



SEPT 22 - 24, 2026 | NAIROBI, KENYA

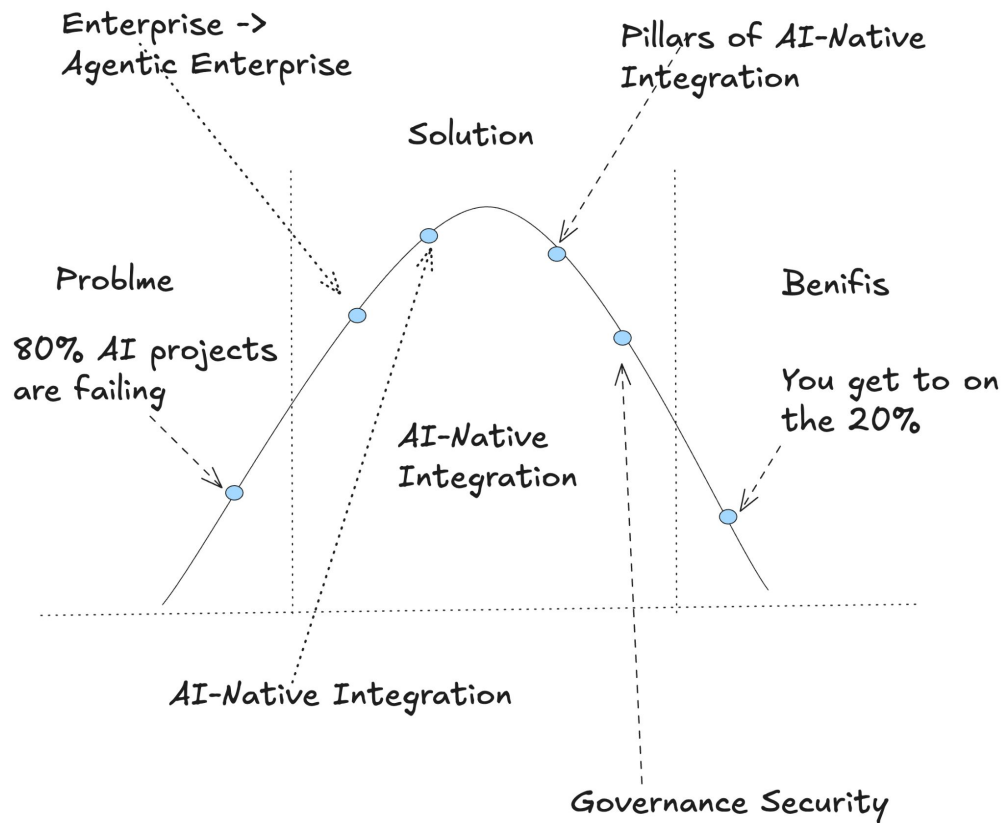
AI-Native Integration Development: Reimagining How Integrations Are Built



Shafreen Anfar

AI Lead Integration BU

Story



start





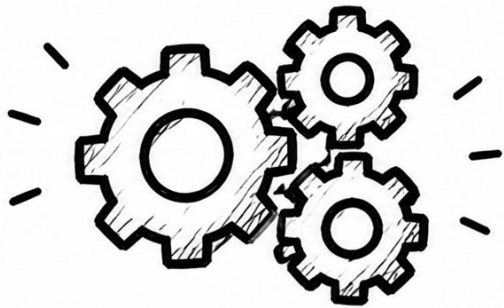
I help integration developers build integrations by building well designed, simple and easy to use tools.

How we can not only survive but **thrive** through this
fundamental change

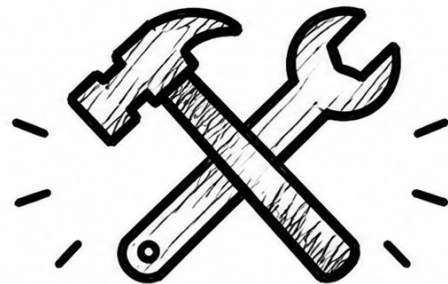
**What we build as
integration**

**How we build
integration**

What we build as
Integration



How we build
integration



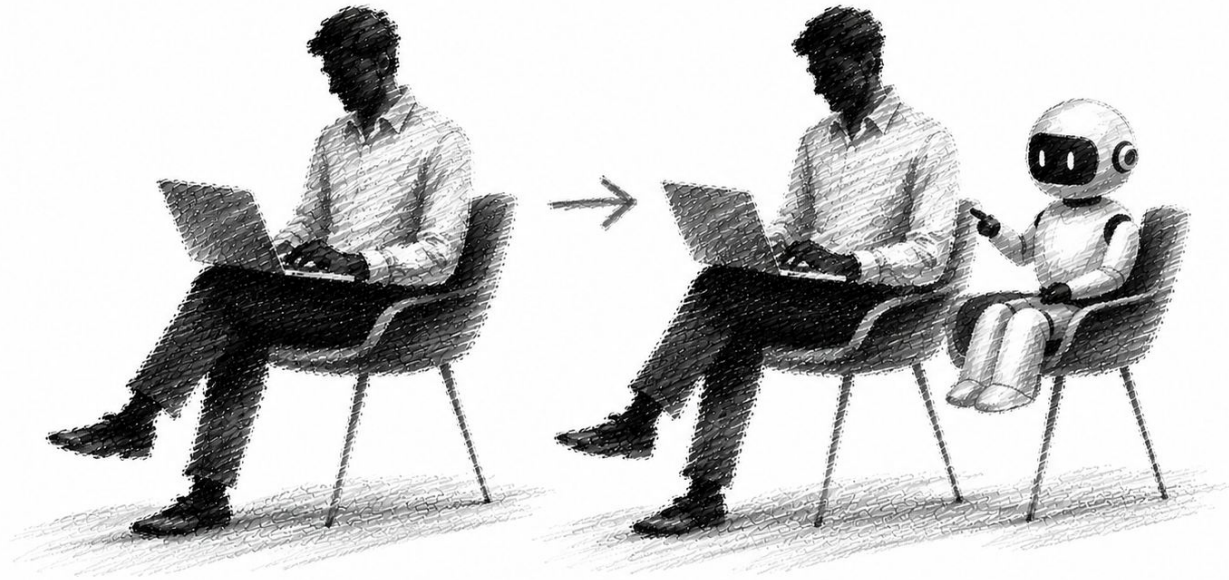
Middle



What we build as integration

What we build as integration

Enterprise → Agentic Enterprise



**Agents are becoming first-class actors
in enterprise architecture.**

Why Traditional Integration Breaks

Traditional vs Agentic

Traditional	Agentic
Static workflows	Dynamic execution
Rules	Reasoning
APIs as endpoints	APIs as tools
Human driven	Autonomous
Deterministic	Probabilistic



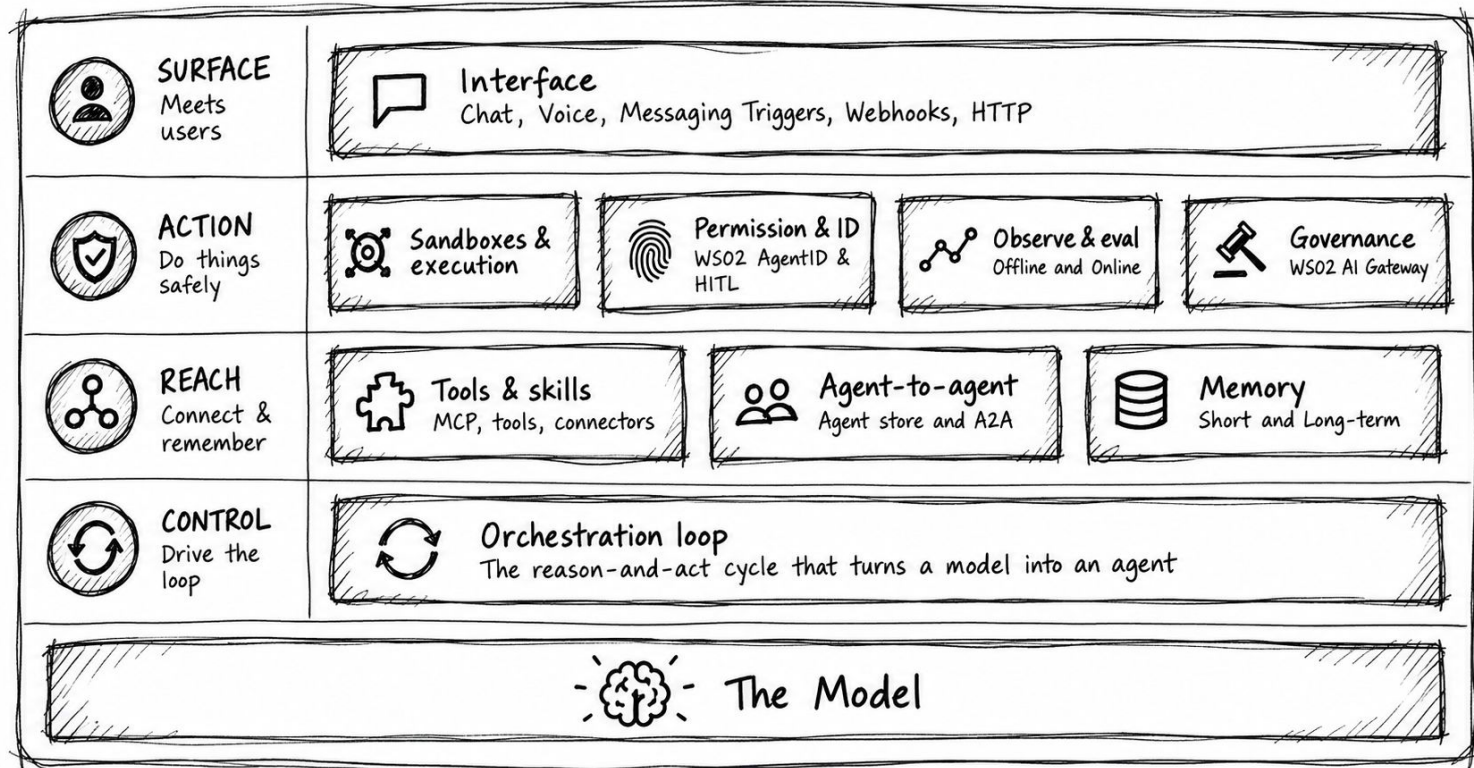
What is AI-Native Integration?

**AI-native integration embeds
intelligence into the integration layer
itself.**

Traditional Integration → Agentic Integration

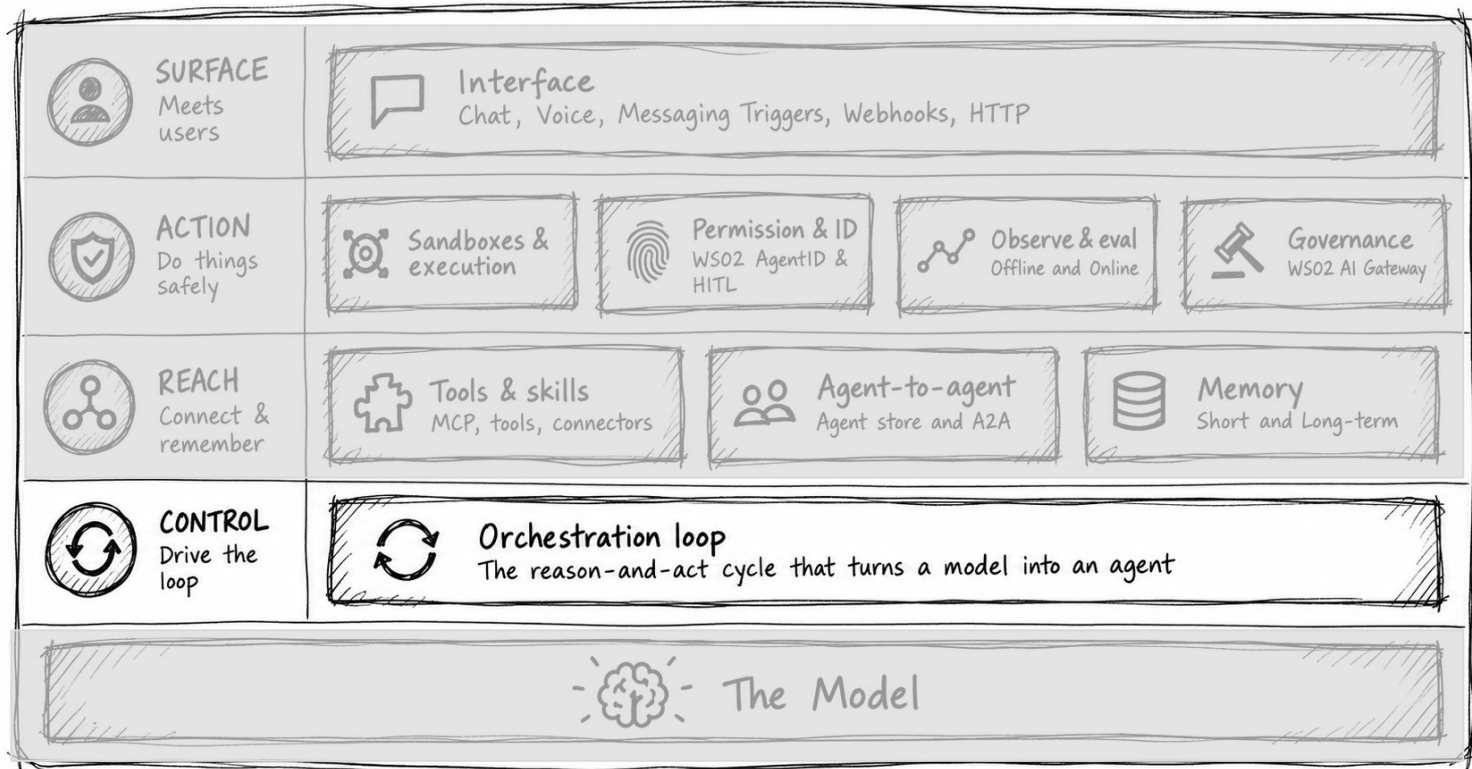


Building Blocks of Agentic Integration

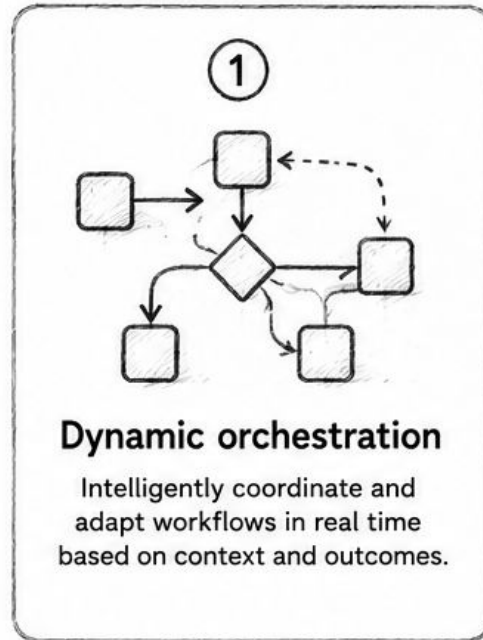


Control

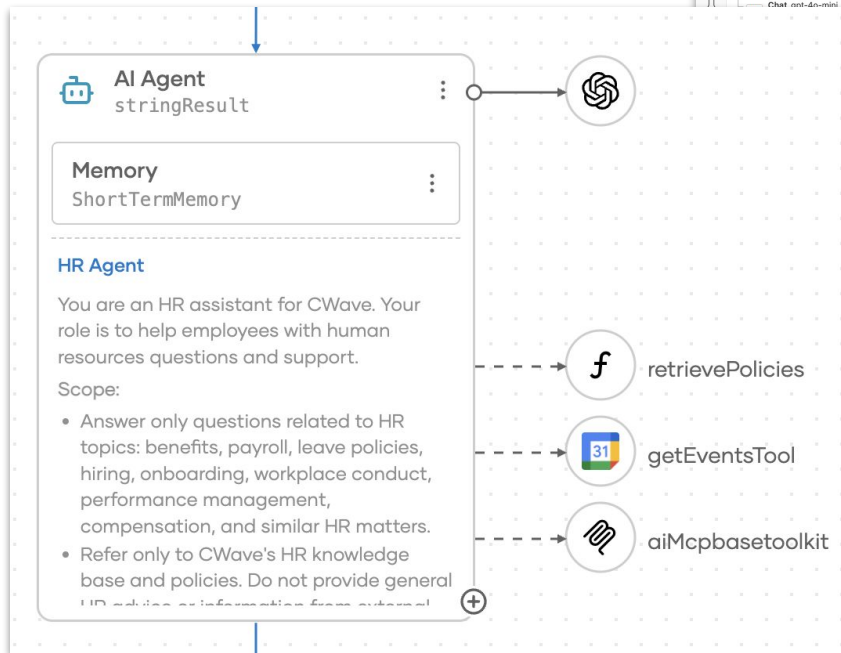
Building Blocks of Agentic Integration



Build Orchestration Loops



Build Orchestration Loops



The screenshot displays the WS02 Integrator interface, showing a trace for an AI Agent Math Tutor. The interface includes a "Trace" tab, a "Timeline" view, and a "Session Traces" section. The trace details include the agent name "Invoke Agent - Math Tutor", the provider "Ballerina", and the start/end times. The input section shows the system instructions for the math tutor, including its role, instructions, and rules. The output section shows the user's query "How much is 3+2-8?". The right-hand side of the interface shows the chat history, including the user's question and the agent's response.

Trace Details:

- Agent: Invoke Agent - Math Tutor
- Provider: Ballerina
- Start Time: 05/06/2026, 10:20:33.789 PM
- End Time: 05/06/2026, 10:20:37.611 PM

System Instructions:

Role: Math Tutor

Instructions: You are a math tutor assistant.

RULES (MUST FOLLOW):

- You MUST use the provided mathematical tools (add, subtract, multiply, divide) for ALL calculations, even simple ones.
- You are NOT allowed to compute results mentally or inline.
- If a calculation is required and a tool is available, you MUST call the tool.
- If you do not call a tool when a calculation is required, the response is invalid.

Provide clear, step-by-step explanations. Include the final answer at the end.

User Input: How much is 3+2-8?

Output:

Execution Steps (1):

Hi

Execution Steps (2):

Hello! How can I assist you with your math questions today?

Execution Steps (3):

How much is 3+2-8?

Execution Steps (4):

Let's calculate $3 + 2 - 8$ step by step.

- First, we add 3 and 2:
$$3 + 2 = 5$$
- Next, we subtract 8 from the result:
$$5 - 8 = -3$$

So, the final answer is -3 .

Execution Steps (5):

4-9+8/5/3

Execution Steps (6):

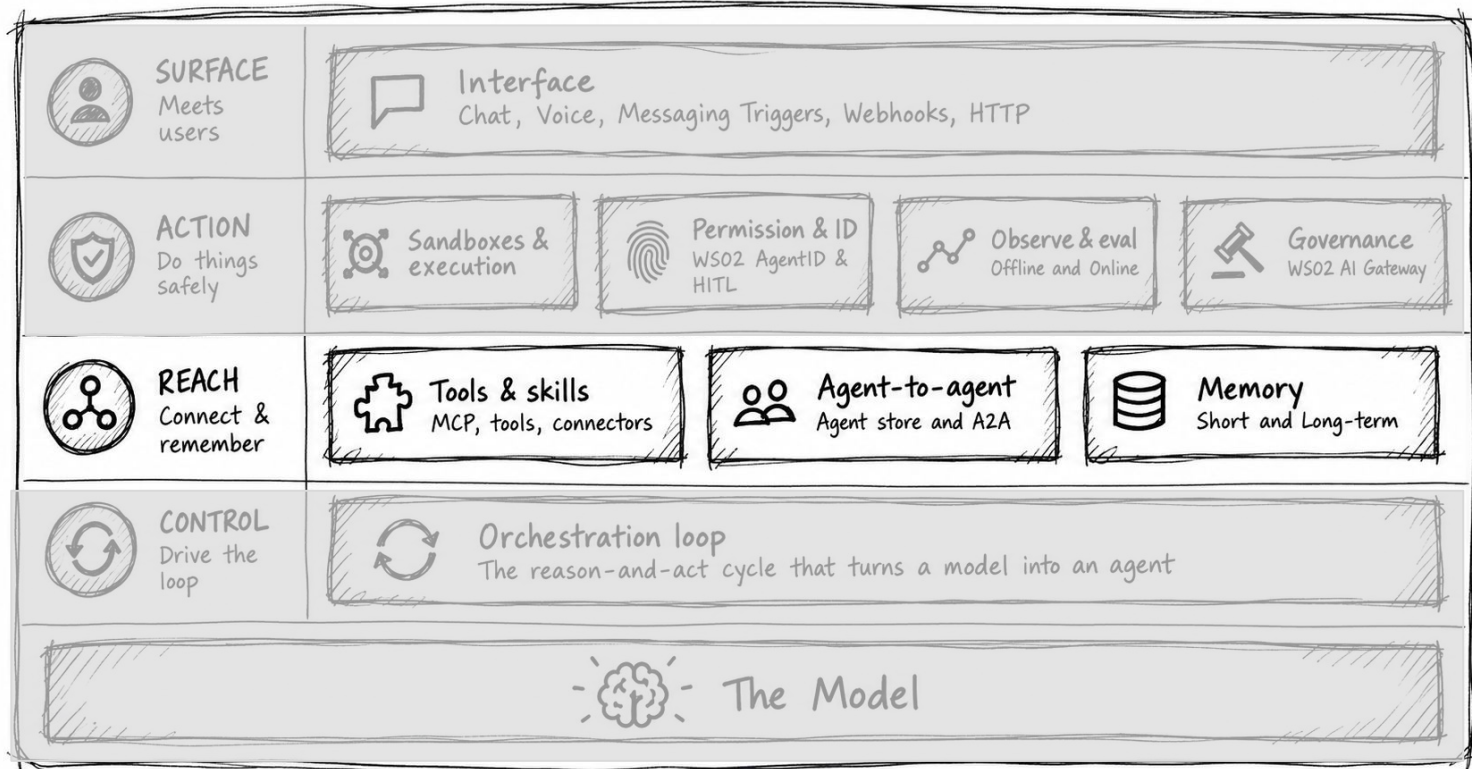
Let's calculate $4 - 9 + 8 \times 5 \div 3$ step by step.

- First, we subtract 9 from 4:

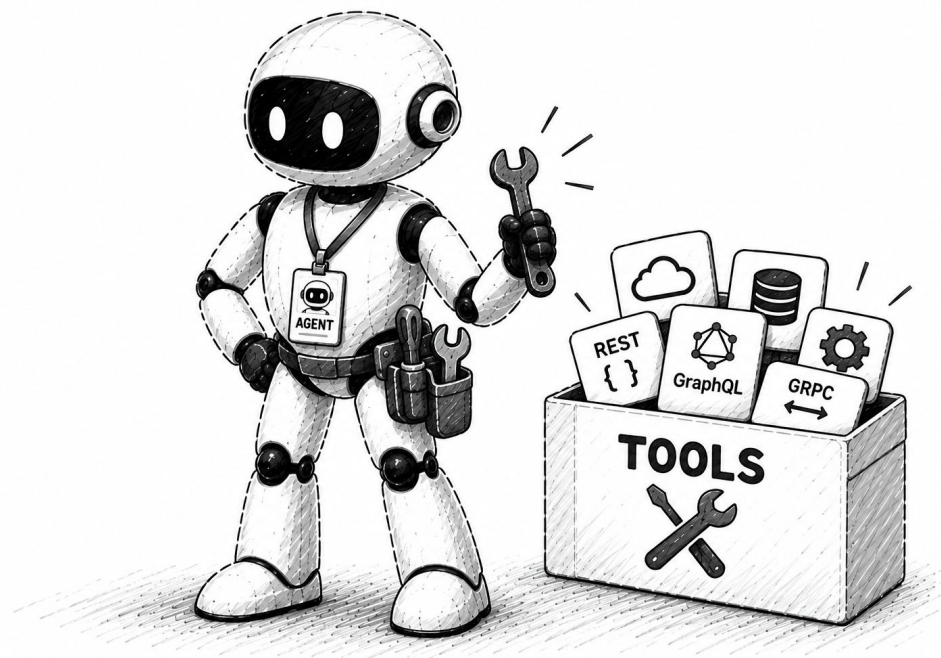


Reach

Building Blocks of Agentic Integration



Connect APIs as Tools



Connect APIs as Tools

Add Tool

×

Create and add tools to extend your agent's capabilities.
Choose the method you'd like to use:

 **Use Connection**

Turn an existing connection (HTTP client, database, message broker) into an agent tool. Your agent will be able to make requests and interact with these services.

 **Use Function**

Create a tool from an existing function in your integration or from a library function. This gives your agent the ability to execute specific business logic.

 **Use MCP Server**

Connect to a Model Context Protocol (MCP) server to access pre-built tools and resources. MCP servers provide standardized access to external systems and data sources.

 **Create Custom Tool**

Build a new tool from scratch using the visual flow editor. Define the tool's logic, inputs, and outputs to give your agent customized capabilities tailored to your exact needs.



Connect APIs as Tools: MCP

Edit MCP Server

Server Url*

Text Expression

http://localhost:8080/mcp

Requires Authentication

Enable if the server requires authentication

Tools to Include

Selected

Available Tools

Deselect All

5 of 5 selected

☒

getLeaveBalance
Get the leave balance for an employee.
Returns annual, sick, and casual leave...

☒

applyLeave
Apply for leave on behalf of an employee.
leaveType must be 'annual', 'sick', or 'casual'...

☒

updateLeaveStatus
Approve or reject a pending leave request
for an employee. action must be 'approve' ...

← MCP Service

Implement and configure your service

Listener: mcpListener

Tools

Define how the mcp service responds to tool calls

TOOL

applyLeave

TOOL

listEmployees

TOOL

getLeaveBalance

TOOL

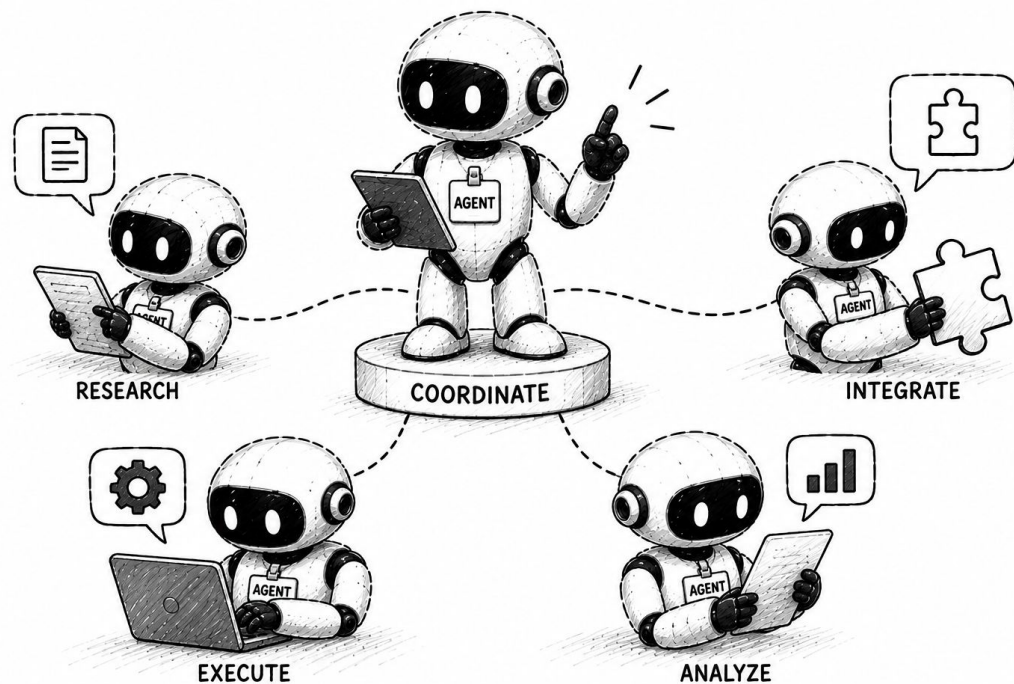
getLeaveHistory

TOOL

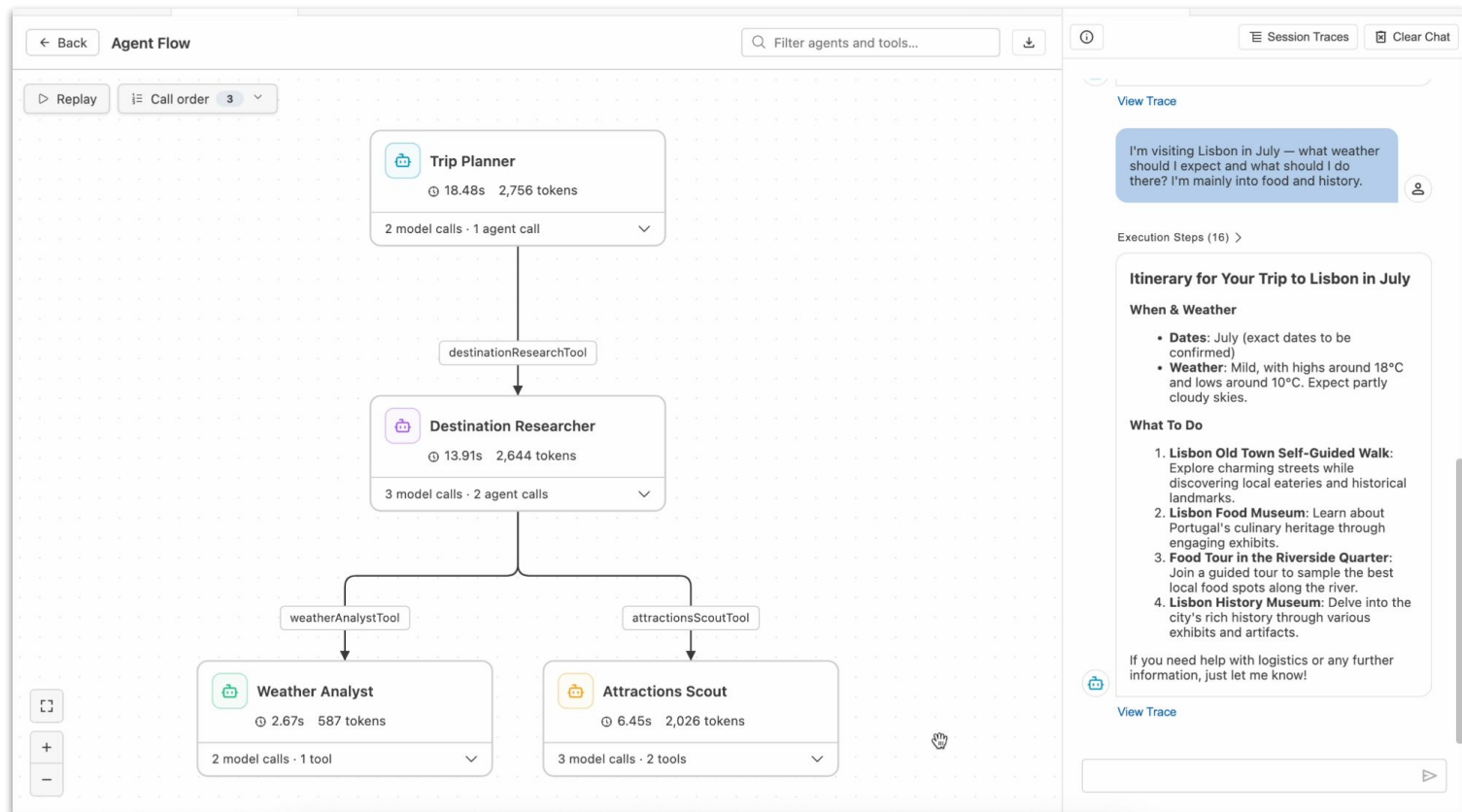
updateLeaveStatus



Connect APIs as Agents



Connect APIs as Agents



Connect Data as Memory



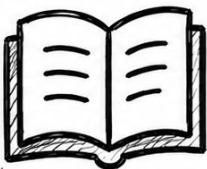
Connect Data with Context



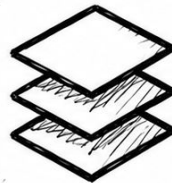
Short-term Memory



Long-term Memory



Knowledge Bases



Context Layer



Connect Data with Context

← Select Memory Store ×

Memory Stores



In Memory Short Term Memory Store
Provides an in-memory chat message store.



MSSQL Short Term Memory Store
Represents an MS SQL-backed short-term memory store for messages.



Redis Short Term Memory Store
Represents a Redis-backed short-term memory store for messages.



Connect Data with Context

 WSO2 Integration Platform

Organization
shafreenanfar ▾

>

 Overview

 Develop

 Build

 Deploy

 Test

 Insights >

 Observability >

 RAG ▾

 Scheduled Ingestion

 Service

 Retrieval

 Admin >

1

STEP 1

Initialize Vector Store

2

STEP 2

Configure Embedding Model

3

STEP 3

Configure Chunking

4

STEP 4

Create Automation

5

STEP 5

Configure Datasource

Setup RAG Ingestion

Initialize Vector Store

 Pinecone

 Chroma

 Weaviate

 PostgreSQL

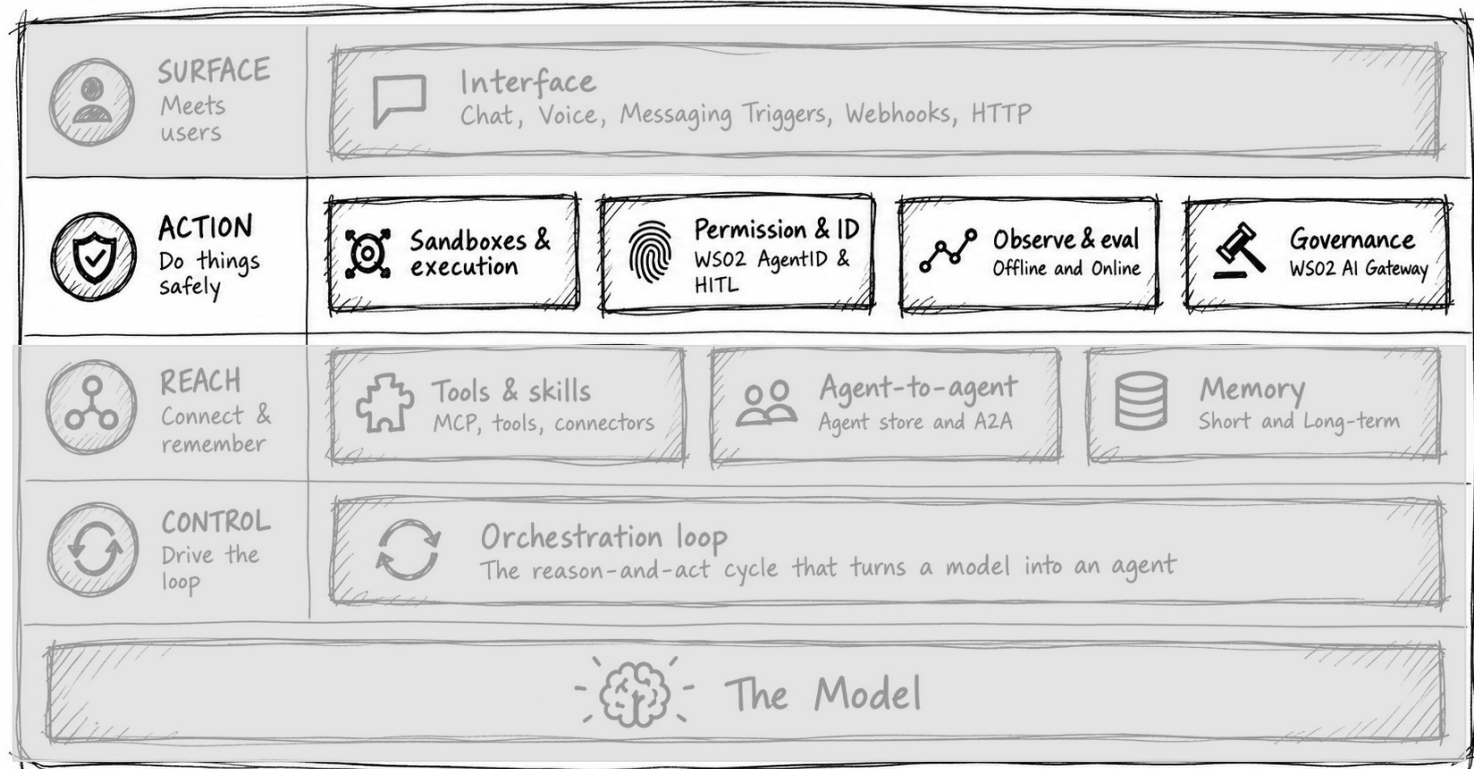
 WSO2 Integration Platform Managed

Back

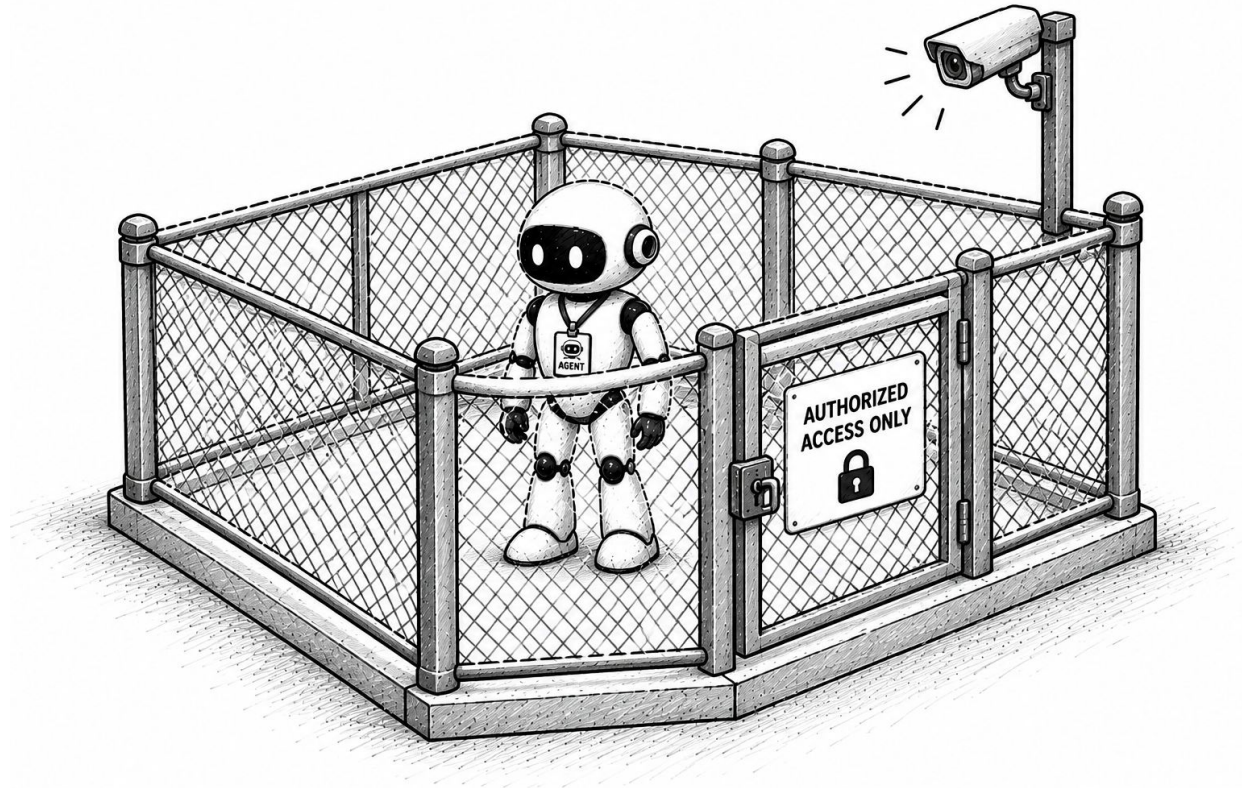
Next

Action

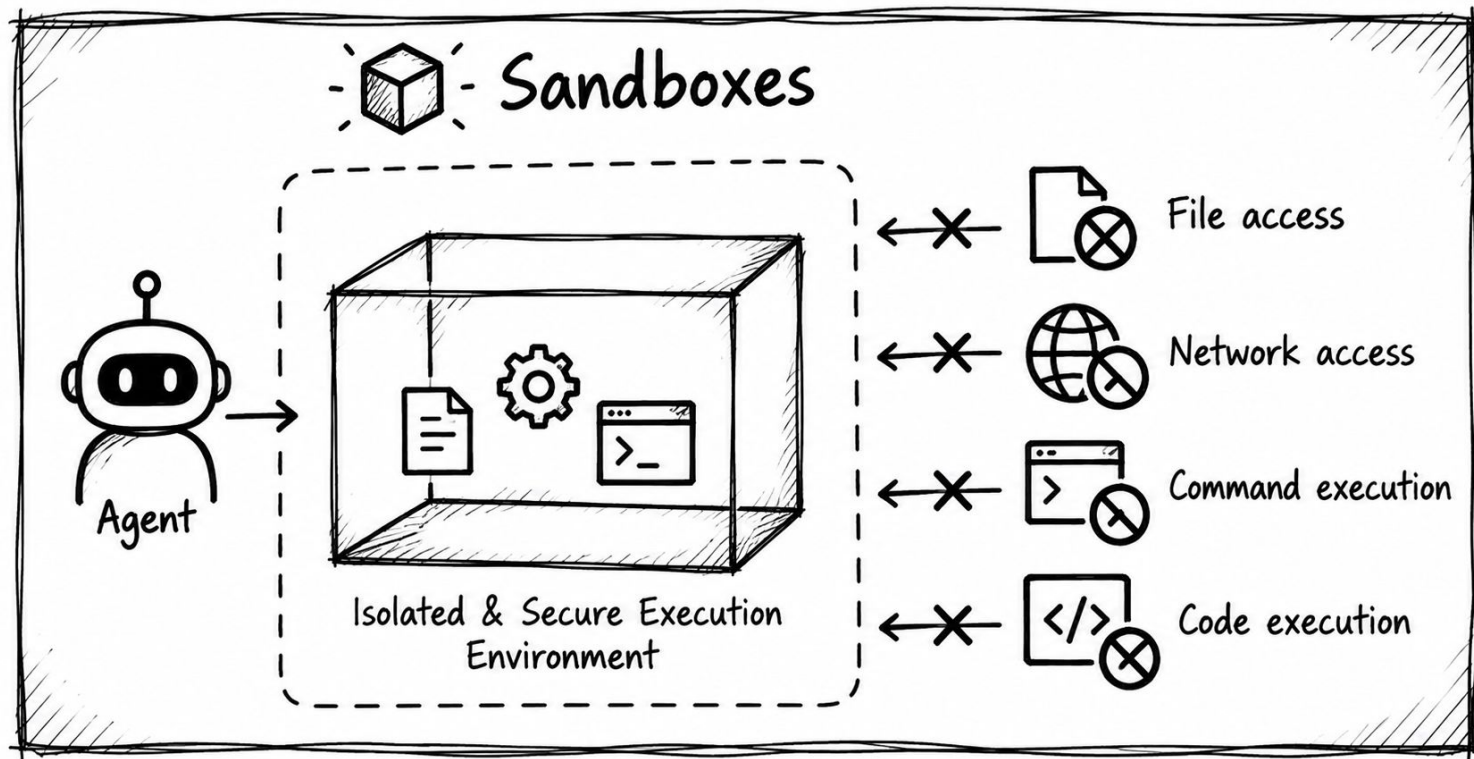
Building Blocks of Agentic Integration



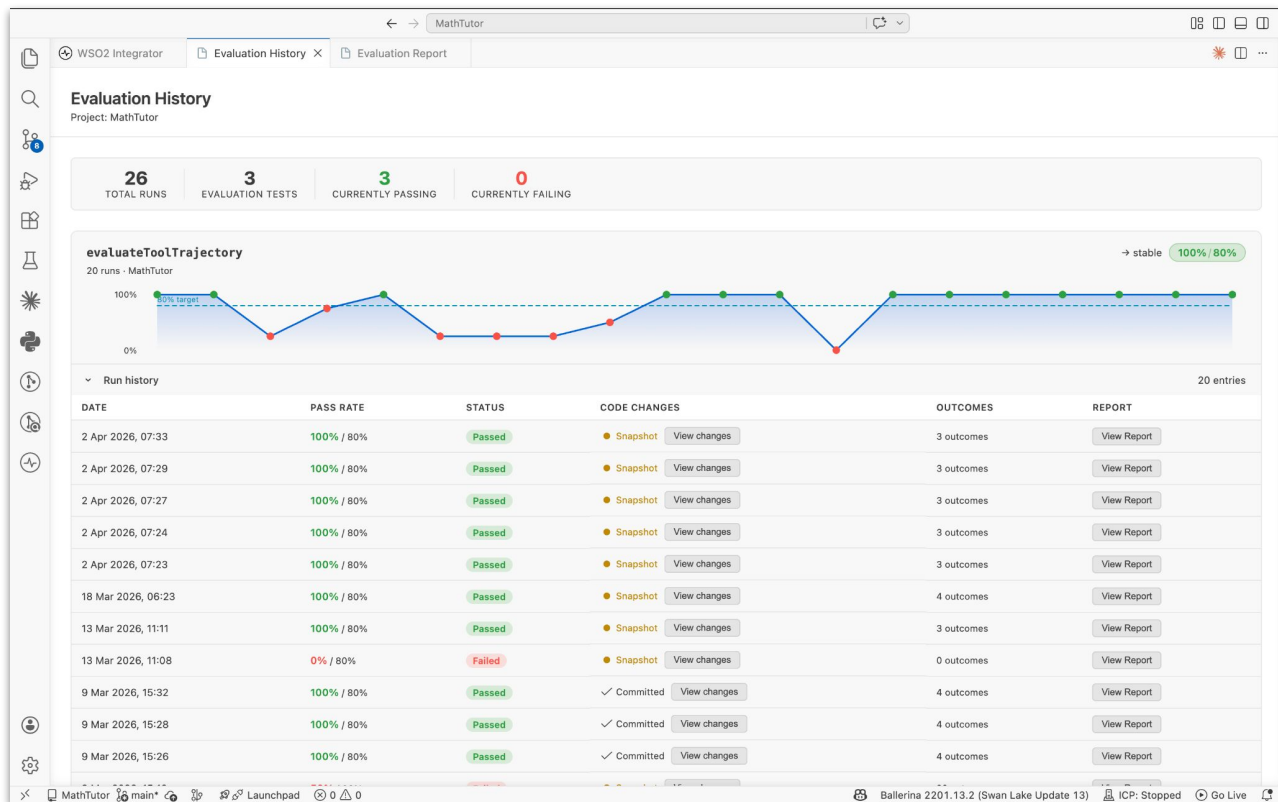
Controlled Environment



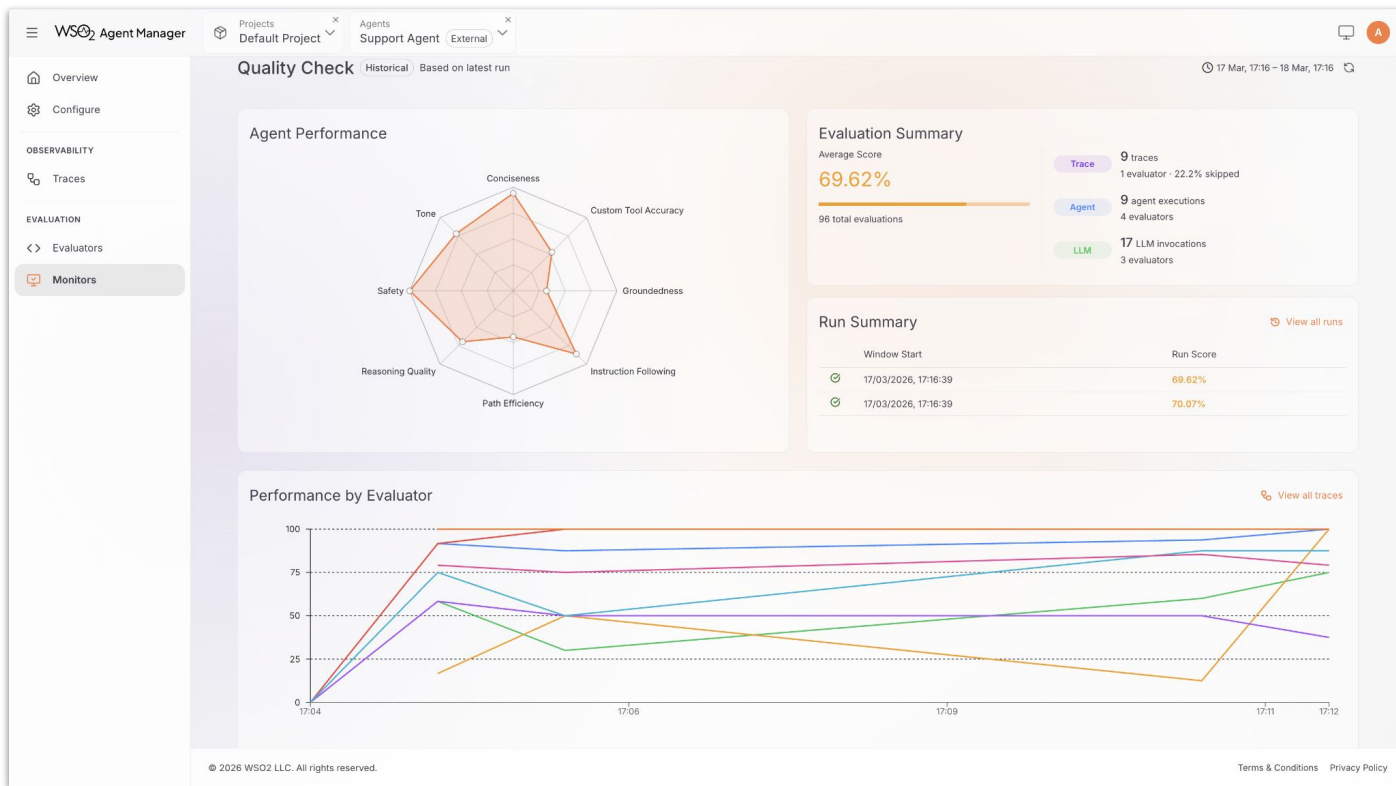
Sandboxes



Evaluations



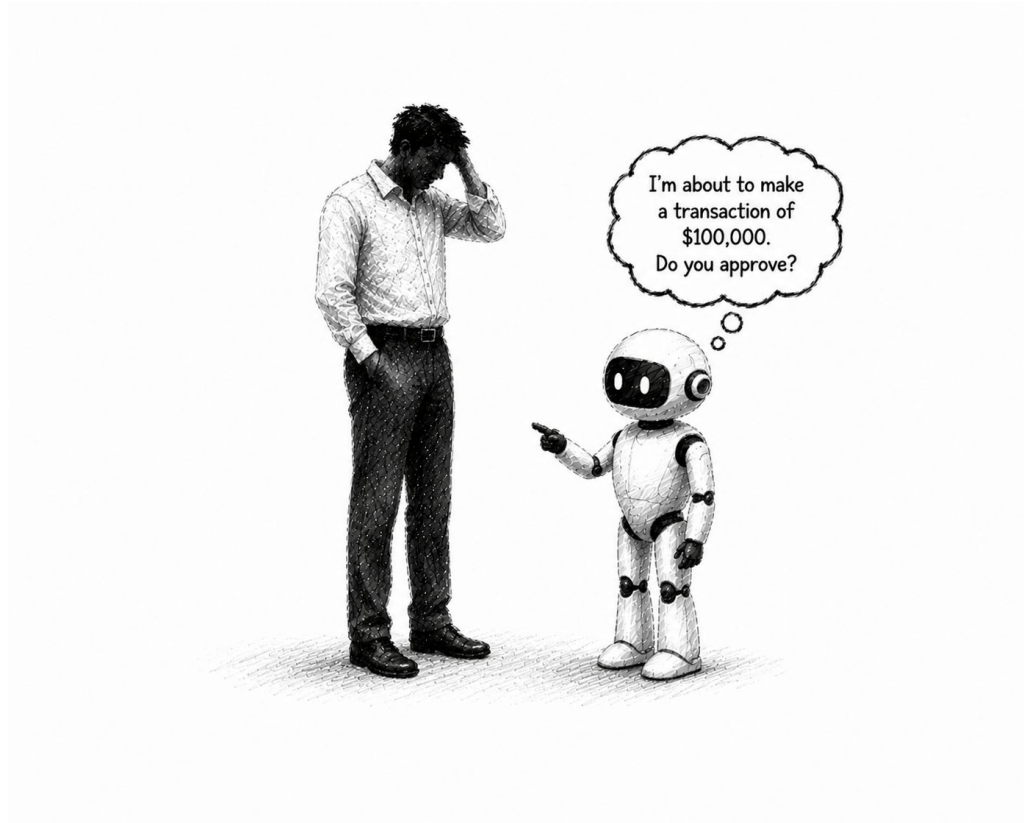
Evaluations



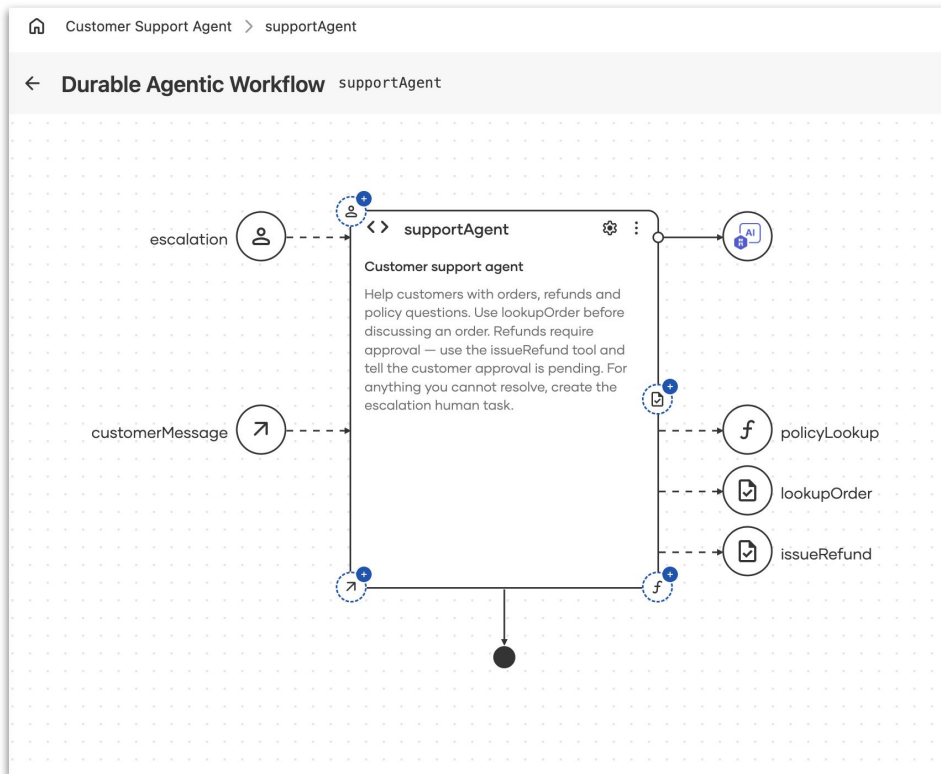
ID Agentic Integration



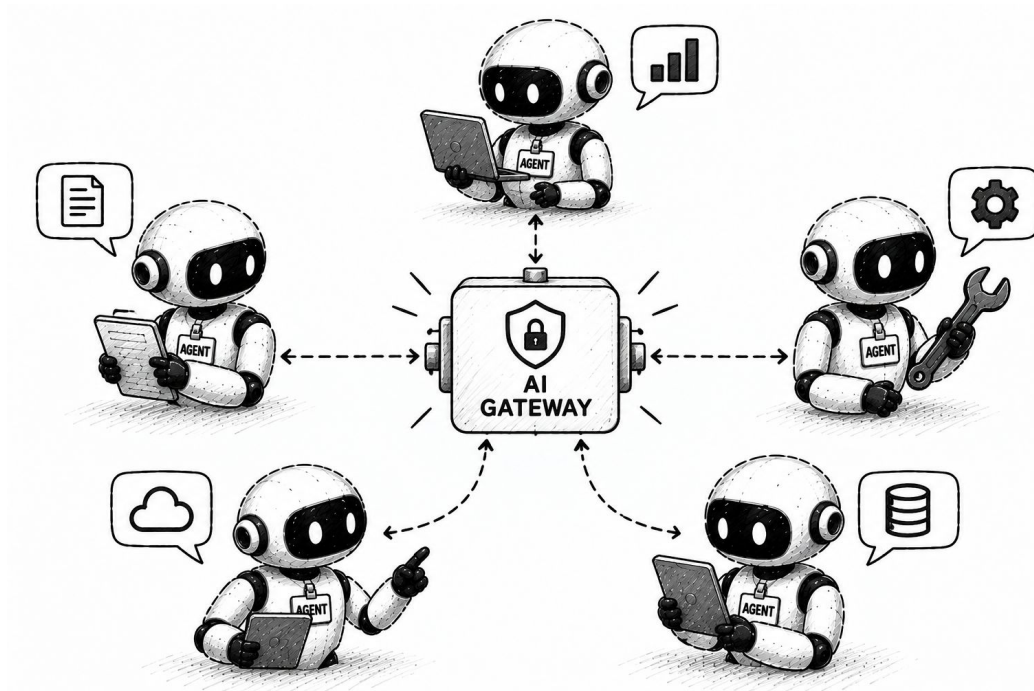
Connect Humans and Agentic Integration



Connect Humans and Agentic Integration

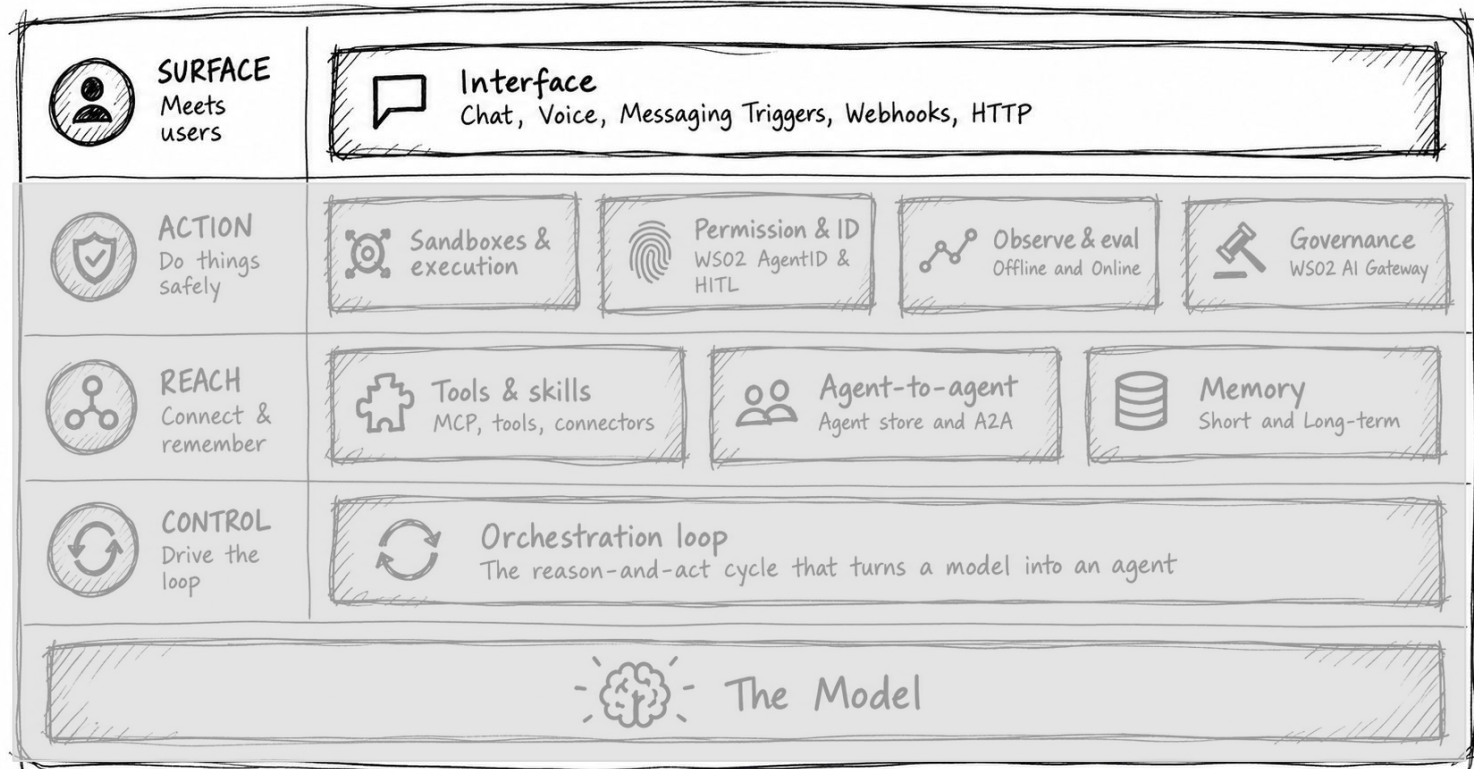


Governance through AI Gateway

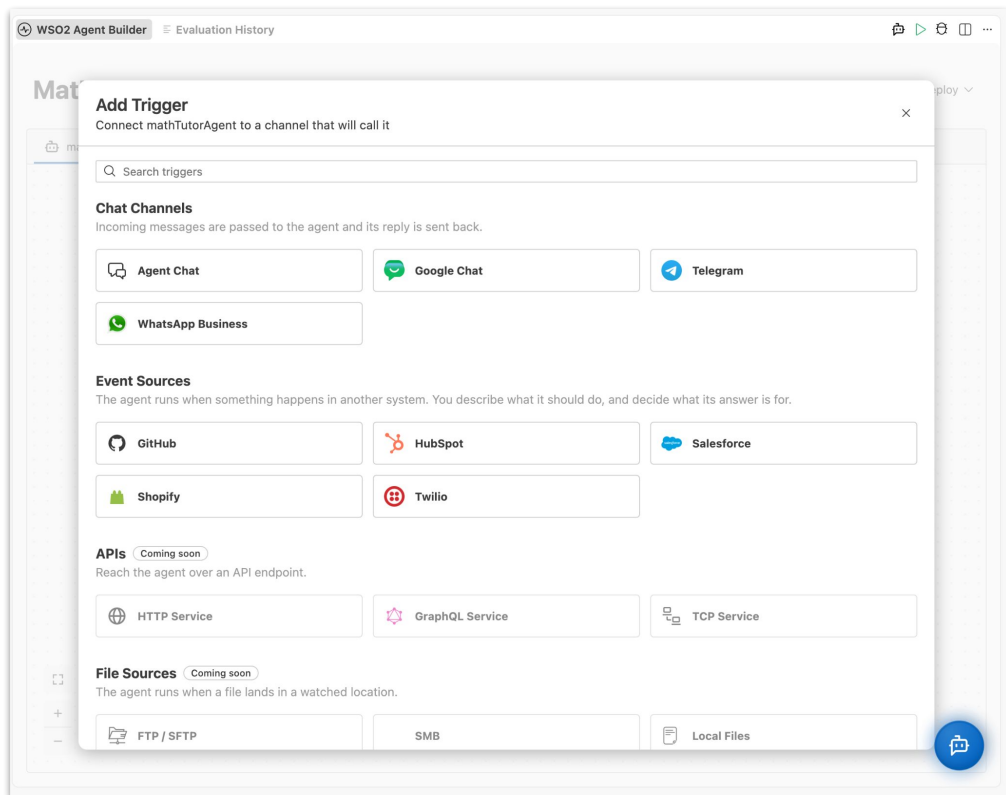


Surface

Reimagining Integration Building Blocks



Triggers



Voice Triggers

WSO2
Integration Platform

Overview

Develop

Build

Deploy

Test

Insights

Observability

Voice AI

Admin

Organization
Voice Agents

Copilot

< Back to Voice AI Agents

Voice Agent

Voice AI Service • Assistant

Restart

Stop

Start

Overview

Configure

Settings

Service Status

Running

Endpoint Hosthttps://devant.wso2.com/voice-agent/agent-x98f

DEPLOYMENT INFO

REGION

Digital Ocean - US East

CREATED

Just now

SOURCE PROJECT

sample-agent

Provider Configuration

SPEECH TO TEXT PROVIDER

DEEPRGRAM

Model: Nova-2

TEXT TO SPEECH PROVIDER

CARTESIA

Voice: Default Voice

Active Capabilities

Barge-in

Turn Detection

VAD

Multilingual

Voice Agent

WSO2 Voice Assistant

LIVE

Say hello

Press Start Session to interact with your WSO2 voice agent.

Stop Session

< Collapse

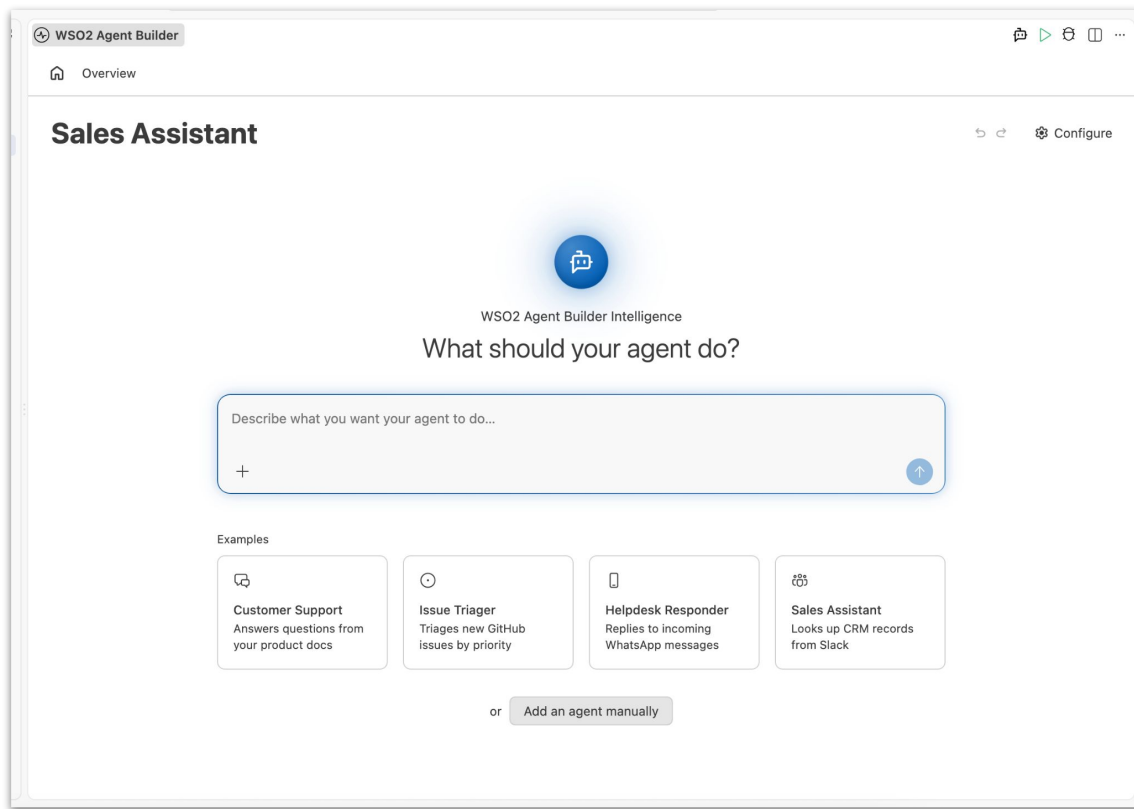


How we build integration

How we built integration

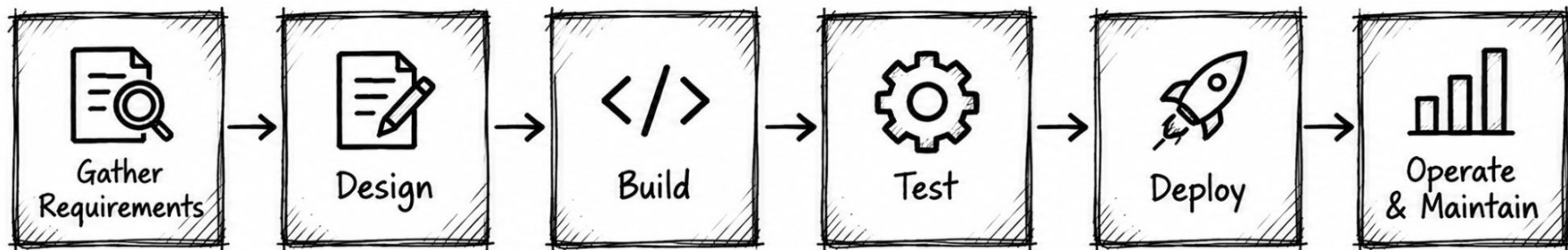
**Most of integrations will be
headless**

Headless Development

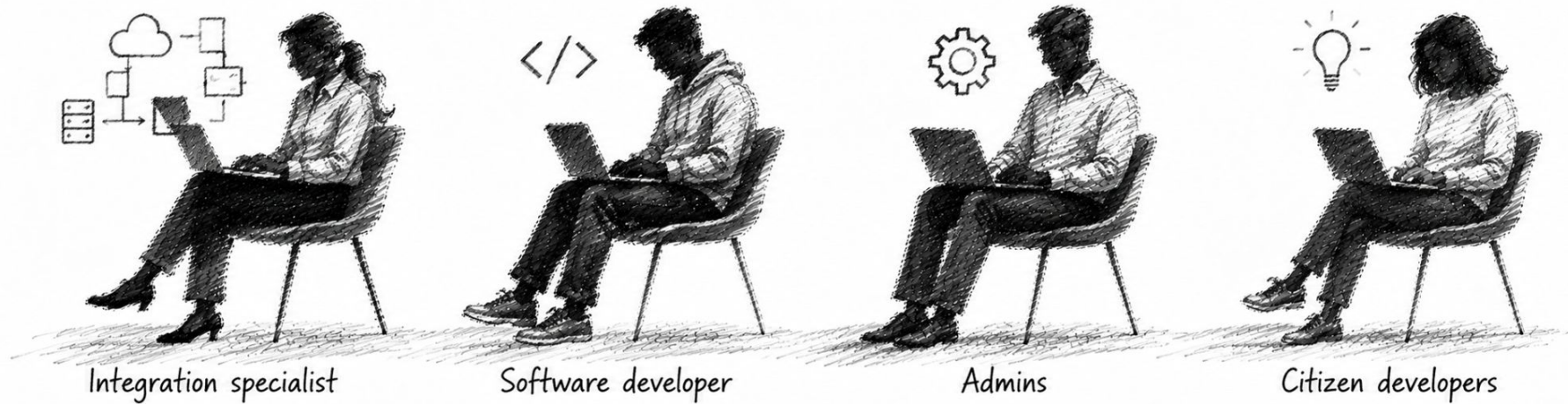


Headless Development

SDLC



Headless Development



End



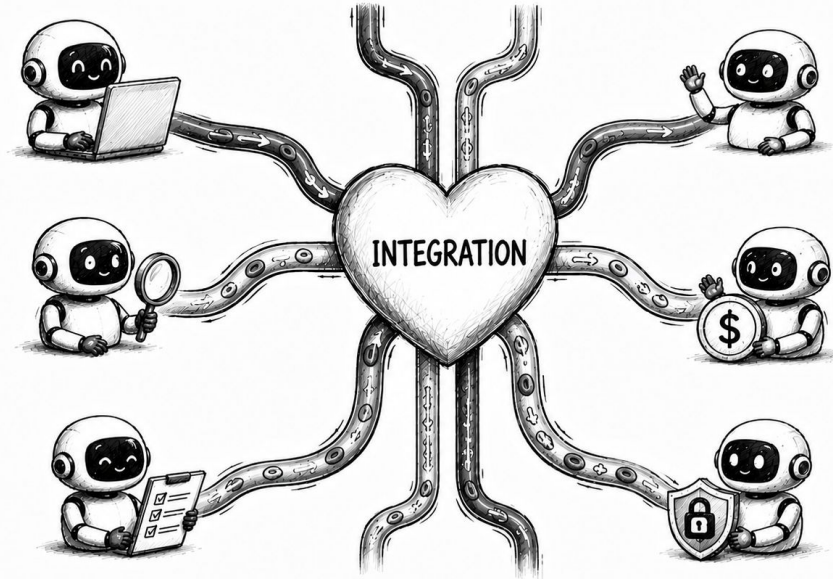
**What we build as
integration**

**How we build
integration**

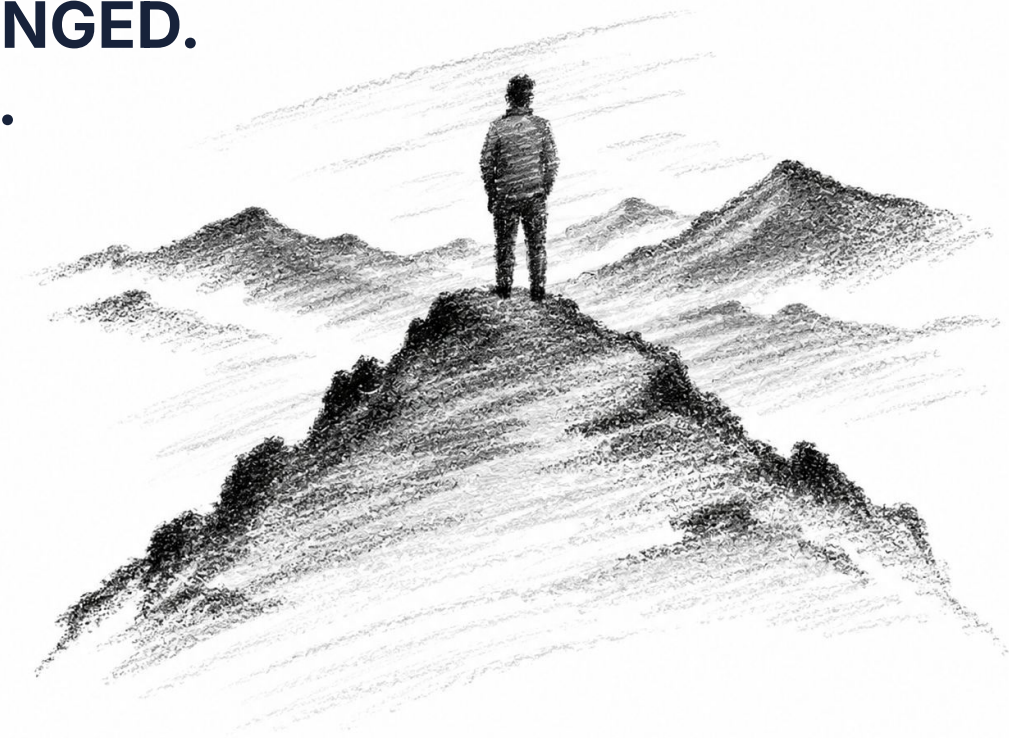
What is AI-Native Integration?

Agentic and Headless

INTEGRATION IS THE CIRCULATORY SYSTEM OF AGENTS!



**THE WORLD HAS CHANGED.
DON'T JUST SURVIVE.
THRIVE.**





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Thank You!



Shafreen Anfar

AI Lead Integration BU

