Teneo.ai Awarded Best AI Telecom Solution

Remend recognizes Teneo.ai for delivering CX solutions using generative AI and LLM to the telecom industry.

Palo Alto, California – April 10, 2024 — Teneo.ai (Teneo), an Artificial Solutions brand, is a leader in transforming the customer experience (CX) through orchestrating generative AI and large language models (LLM) technology. Teneo was awarded "Best AI Telecom Solution" in Remend's 2023 AI Self-Service Automation Report and Buyer's Guide. With an AI orchestration platform that automates Contact Center as a Service (CCaaS) for more accurate customer service, they have become a go-to provider in the telecommunications space.

Teneo delivers a reliable and scalable customer self-service journey through conversational AI and generative AI. Using these technologies to pull data from a variety of systems while delivering the best intent recognition, Teneo delivers a smoother and the most accurate customer journey. With a quick deployment model and the ability to support 80+ languages, they are a preferred solution provider in the telecom industry. Their clients include AT&T, Swisscom, Telefónica and other top technology companies.

Remend's report contains 70 service provider profiles built from product demonstrations, requests for information responses and interviews with senior management. Teneo received high marks in five crucial categories:

- Flexibility: A
- Product: A+
- Security: A-
- Company: A-
- Go-to-Market: A

"If you are an enterprise or mid-market customer who is seeking to improve customer intent recognition in your conversational AI deployment, then Teneo should be at the top of your list for consideration," said John Triano, conversational AI advisor at Remend. "With their platform, Teneo has full control over their product roadmap, giving them more flexibility to deliver leading-edge AI technology in the future."

"Teneo has the best NLU benchmark in the industry and is at the forefront of transforming customer service, ensuring compliance, and boosting operational efficiency. We are proud to receive this award from the advisors at Remend, who are known for their focus on real ROI and aggressive cost-reduction strategies," said John Chaney, Regional Manager, Teneo.

Learn more by visiting www.teneo.ai.

The full Remend 2023 AI Self-Service Automation Report and Buyer's Guide is now available for purchase. It is a resource for industry leaders, decision-makers and professionals interested in better understanding the transformative services of AI-driven voice technology and digital self-service automation.

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About Teneo.ai
Teneo is a leading provider of AI Accuracy, necessary for a great customer experience, CSAT and NPS. Teneo orchestrates any generative AI, saves 98% of the cost and make sure you stay compliant. We boost accuracy for any Conversational IVR, and we are proud to transform the customer experience for hundreds of millions of consumers around the world, powering millions of interactions every day across our enterprise client base. We have native support for 86 languages and dialects and is fully integrated with call center and contact center systems. Teneo.ai, Teneo and OpenQuestion are registered brands by Artificial Solutions. Learn more at www.teneo.ai.

About Remend:
Remend is an independent advisory firm specializing in executive guidance for enterprise and mid-market organizations to help minimize technology spending. Remend's consultative and management services cover a range of technical specialties including software license management and support reduction for Oracle, Microsoft, SAP and IBM. They also partner with organizations to reduce telecom and software expenses and conversational AI, generative AI and digital transformation. Since 2014, Remend's experience and expertise have helped clients control their software and technical services costs for a better return on investment.

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