



SEPT 22 - 24, 2026 | NAIROBI, KENYA

Building Enterprise-Ready Integration Agents



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Today's Agenda

Introduction to WSO2 Agent builder

Build an agent

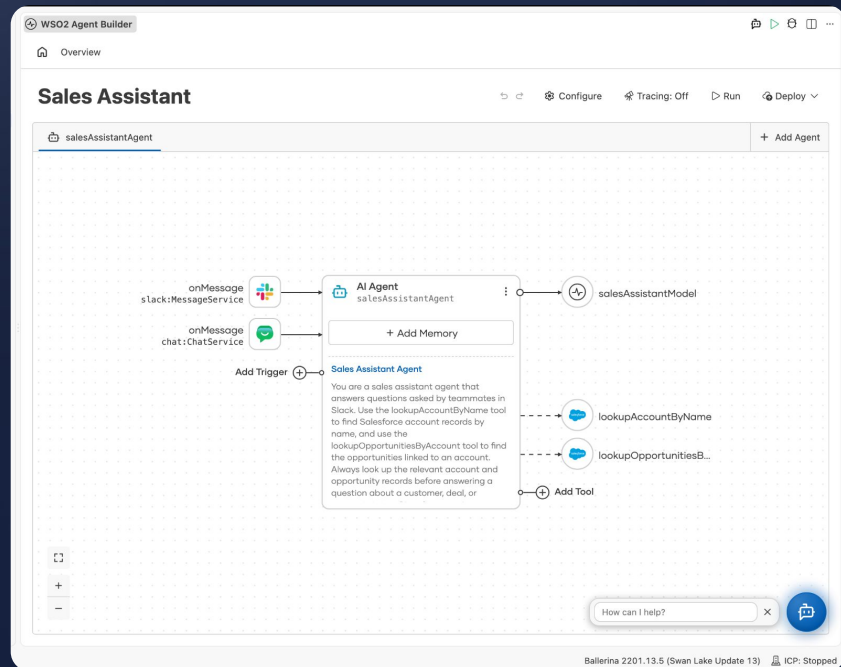
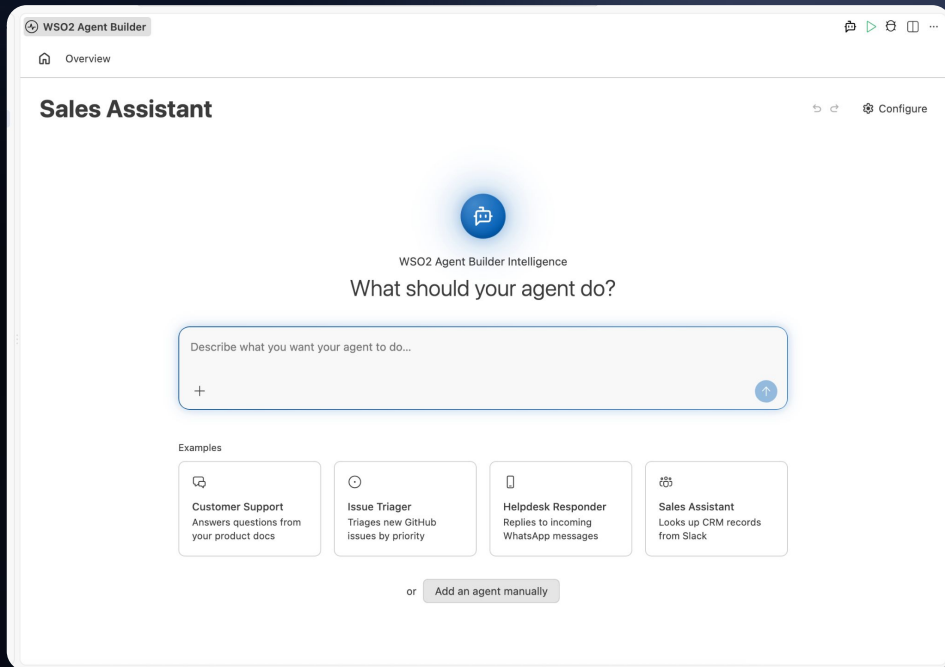
Deploy MCP into WSO2 Cloud

Deploy agent into WSO2 Agent Manager



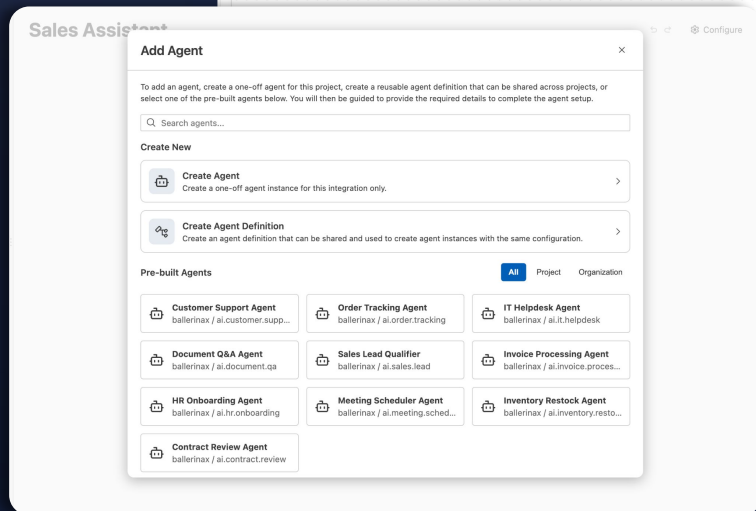
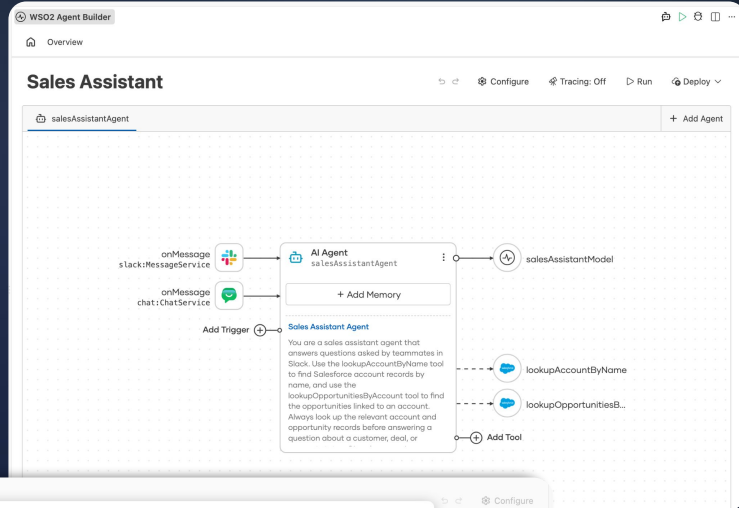
Introducing WSO2 Agent Builder

First-class agent development capabilities to simplify building enterprise-ready agents.



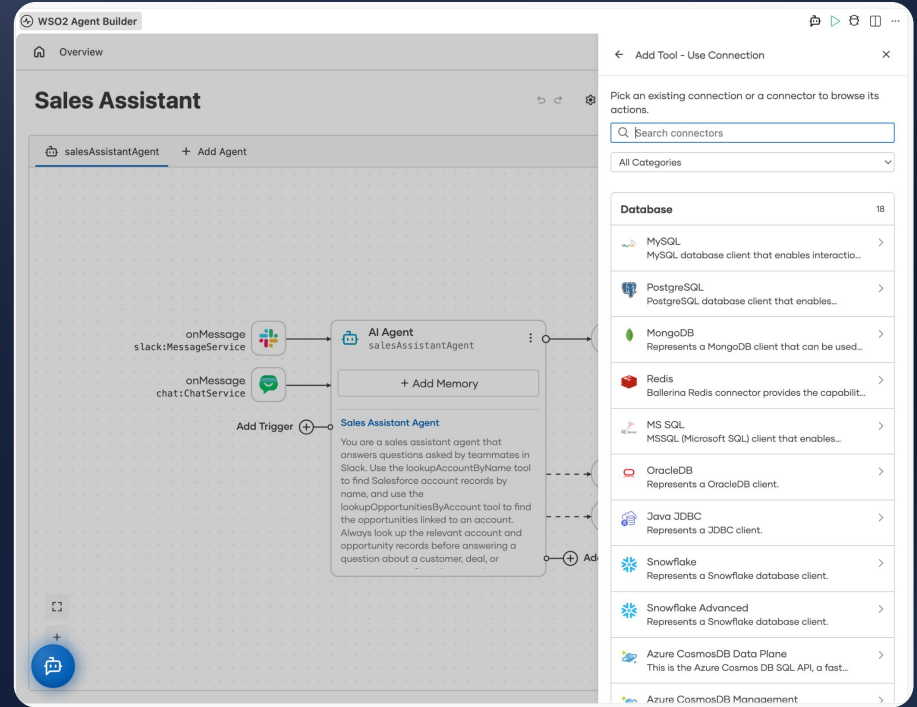
Build agents

- Build agents in a no-code manner with a natural language-based development experience
- Start with pre-built agents
- Seamlessly transition from no-code to pro-code as agent logic becomes complex
- Supports both a lightweight VS Code-based editor and a cloud-based editor



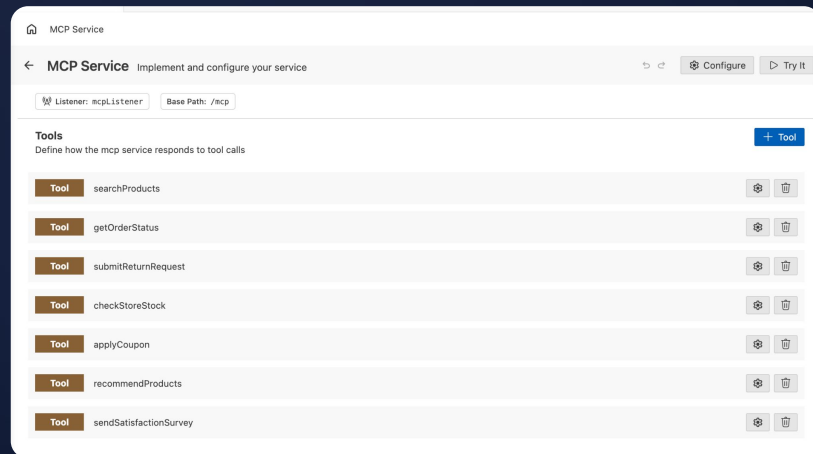
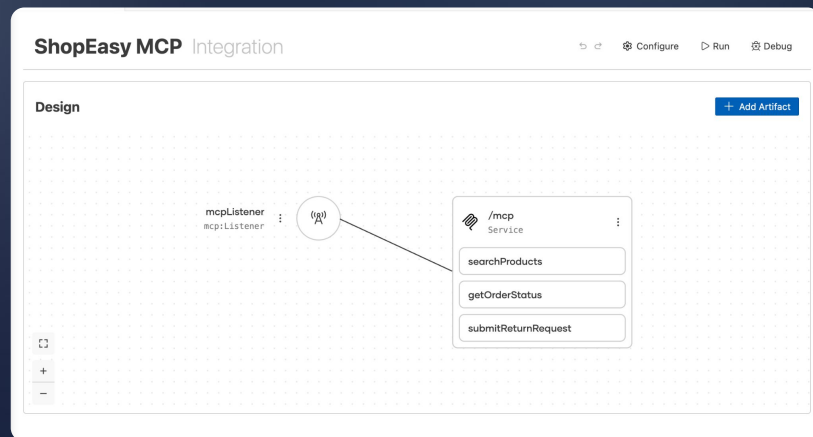
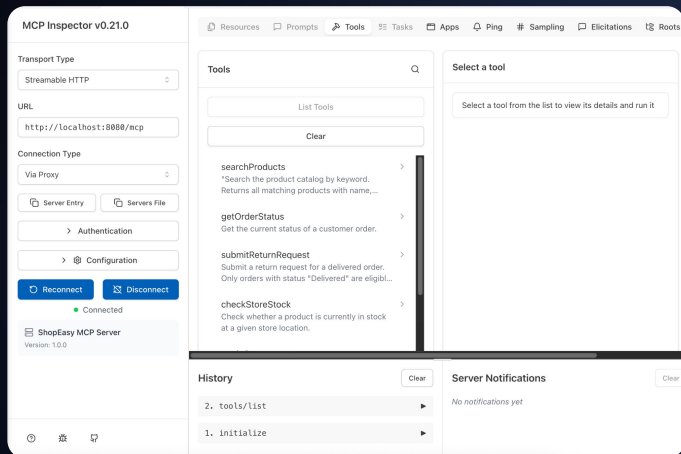
Connect external systems

- 600+ connectors provided as tools
- Prebuilt tools
- Ability to discover and connect to MCP endpoints
- Seamless connectivity to various model providers and AI gateways



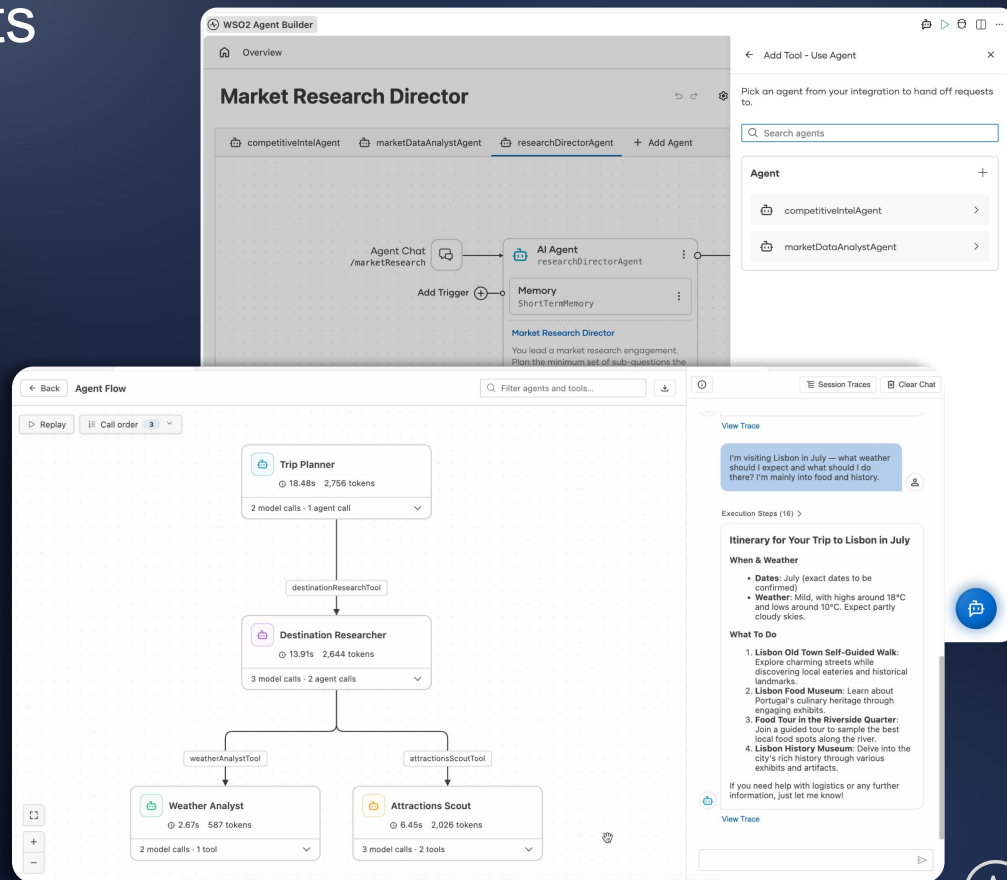
MCP servers

- Ability to write MCP servers with no boilerplate code
- Tool to convert REST APIs to MCPs
- "Try it" tool for MCP servers



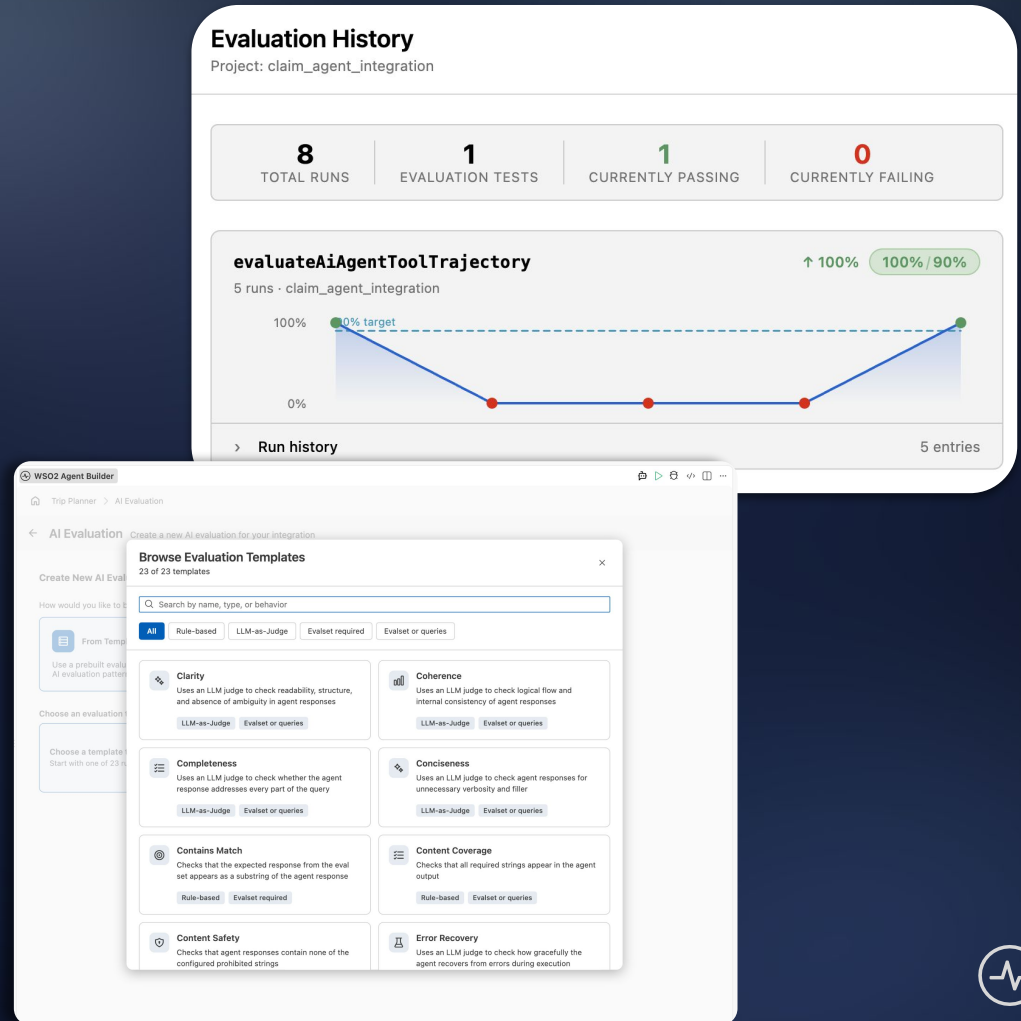
Connect agents to agents

- Supports sequential and hierarchical patterns
- Enables discovery of agents through agent store
- Provides multi-agent visualization during devtime



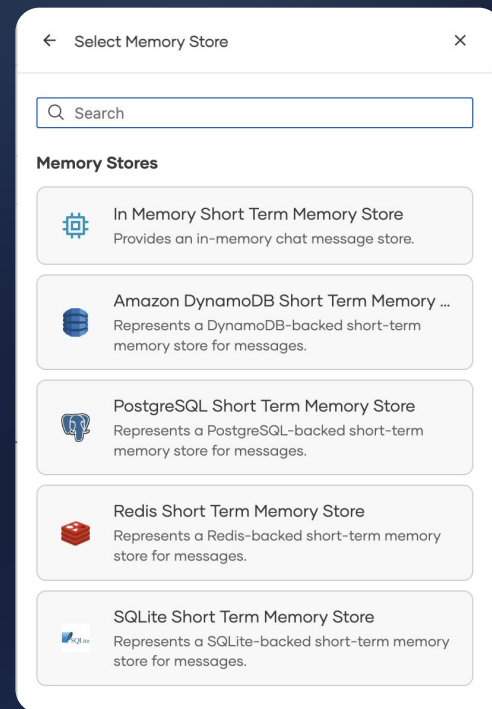
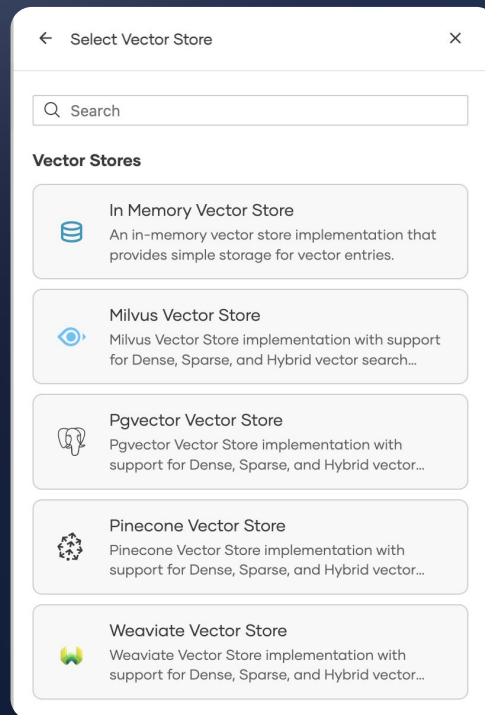
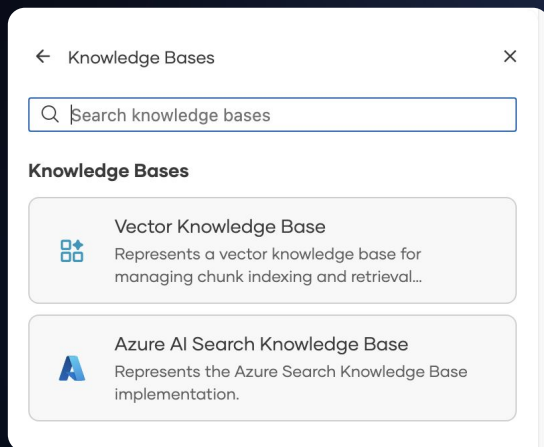
Agent evaluation

- Offline evaluation support to guard against regressions
- Offline evaluation support for continuous experimentation
- Online evaluation for runtime validation via [WSO2 Agent Manager](#)



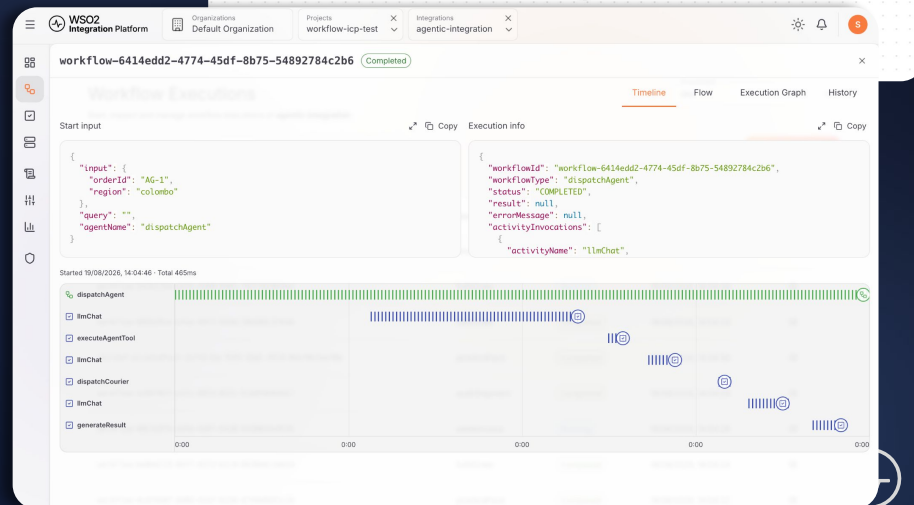
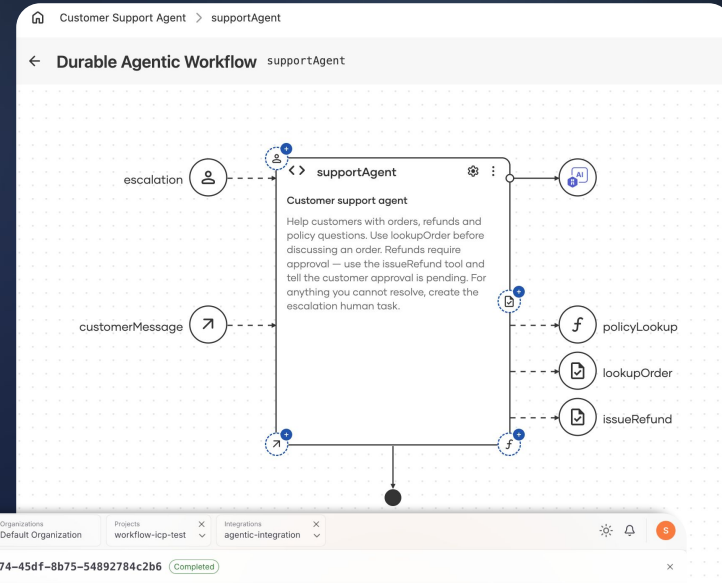
Memory

- Short-term memory
- Long-term memory
- Knowledge bases



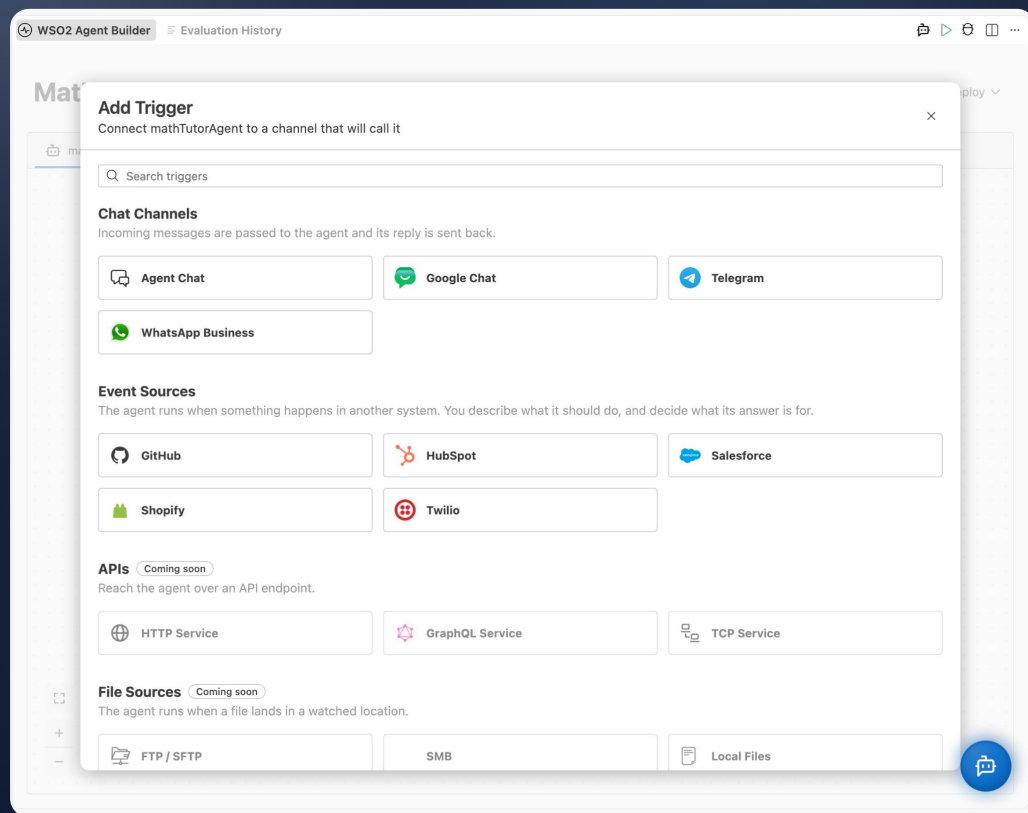
HITL with durable agents

- Build an agent that is a durable, long-running, multi-step workflow
- Describe the goal of the workflow in natural language and the AI agent decides the best path at runtime
- Agent can save progress and resume work from where it stopped
- Includes error handling and retry capabilities



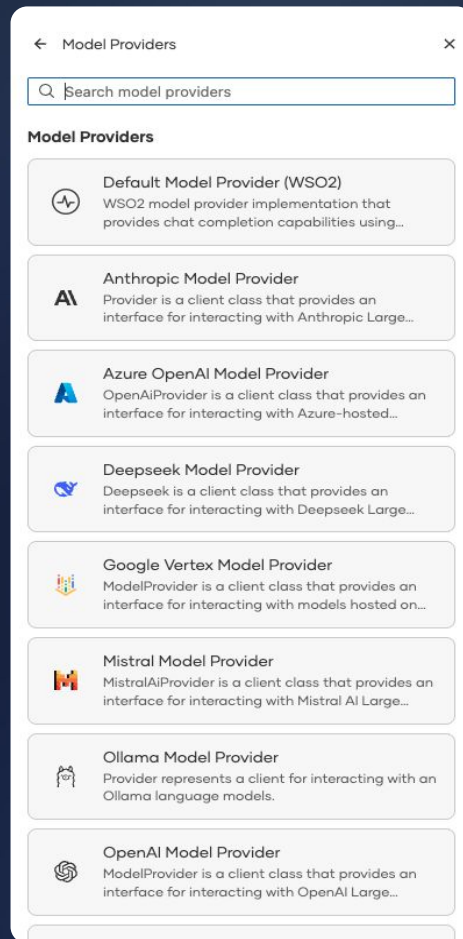
Triggers

- Includes a wide variety of triggers
 - Chat channels
 - Event sources
 - APIs
 - File sources
- Supports both conversational and ambient agent styles



Govern

- Supports connectivity to [WSO2 Agent Manager](#) and multiple gateways



Observe

- OpenTelemetry-based (OTel) development time and runtime support for logging, metrics, and tracing
- Advanced agent observation and management available through [WSO2 Agent Manager](#)

The screenshot displays the WSO2 Agent Manager interface. On the left, a sidebar shows a list of agents, including 'Chat gpt-4o-mini' and 'Execute Tool sumTool'. The main panel is titled 'Invoke Agent - Math Tutor' and shows the configuration for a specific agent. It includes a search bar, a 'SYSTEM INSTRUCTIONS' section with a role of 'Math Tutor' and detailed instructions, a 'USER' input field with the query 'How much is 3+2-8?', and an 'Output' field. On the right, a chat window shows the interaction steps, including the user's question and the agent's response: 'Let's calculate 3 + 2 - 8 step by step. 1. First, we add 3 and 2. 3 + 2 = 5 2. Next, we subtract 8 from the result: 5 - 8 = -3. So, the final answer is -3.'



Evaluation Summary

Average Score: **72.97%**

26 Traces
4 evaluators: 16.3% skipped

26 Agent executions
3 evaluations

40 LLM invocations
4 evaluations

Run Summary

Window Start	Run Score
03/03/2024, 18:12:34	72.97%
03/03/2024, 18:12:34	73.98%

The 'Trace Details' section shows a detailed view of the agent's execution. It includes a list of tasks and their durations, such as '_start_task' (1.12ms), 'ChannelWrite<...>.task' (286.00µs), 'agent.task' (2.43s), 'ChatOpenAI.chat' (2436 / 2.42s), 'ChannelWrite<...>.task' (709.00µs), 'tools_condition.task' (262.00µs), 'tools.task' (37.77ms), 'search_hotels_tool.tool' (36.10ms), 'GET' (31.96ms), 'ChannelWrite<...>.task' (186.00µs), and 'agent.task' (11.05s). On the right, a 'ChatOpenAI.chat' section shows the system's response to the user's query: 'You are an assistant for planning a perfect trip, considering preferences. Instructions: Match hotels near attractions, Include the hotel and things to do, Response should be in markdown, Use the provided tools to view, edit, or cancel bookings, Present only information that is available, say so and...'

Permission and identity

- Supports agent identity via [WSO2 Agent Manager](#)
- Enables agent:
 - Authentication
 - Authorization
 - Auditing
 - Administration
- Supports both synchronous and asynchronous human-in-the-loop interactions

The image displays two screenshots of the WSO2 Agent Builder and opsAgent interfaces. The top screenshot shows the 'Sales Assistant' agent configuration in WSO2 Agent Builder. It features a workflow diagram with triggers like 'onMessage: slack:MessageService' and 'onMessage: chat:ChatService', leading to an 'AI Agent' block. The right sidebar shows configuration options for the 'Server URL' (https://mcp.deepwiki1.com/mcp), authentication requirements, and available tools such as 'ask_question' and 'read_wiki_contents'. The bottom screenshot shows the 'opsAgent' interface. It displays a chat conversation where a user asks 'How much stock of SKU-9 do we have?'. The agent responds with 'We currently have 35 units of SKU-9 in stock.' and provides a 'View Trace' link. Below the chat, there's a section for 'Execution Steps (3)' showing a sequence of actions: 'checkStock', 'lookupOrder', 'issueRefund', 'deleteRecord', and 'sendEmail'. The interface also shows a 'Memory' section and a 'Rules (Must Follow)' section with specific instructions for the agent's behavior.

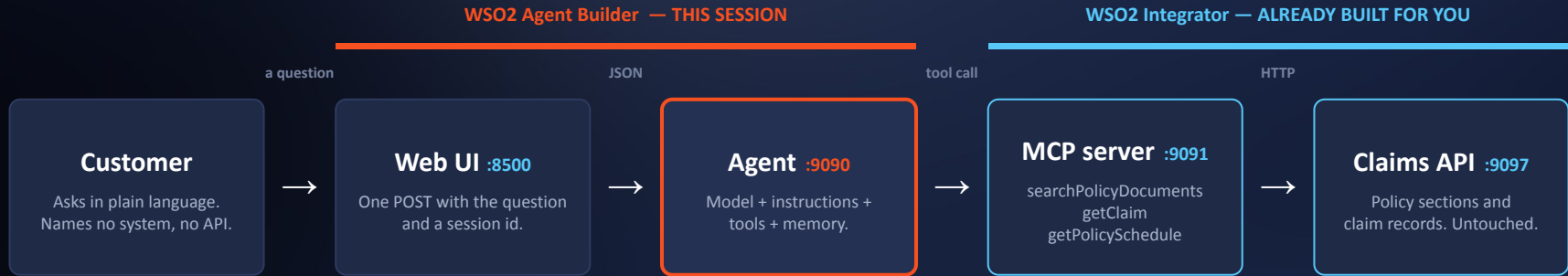


WSO2 Agent builder release

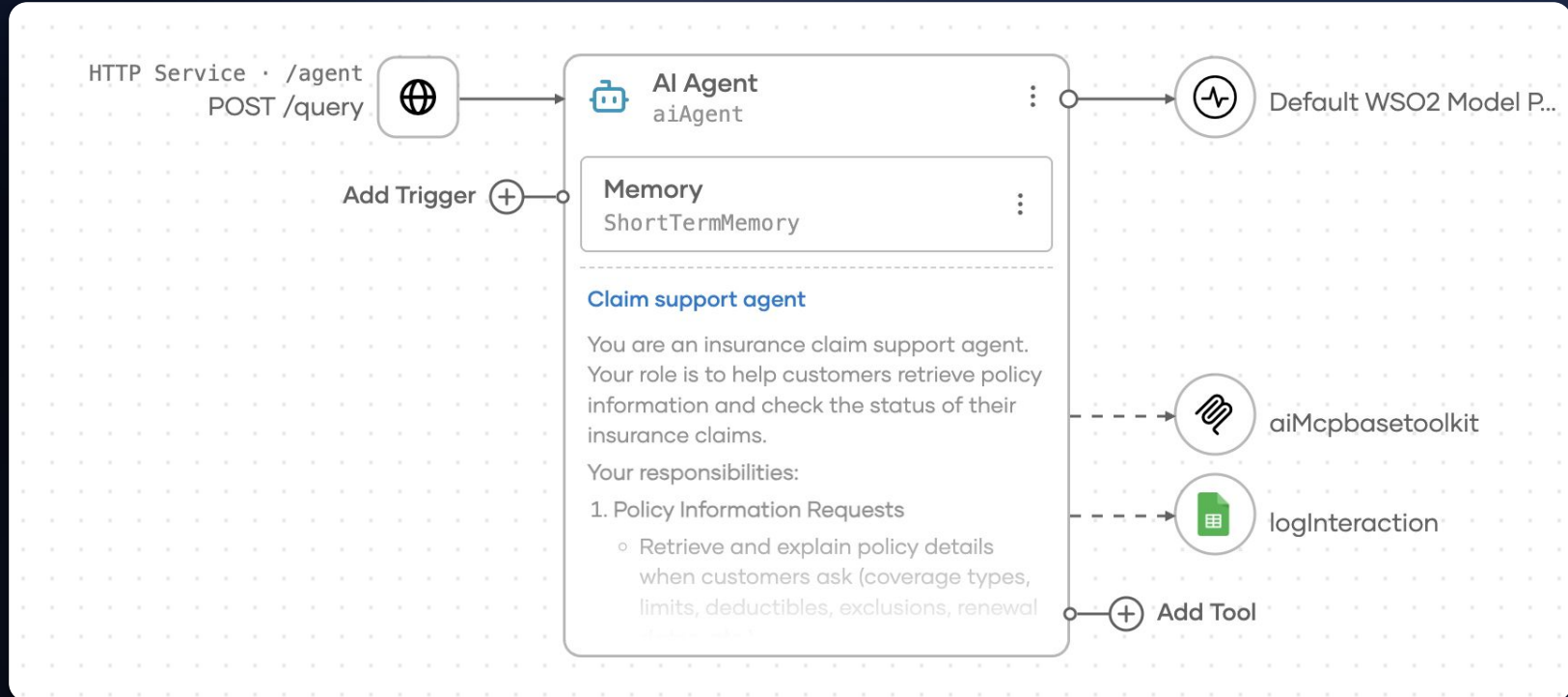
- Current in prelease state
 - 0.4.0 release is available in GitHub Releases - <https://github.com/wso2/product-agent-builder/releases/tag/v0.4.0>
- GA will be released in End of October 2026



Agent integration scenario



Agent overview



GitHub Repository



Demo



+

Integration Platform

Overview

Develop

Build

Deploy

Test

Console

Insights

Usage

Delivery

Compliance

Observability

Alerts

Logs

Metrics

Admin

Organization

lashan

Project

Amani-Insurance-Cla...

Integration

Amani Insurance Clai...

Developer (Default)

Deployment Track

main

API v1.0

Development

Endpoint

Claims Handling MCP

Visibility

Public

URL

https://556cbc09-c33f-4f23-b925-c8127207def6-dev

Token

.....

Get Test Key

Reconnect

Disconnect

Connected

Tools

Ping

Tools

List Tools

getClaimAssessment

getCustomerProfile

requestMissingDocuments

recordDocumentsReceived

decideClaim

escalateToAdjuster

settleClaim

getClaimAssessment

Load everything needed to act on a claim in one call: the claim, the claimant, their policy, the coverage finding and payable amount, their prior-claim history, your authority limit, and any blockers preventing a decision. Call this first, and again after documents arrive.

claimId

CLM-1042

Run Tool

Tool Result: Success

{

status: OK

code: ASSESSMENT_READY

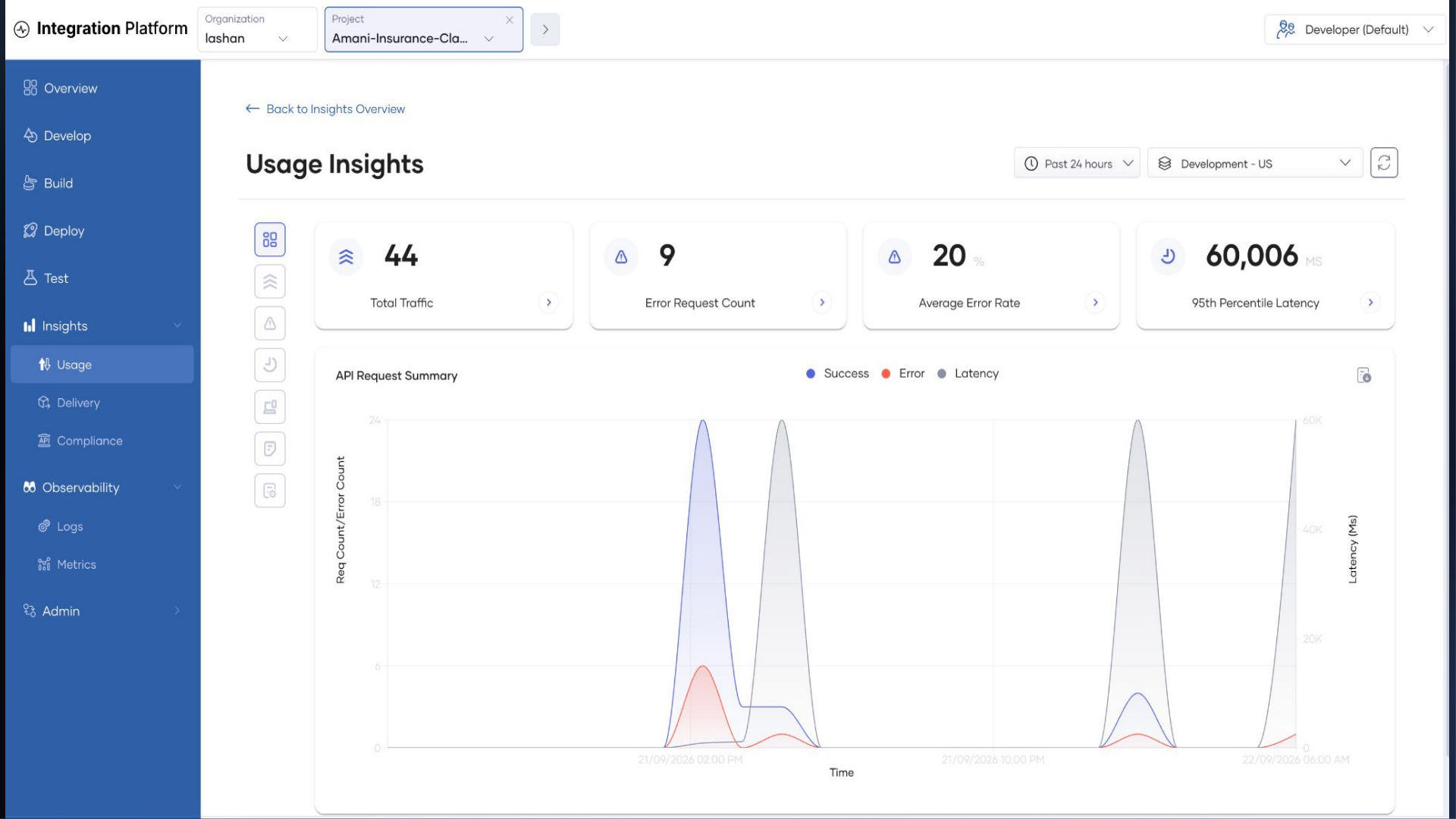
message: Assessment for CLM-1042. Decide, request documents, or escalate based on the blockers and limits below.

assessment: {

claimId: CLM-1042

claimType: Water damage

description: Water damage to living room flooring and furniture after





Overview

AGENT LIFECYCLE

Configure

Build

Deploy

Try It

Publish

SECURITY

Agent ID

Credentials

OBSERVABILITY

Traces

Runtime Logs

System Metrics

EVALUATION

Monitors



Try your agent

Amani Claim Knowledge Agent

Amani General Insurance operates across Kenya, offering personal lines home, contents, and personal property cover. The company was founded in Nairobi and provides services through a digital Claims Portal, a contact center, and a network of accredited assessors and repair partners.

Now, assessing the current claimants:

1. CUST-2001: Amara Okafor - Based on the provided email and phone number, she is likely located in South Africa (+27 is the country code), which is outside of Kenya.
2. CUST-2002: Thabo Nkosi - Similar situation; the contact number indicates he is also in South Africa.
3. CUST-2003: Lindiwe Dlamini - Once again, this claimant's contact number suggests he or she is located in South Africa.

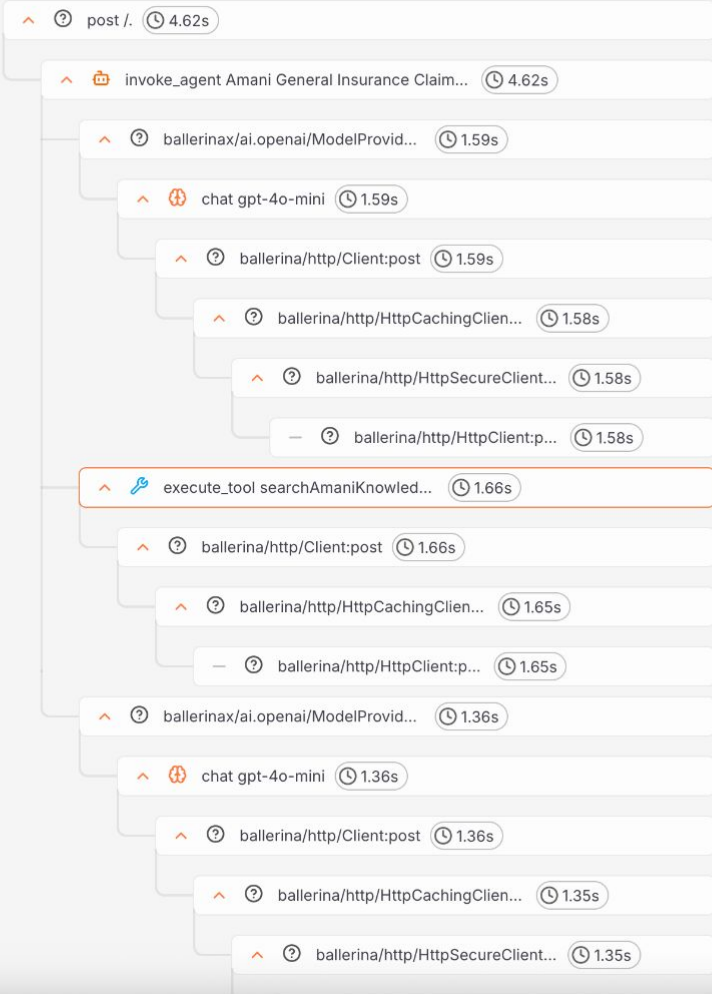
Conclusion: All three claimants (CUST-2001, CUST-2002, and CUST-2003) are likely outside Amani's area of operation, as they appear to be based in South Africa.

You

Where does Amani operate, and are all three current claimants (CUST-2001, CUST-2002, CUST-2003) within that area based on their profiles? Read only.

Type your message...

Send



execute_tool searchAmaniKnowledgeBase TOOL

Success 1.66s

Overview Attributes

Name
searchAmaniKnowledgeBase

Input Messages

```
{
  query: "What is Amani's mission?"
}
```

Output Messages

```
[
  {
    text: "Amani's mission is to make claims simple, transparent, and fast - policyholders can track the full journey of a claim, from lodging through to payout, in real time via the Claims Portal. Amani General Insurance is licensed and regulated as a non-life (general) insurer by the Insurance Regulatory Authority (IRA) of Kenya under the Insurance Act (Cap. 487). Registration and regulatory details are available on request from the Compliance Department."
    source: "Amani_Company_Information.pdf"
    timestamp: "2026-09-18T13:16:57.140401"
  },
  {
    text: "Amani General Insurance ('Amani') is a licensed short-term insurer offering personal lines home, contents, and personal property cover. Founded in Nairobi in 2011, Amani..."
  }
]
```

- Overview
- AGENT LIFECYCLE
- Configure
- Build
- Deploy
- Try It
- Publish
- SECURITY
- Agent ID
- Credentials
- OBSERVABILITY
- Traces
- Runtime Logs
- System Metrics
- EVALUATION
- Monitors

Amani Claims Agent Sandbox Monitor

HistoricalBased on latest run

20 Sept, 00:00 - 21 Sept, 16:00

Compare



Evaluation Summary

Average Score
69.86%

846 total evaluations

Trace

88 traces

7 evaluators - 29.9% skipped

Agent

88 agent executions

1 evaluator - 100.0% skipped

LLM

142 LLM invocations

1 evaluator - 6.3% skipped

Run Summary

Window Start	Run Score
20/09/2026, 00:00:59	--

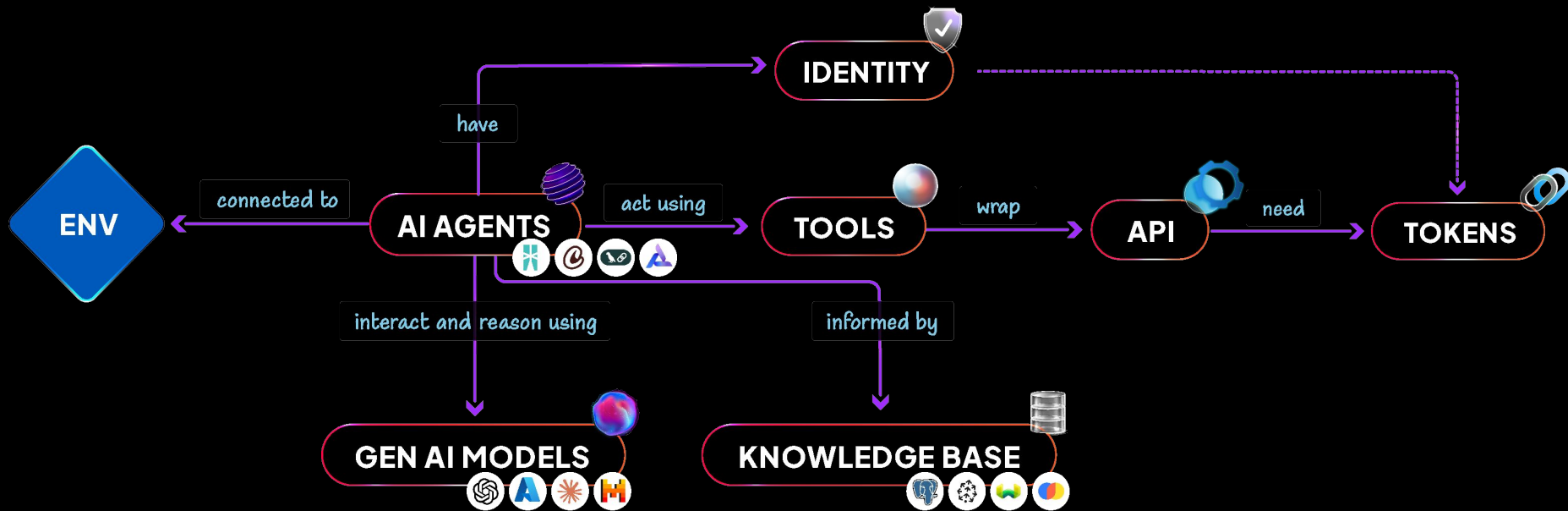
View all t



Score Breakdown by Agent

Score Breakdown by Model

WSO2 products for AI Agents at scale



WHAT YOU NEED TO BUILD & OPERATE





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Thank You!



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Lashan Sivaganeshan

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