

# ARTIFICIAL SOLUTIONS

## Teneo.AI, a brand from Artificial Solutions Announces Partnership with CDI Services

[Teneo.AI](#), a brand from Artificial Solutions, an enterprise AI product provider for contact centers, today published a new partnership agreement with [CDI Services](#), a global strategy and delivery firm specializing in driving business value through conversational AI. This collaboration enables CDI Services' new and existing customers to access a comprehensive range of CAI-powered services, including integration with GPT and other Large Language Models (LLM) like [OpenQuestion](#), which optimizes call routing in Call and Contact Centers.

[OpenQuestion](#), a SaaS-based voice plug-in powered by [Teneo](#), enhances customer experiences and reduces operating costs for enterprises worldwide. Notably, OpenQuestion has demonstrated substantial impact on contact center operations, resulting in an 8% reduction in call workload and an impressive 90% decrease in call misrouting. It seamlessly integrates with popular tech stacks such as Amazon Connect and Genesys Cloud CX, making it a versatile solution for diverse contact center environments.

The global contact center industry is projected to reach \$496 billion by 2027, according to [Statista](#). This growth is driven by technological advancements, expanding applications, and the increasing prevalence of remote work. CDI Services, a recognized expert in reshaping customer interaction experiences, has extensive experience in leveraging emerging technologies like Teneo to meet the heightened expectations of the market. They serve prominent clients such as HP Inc., Vodafone, and Vandebron.

[Johnny Ribohn](#), Strategic Partnerships Director EMEA for Artificial Solutions, stated: *"We are delighted to welcome CDI Services to our growing partner network and look forward to jointly leading the new wave of contact center automation. This partnership holds immense potential, especially in the DACH market and we can't wait to embark on the exciting projects we'll be building for top leading brands."*

Founded in 2021, CDI Services operates as the conversational AI strategy and delivery branch of the Conversation Design Institute. Their multidisciplinary team comprises persona experts, conversation designers, AI trainers, consultants, and conversational engineers. CDI Services offers a systematic approach that supports clients at every stage of their conversational AI journey, from inception to completion.

[Paul Leeuwis](#), CEO at CDI Services, said: *"We are thrilled about this partnership with Teneo.AI. Our mission is to help global brands create better experiences that drive real business outcomes and add value every step of the way. Teneo's scalability, simplicity, and strength make it an invaluable tool that enables us to build advanced conversational AI applications on any channel and language, even for the most complex business cases."*

CDI Services now joins an esteemed group of world-leading technology, data, and consulting providers, including Microsoft, CSGi, CGI, and Teneo.AI, to deliver best-in-class solutions for its clients.

– ENDS –

**For further information, please contact:**

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**About Teneo.ai**

Our vision is a world without queues, without keypad navigation, with instant service. We're 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.

Our customers replace traditional phone keypad-based menus with welcoming, short, and precise full sentences – OpenQuestion. The solution is based on our award-winning SaaS-platform Teneo. Which runs across 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.

With love from Teneo.ai, a brand from Artificial Solutions.

Learn more at [www.teneo.ai](http://www.teneo.ai).

**About CDI Services**

We are Conversation Design Institute Services (CDIS), pioneers in driving business value with conversational AI solutions. Coordinated through our offices in Amsterdam, Austin TX, and Essen, we support our global customers to automate essential parts of their external or internal communication flows. The result is either a significant reduction in operational costs or a significant increase in revenue. In this way, we help our customers compete in their respective marketplaces.

Discover more about how we create unique and fit for purpose conversational AI experiences at [www.cdisglobal.com](http://www.cdisglobal.com)