Teneo Eliminates Core Conversational Design Pain Points with New Real-Time Voice Testing

New technology directly addresses the three critical challenges that cause 95% of enterprise voice AI projects to fail: unpredictable user expectations, cognitive load management and optimizing natural conversation flow

Teneo, a global leader in enterprise Agentic AI, today announced a breakthrough platform that directly solves the most persistent pain points plaguing conversational AI worldwide. The real-time voice AI development and testing platform addresses the three fundamental challenges that contribute to the 95% failure rate of enterprise voice AI implementations: managing unpredictable user expectations, optimizing cognitive load and natural conversation.

The Hidden Crisis in Conversational Design
Conversational designers face an impossible challenge: creating voice experiences based on assumptions about how users will speak, only to discover that real conversations bear little resemblance to their carefully crafted dialogue flows.

Before LLMs, conversation design was like laying train tracks. The path had to be fixed, and if the user stepped off it, the system broke. Today it feels more like urban planning. You do not build every road yourself. Instead, you define the speed limits, set the destination, and mark the places the system should avoid.

> "Every conversational designer knows the pain of spending months perfecting dialogue flows, only to watch them crumble when exposed to real user behavior," said Per Ottosson, CEO of Teneo. "Users don't speak perfect sentences. They interrupt, rephrase, use incomplete thoughts, and bring contextual assumptions that many design tools simply can't anticipate. Our platform gives designers the ability to hear and optimize how people actually talk, in real time."

Solving the Three Core Pain Points of Conversational Design
Teneo AI directly addresses the challenges that have plagued conversational designers since the inception of voice interfaces:

Pain Point #1: Unpredictable User Expectations
Traditional conversational design relies on training data based on "proper" speech patterns, but real users speak with incomplete sentences, omit subjects, rephrase mid-conversation, and assume contextual information. Teneo's native testing capabilities enable designers to hear actual speech patterns immediately, allowing them to optimize how people really communicate rather than how they theoretically should communicate.

Pain Point #2: Cognitive Load Management
Unlike text interfaces that users can review and navigate, voice interactions must be processed sequentially in real-time, creating significant cognitive burden. Designers struggle to balance information density with comprehension, often discovering their carefully structured responses

overwhelm users in practice. Teneo AI allows designers to test and refine information architecture while hearing the actual cognitive impact on users.

Pain Point #3: Natural conversation flow
Creating natural-sounding conversations requires precise control of pauses, emphasis, volume, and rhythm, elements that are impossible to evaluate without hearing the actual output. Traditional design tools provide no way to test human-like speech patterns until full deployment, leading to robotic, unnatural interactions that damage user experience.

Measurable Impact on Design Effectiveness
Organizations using Teneo's Agentic AI platform report dramatic improvements in voice AI performance. This includes but is not limited to:

- **Intent Recognition Accuracy:** Improved from an industry average to consistently above 99% through proprietary technology.

- **Time to Deploy:** Reduced dramatically through native testing and streamlined deployment, eliminating the need for multiple production stages.

- **Design Iteration Speed:** Reduced from deployment cycles measured in weeks to deployment cycles in hours and minutes.

Availability
Teneo AI is available now for new and existing customers. Teneo.ai provides deployment support, ROI modeling and migration assistance to help enterprises 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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