Beyond Now launches Wave AI Framework to activate AI agent collaboration across CSPs' revenue lifecycle

Open, model-agnostic framework gives native, customer-built and third-party AI agents the skills and controls to collaborate across the revenue lifecycle

DUBLIN, IRELAND, October 20, 2026 /EINPresswire.com/ -- Beyond Now today launched its Wave AI Framework, designed to help communications service providers (CSPs) and technology companies deploy AI agents that can understand business context, interact with people, systems and other agents, and take action across the entire revenue lifecycle. The framework provides the context, and access agents need to operate across commercial processes.

Agentic AI adoption is accelerating and creating agents is becoming easier. The challenge comes when enterprises expect those agents to operate across complex business and ecosystem environments, execute workflows across multiple systems and deliver measurable business outcomes.

For CSPs and technology companies, deploying AI agents means giving them the business context to understand customers, products, pricing and commercial rules, together with access to the systems involved. They also need clear guardrails defining what they can access, which actions they can take and where human oversight is required, so they can operate safely across the revenue lifecycle and coordinate with people, systems and other agents.

"We're reaching the point where building another AI agent is relatively straightforward. Making that agent useful inside the business and turning that into growth is much harder." Angus Ward, CEO of Beyond Now. "The next step is giving agents the ability to act across real commercial processes and work with other agents safely and securely. Wave AI Framework gives customers a governed way to do that, while keeping them free to use our agents, their own or others from across the wider AI ecosystem."

Wave AI addresses this challenge by combining the business capabilities and intelligence of Beyond Now's recently launched Agentic Revenue & Ecosystem Orchestration Platform with an open framework for activating, building, connecting and orchestrating AI agents. Native role-based agents embedded across the platform can work alongside customer-built and third-party agents, drawing on shared business data, product catalogs, commercial rules and revenue processes to turn intent into revenue.

The framework brings these capabilities together through four interconnected layers:

- Wave AI Interface, enabling users to interact with the Beyond Now Platform through a conversational, LLM-like experience from their interface of choice.

- Wave AI Workforce, comprising native role-based agents embedded across Beyond Now platform.

- Wave AI Cockpit, providing a unified control plane for agent orchestration, governance and observability, including access to reusable AI Skills, MCPs and APIs.

- Data Layer, providing the information and business context agents need to make decisions and take action.

The framework is already being applied with customers and partners. Beyond Now has integrated its Wave AI Framework with Microsoft AI Foundry, and Hrvatski Telekom is introducing AI across BSS, commerce and sales as part of its wider AI-first strategy.

The next wave of adoption will see agents operating across organizational boundaries, including external agents interacting directly with service providers systems and increasingly, agents to agents (A2A). Wave AI gives CSPs and technology providers a way to support those interactions while retaining control over access, permissions and commercial processes.

More information about the Beyond Now Wave AI Framework is available at:
https://www.beyondnow.com/wave-ai

Media contact
The Hoffman Agency

This press release can be viewed online at: https://www.einpresswire.com/article/950896565

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