and accountability,” continued Andreas Wieweg. “With Teneo 8’s hybrid architecture and Public API, enterprises can integrate AI deeply into their stack — confident that every action is traceable, testable, and governed.”

Expanding Across Ecosystems

Teneo 8’s Public API opens new opportunities for:

- CCaaS providers to embed enterprise-grade orchestration in 86+ languages directly into contact center platforms.
- For SaaS and OEM partners seeking to tap into over two decades of Teneo innovation and embed agentic intelligence under their own brand — accelerating integration from years to weeks.
- Enterprises to unify and govern their AI operations across multiple systems and environments.

Availability

Teneo 8 and its Public API are available immediately for enterprise customers and partners worldwide. You can access the full documentation and endpoints at <https://www.teneo.ai/platform/documentation>.

For further information, please contact:

Marie Angselius-Schönbeck - Chief Impact Officer, Teneo.ai

Email: marie.angselius@teneo.ai

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

[Teneo 8 Public Api](#)