

# Teneo.ai Unveils Contact Center Connector Framework to Streamline AI Agent Integration Across CCaaS Platforms

**Teneo.ai, the agentic AI company, today announced the release of its Contact Center Connector Framework (CCCF), which unifies the way enterprises connect voice-first AI agents to leading Contact Center as a Service (CCaaS) platforms. Designed for speed, scalability and operational control, Teneo CCCF eliminates the need for fragile custom integrations, making it faster than ever to bring best practice, production-ready AI call automation online.**

## Voice-First by Design

CCCF was engineered specifically for voice automation. It allows contact centers to deploy AI agents capable of managing complex, multi-turn conversations without relying on hand-authored scripts or labor-intensive workflows. By abstracting telephony nuances like session control, barge-in, hold and transfer, CCCF frees operations teams to focus on call automation, optimizing customer journeys while preserving enterprise-grade observability and governance.

## Accelerating AI Adoption

“Our customers want AI agents that can answer calls, resolve issues and do it with consistency, precision, and autonomy,” said [Per Ottosson](#), Chief Executive Officer of Teneo.ai. “CCCF removes the integration bottleneck, enabling enterprises to deploy in weeks rather than months—without sacrificing the compliance and reliability their brands rely on.”

## Built for Compatibility and Control

CCCF delivers a consistent, secure integration model across any CCaaS platform. Teneo’s native functionalities expose call states, intents and outcomes; contact flows and routing constructs remain intact; and native reporting is preserved so organizations can measure AI automation against their existing KPIs.

When paired with Teneo’s no-code AI Agent Builder, teams can assemble reusable skills and goals into fully operational voice-first agents in 86+ languages and publish them directly to their chosen CCaaS environment in just a few steps.

## Enterprise-Ready at Scale

Already trusted in highly regulated sectors such as healthcare, financial services and government, Teneo operates thousands of production AI agents worldwide. CCCF is built for global enterprises on this foundation with:

- Teneo Secrets for RBAC, secure credential and PII management
- Access to public API for full agent lifecycle automation
- Policy-based controls for redaction, retention and audit compliance
- High-throughput architecture aligned with modern enterprise performance and security standards

## Availability

CCCF is available now on Teneo.ai and its partner network. Deployment services and guided onboarding are offered to help organizations integrate seamlessly with their existing CCaaS infrastructure, unlocking real Agentic AI customer service without disrupting established operations.

## For further information, please contact:

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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](http://www.teneo.ai).