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# WSO2 Integration Platform for the Agentic Enterprise



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# Agenda

Five-step journey

## 01 **The integration foundation**

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APIs, events and files integrations make the foundations of digital enterprise

## 02 **MCP services**

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Expose existing or new integrations as tools.

## 03 **Generative AI integrations**

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Add LLM calls, knowledge bases, RAG, and typed returns

## 04 **Agents as integrations**

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Add action through intelligence, tools, memory, and execution loops.

## 05 **Production ready Agentic Enterprise**

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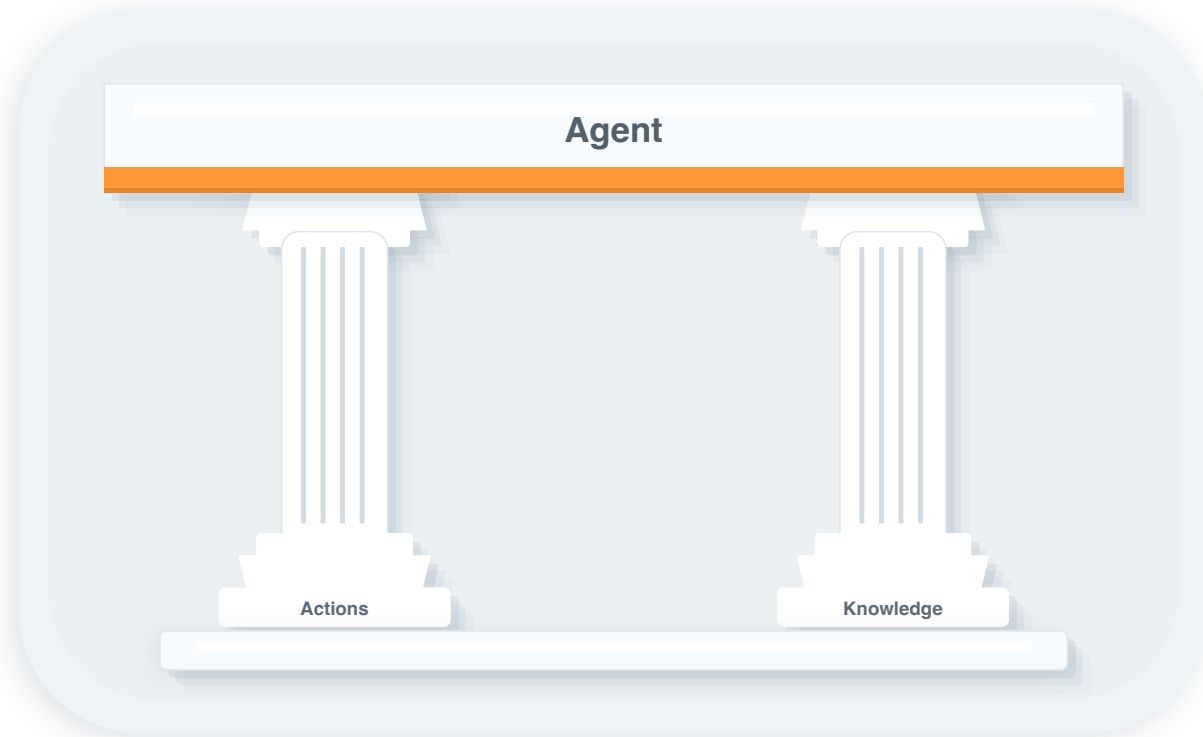
Trace, debug, deploy, monitor, and govern agentic integrations.

# The integration foundation

APIs, events and files integrations make the foundations of digital enterprise

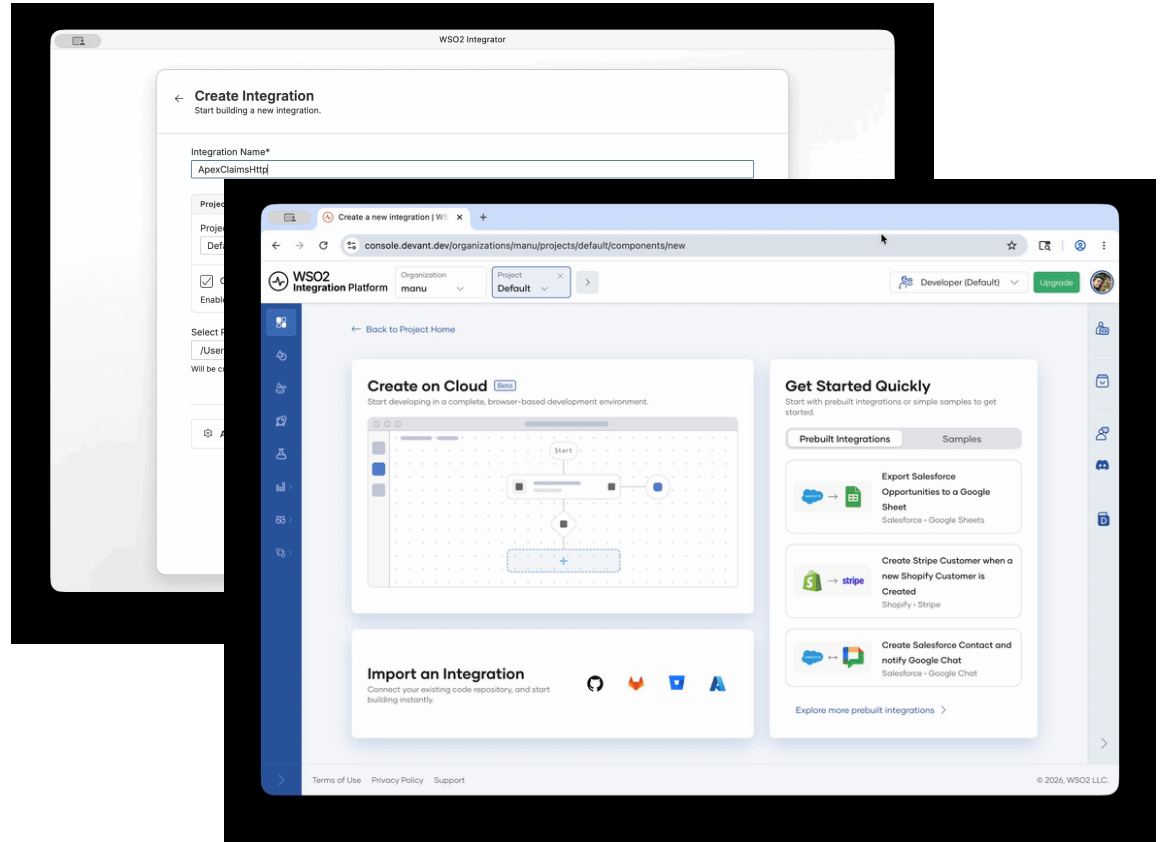
## Agentic enterprise starts with integration

- Agents are only as powerful as **actions** it can perform and **knowledge** it has.
- Connect agents to the systems where work happens.
- Use integrations **before, during, and after** agent execution.



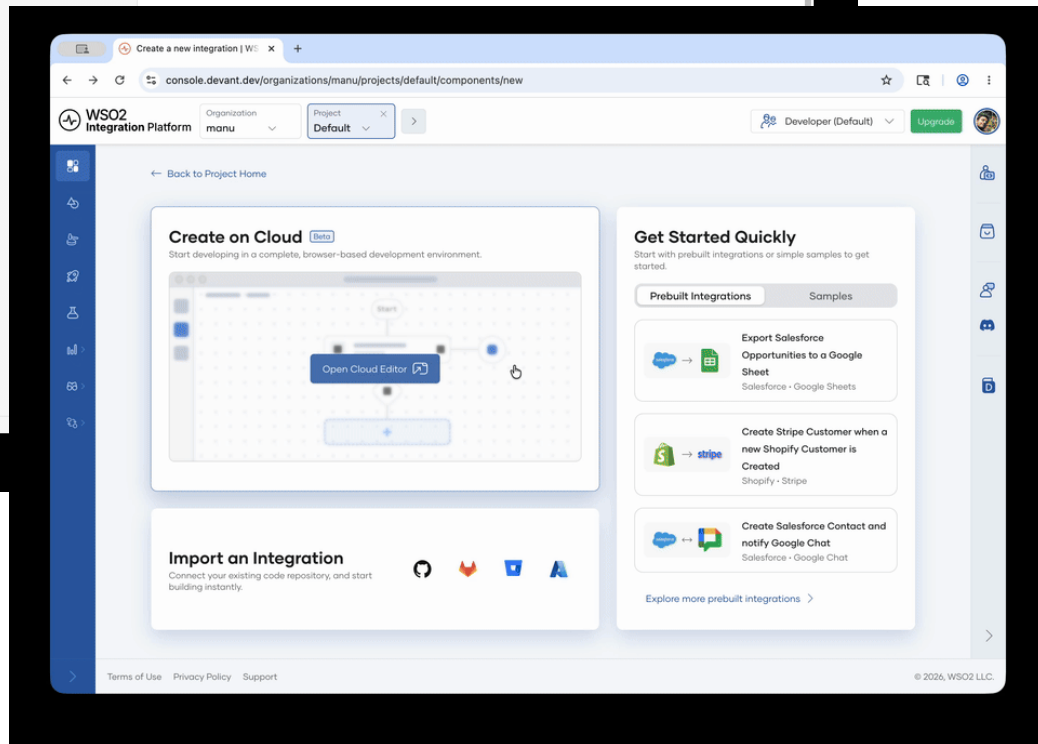
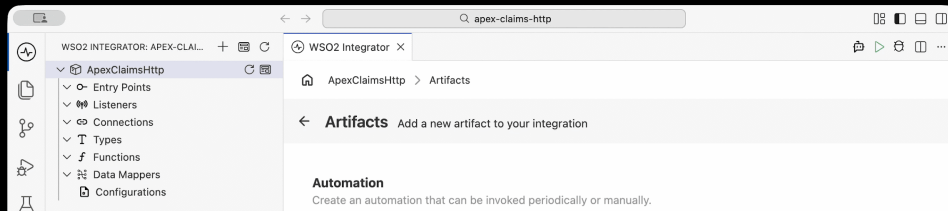
# Many entry points into the agentic enterprise

- API, Automation, Event and File integrations, are still key **entry points**.
- Support HTTP, GraphQL, gRPC, WebSocket, Kafka, FTP and many more.



# Visual integration development

- Design integration logic **visually**.
- Compose resources, branches, service calls, functions, and data mappings visually.
- Keep low-code and pro-code views in sync.



## Connect to enterprise systems

- Use connectors for SaaS, data, messaging, storage, files, and AI.
- **600+ connector** catalog.
- Create custom connectors from OpenAPI or WSDL.

## Deterministic flows still matter

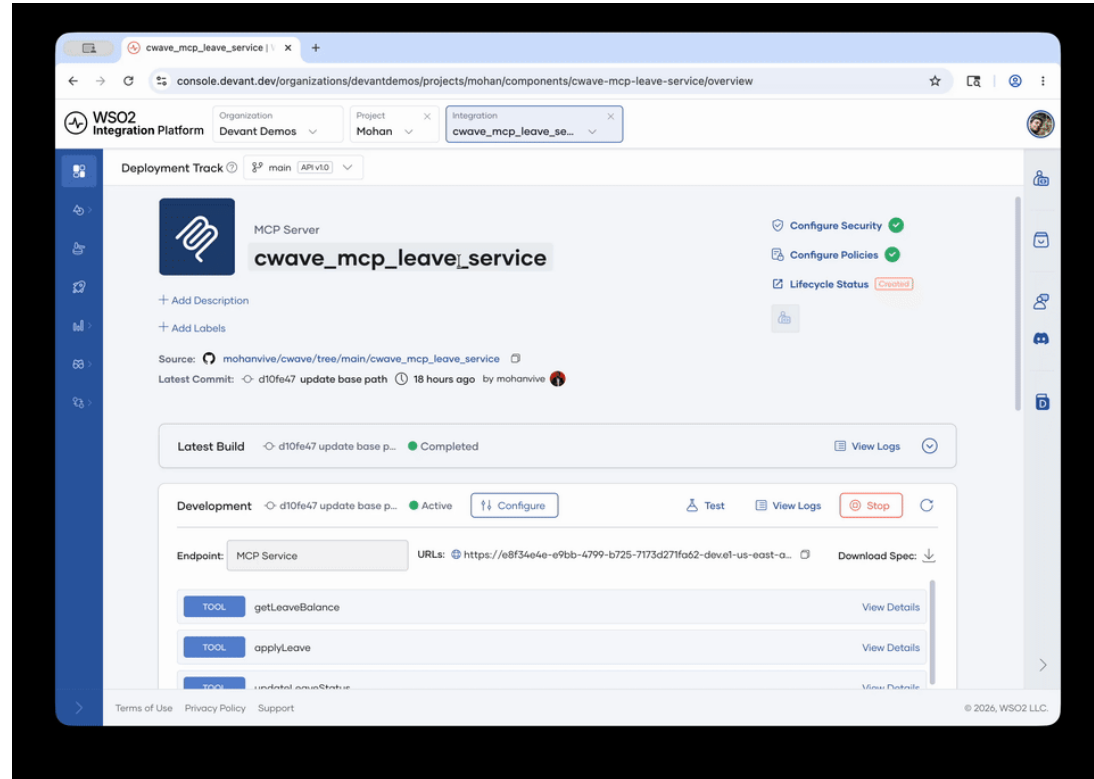
- Give AI reliable, **deterministic actions**.
- Keep business logic **reusable**.
- Act as **entry points**.

# MCP services

Expose existing or new integrations as tools.

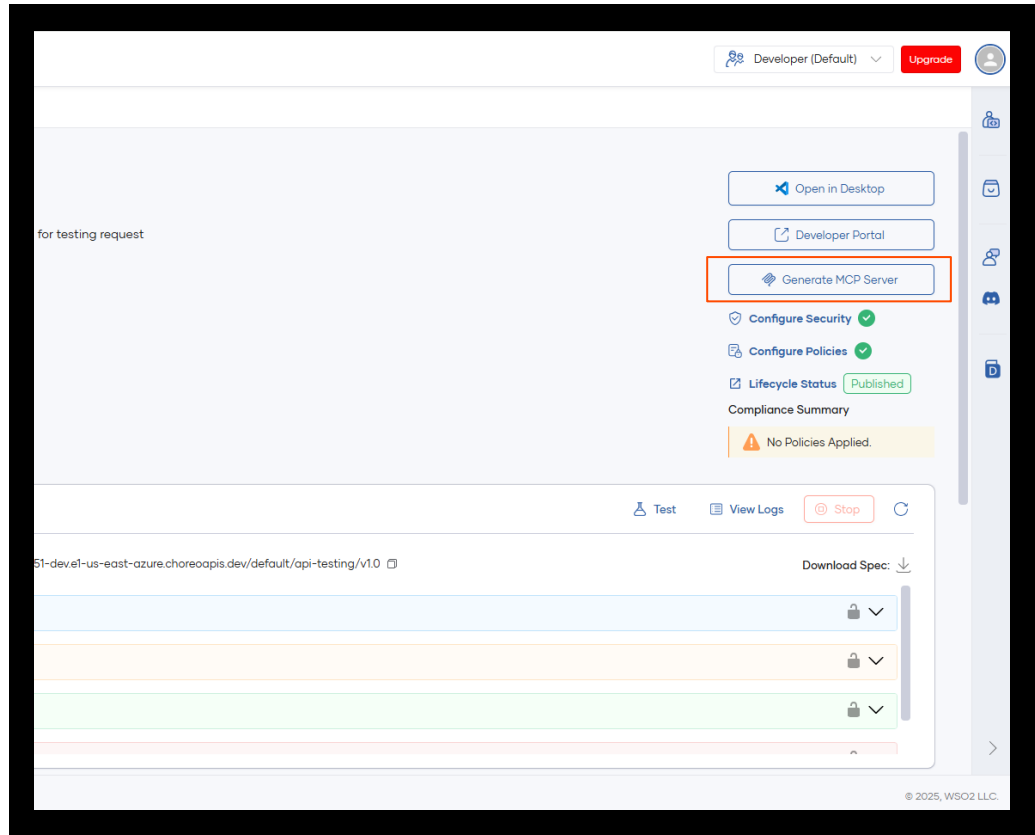
# Expose enterprise capabilities as MCP services

- Create and deploy MCP services in WSO2 Integration Platform.
- **Good first step** towards Agentic Enterprises.



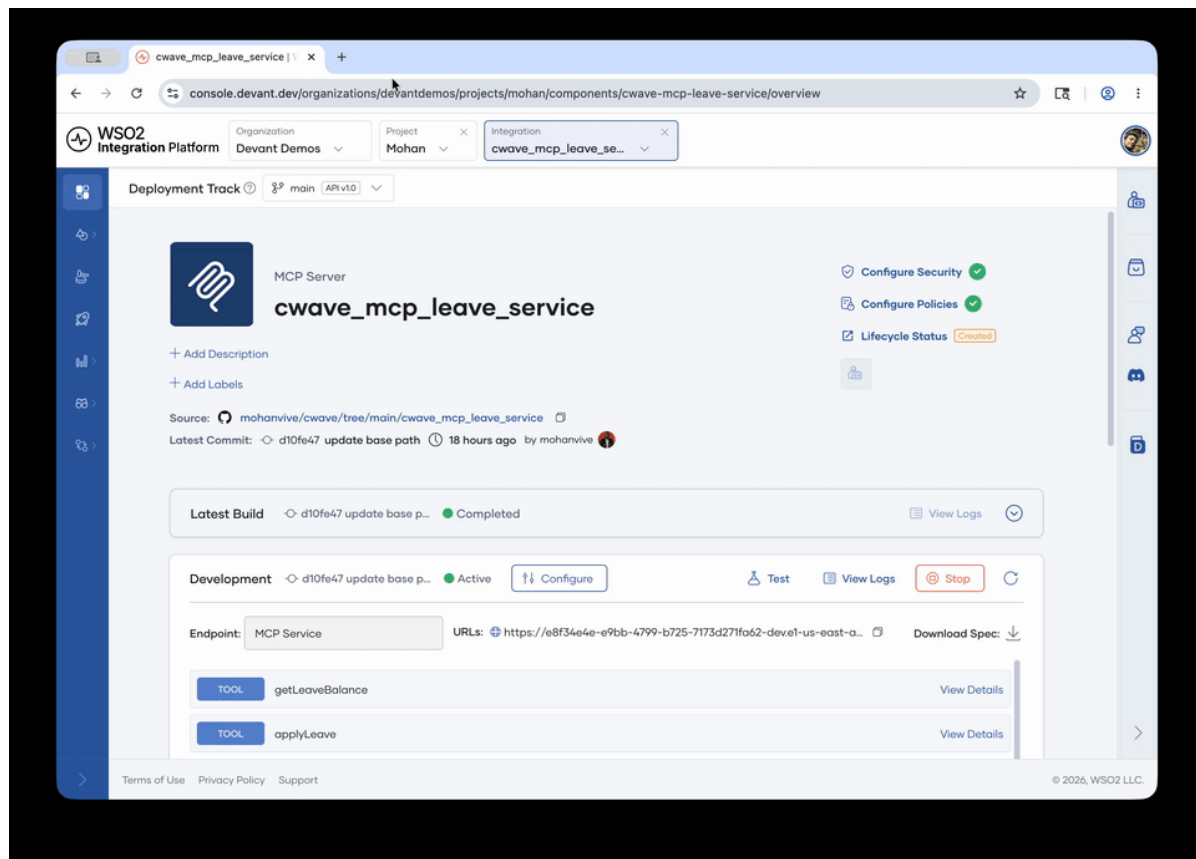
## MCPs with a click of a button

- WSO2 Integration Platform allow you to convert **existing APIs to MCP** even without touching the source.
- Ideal for integration with a smaller API surface.



# Test MCPs

- Do **quick testing** right in from the UI
- Especially useful to verify configurations are wired up correctly



# Generative AI integrations

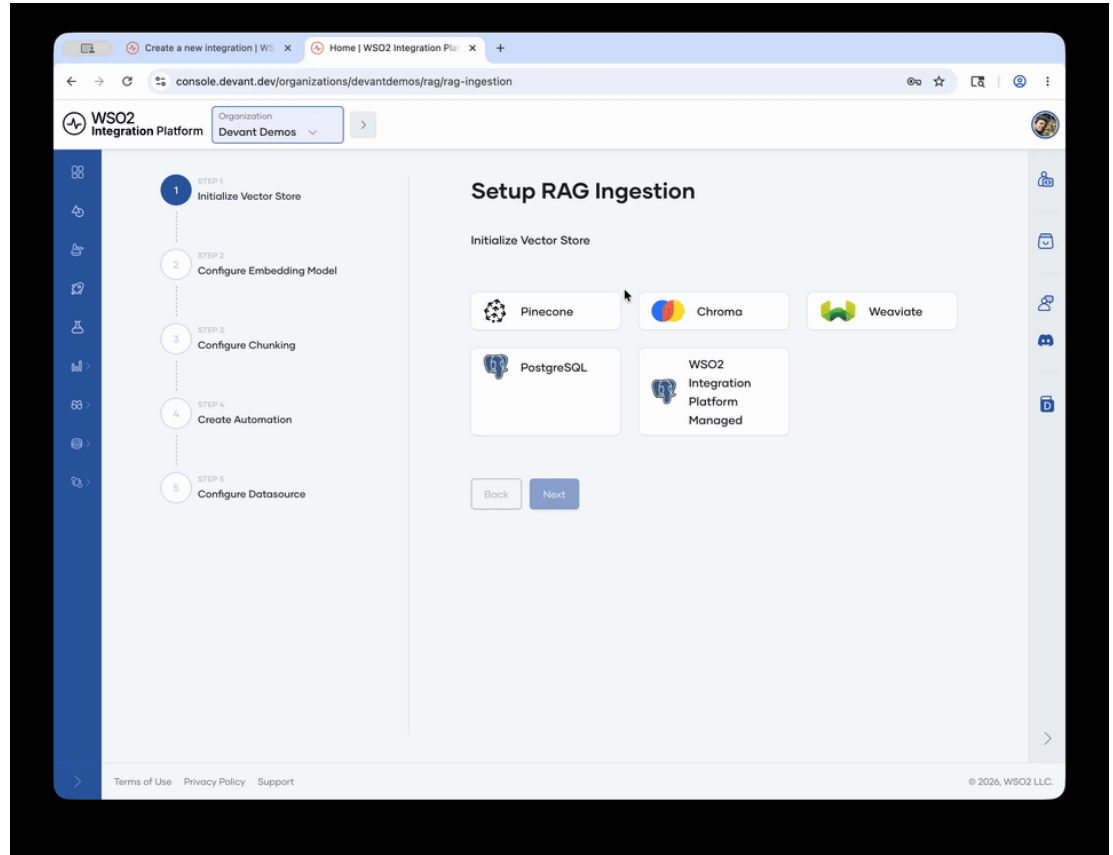
Add LLM calls, knowledge bases, RAG, and typed returns

# RAG

Give knowledge to your intelligent systems

# Turn your data into usable knowledge

- Seamless RAG ingestion flow from few UI clicks using WSO2 Integration cloud
- Run periodically, your knowledge base is never stale



# RAG as an API

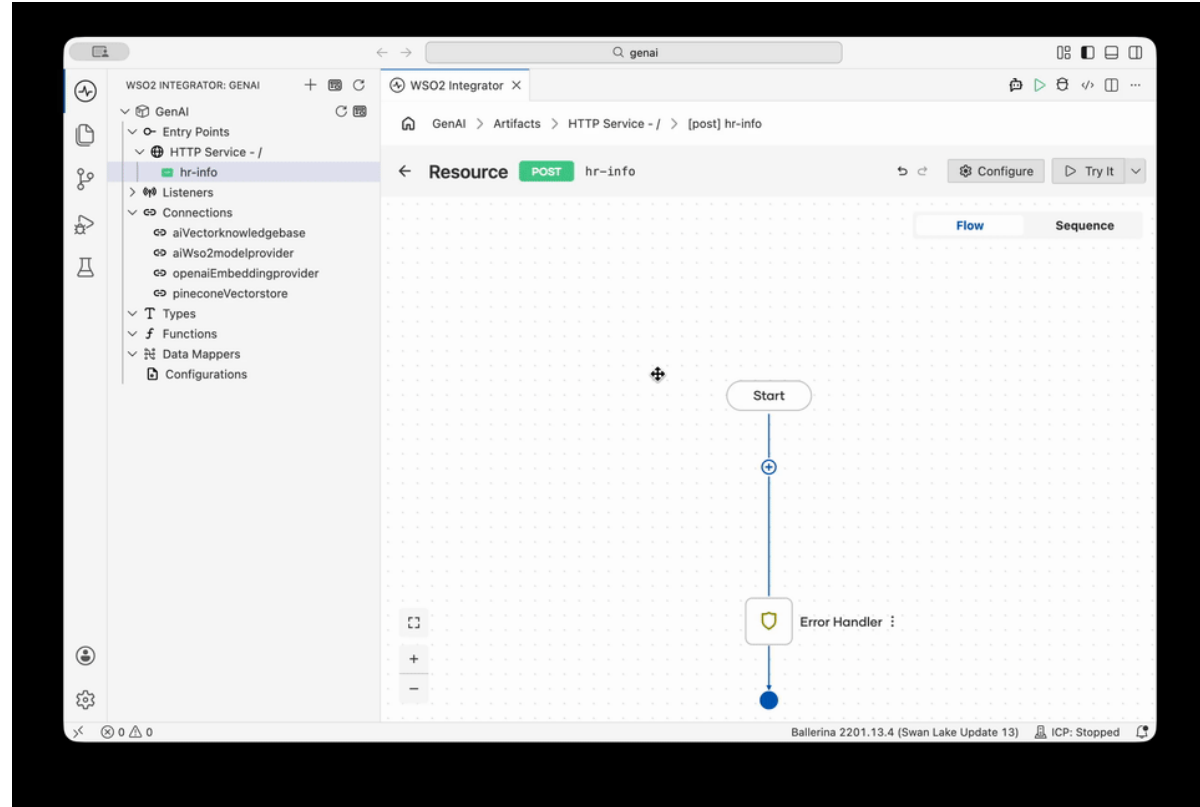
- On demand Ingestion over API
- Retrieve through an API

The screenshot displays the WSO2 Integration Platform console for the 'Con2026' integration. The interface includes a navigation sidebar on the left and a main content area. The main content area shows the integration's name, version (1.0.0), and a status of 'In Progress'. Below this, there is a section for 'Development' with a 'Test' button and a 'View Logs' button. The 'Image' field contains the URL 'choreoanonymouspullable.azurecr.io/devant/devant-rag-service:rag-api-service-0.10'. The 'Endpoint' is 'RAG API Service' and the 'URLs' are 'https://e8f34e4e-e9bb-4799-b725-7173d271fa52-dev-e1-us-east-a...' and 'http://con2026-3596119459000/'. There are four API endpoints listed: POST /chunks, GET /health, POST /retrieve, and POST /upload, each with a 'View Details' link. The footer contains 'Terms of Use', 'Privacy Policy', 'Support', and '© 2026, WSO2 LLC.'

# Intelligence + Knowledge

# Using AI for generative use cases

- Retrieve and feed information to LLMs
- Output is typed so you can use it in deterministic flows afterwards.



# Agents as integrations

From answers to actions.

# Develop Agents

With low-code, pro-code and co pilot, and set of powerful dev tools.

# AI Chat Agent

Recap

- Create a conversational AI agent service with an LLM, prompts, and tools.

# Agent chat during development

Recap

- Use built-in Chat to test the AI Chat Agent.
- Validate prompts, tools, memory, and model behavior before deployment.

The screenshot displays the Ballerina IDE interface for developing and testing an AI Chat Agent. The main window is titled "AI Chat Agent chat" and features a "Tracing" button. The chat area shows a user prompt: "Use lookupPolicy for CLM-10427. Answer in plain text with coverage and next action. Use USD amounts, no dollar signs." The tracing panel on the right shows the execution steps: "Chat gpt-4o-mini" (1.74s), "Execute Tool lookupPolicy" (9ms), and "Chat gpt-4o-mini" (1.56s). The prompt area contains the instruction: "You are ClaimsCopilotAgent for Apex... Investigate claim CLM-10427. Use tools for policy facts. Answer in plain text only. Do not use dollar signs, Markdown math, equations, or LaTeX. Write amounts as USD 15000 and USD 500. Do not approve".

# Run and debug locally

## Recap

- Run integrations directly from WSO2 Integrator.
- Debug flows while building services, functions, tools, and agents.
- Validate deterministic logic and agent behavior together.

## Agent tracing for development

Recap

- Inspect model calls, tool calls, messages, latency, token counts, provider, model, and steps.
- Answer whether the agent used the right tool and retrieved the right knowledge.
- Find token use and latency sources.

## Local evaluations for exploring

Recap

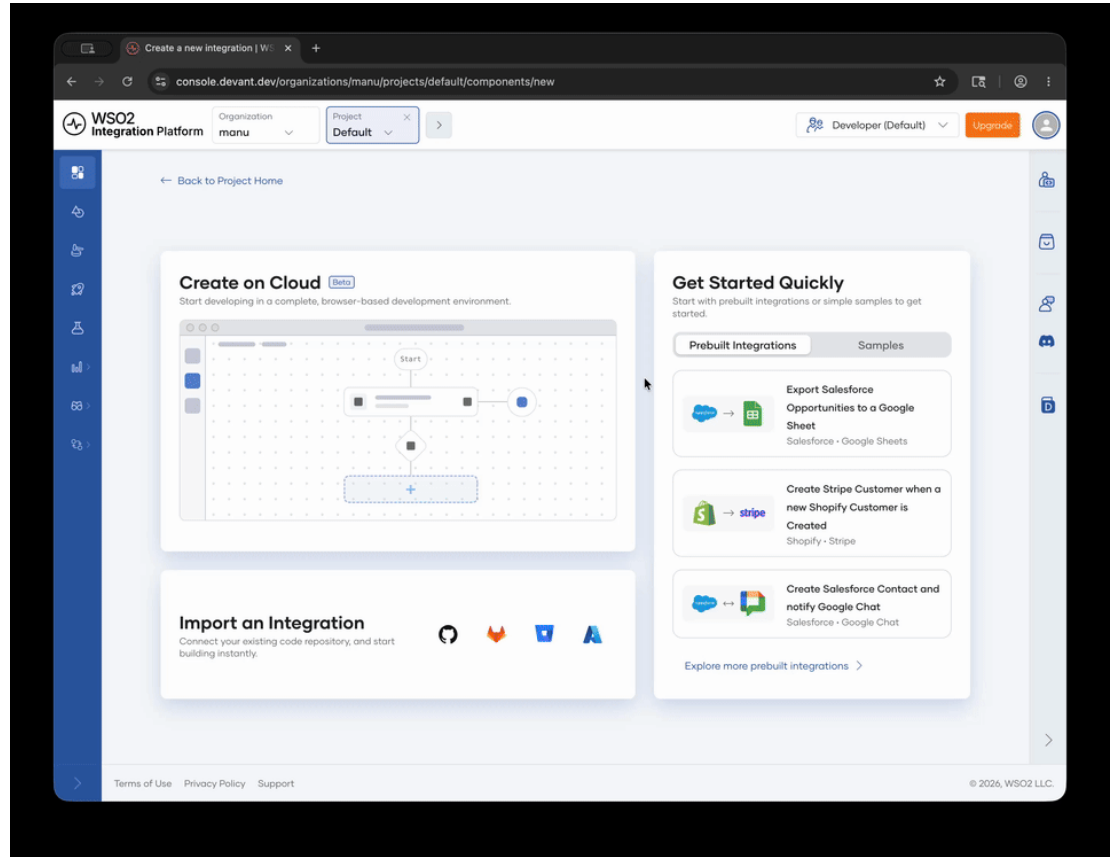
- Capture real sessions as evalsets.
- Evaluate correctness, tool selection, groundedness, safety, and tone.
- Run after prompt, tool, memory, or model changes.

# Production ready agentic enterprise

Operate agentic integration reliability.

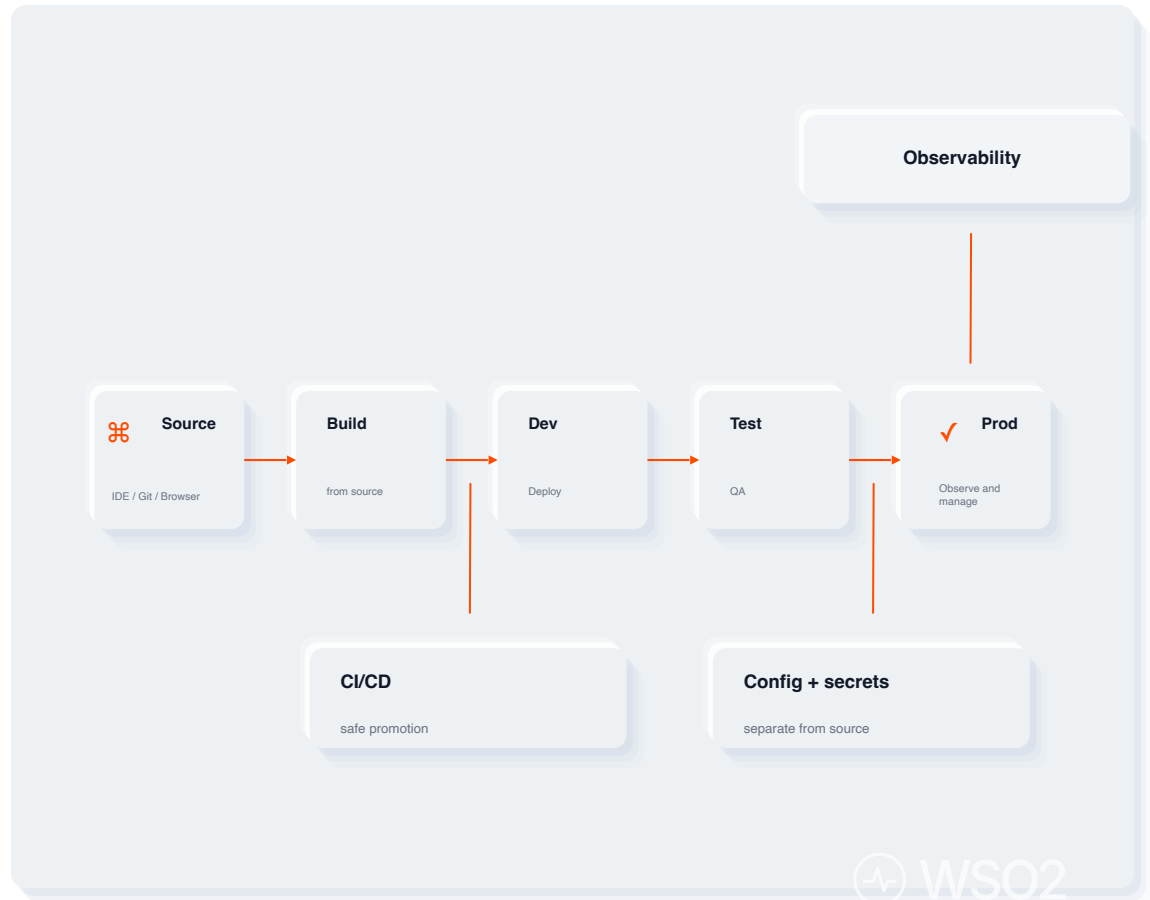
# Deploy along with your other integrations

- Integration Cloud will clone, build and deploy to testing environment on creation.
- Automatically get all the benefits of the Cell Architecture
- Chat endpoint exposed as secure APIs by default



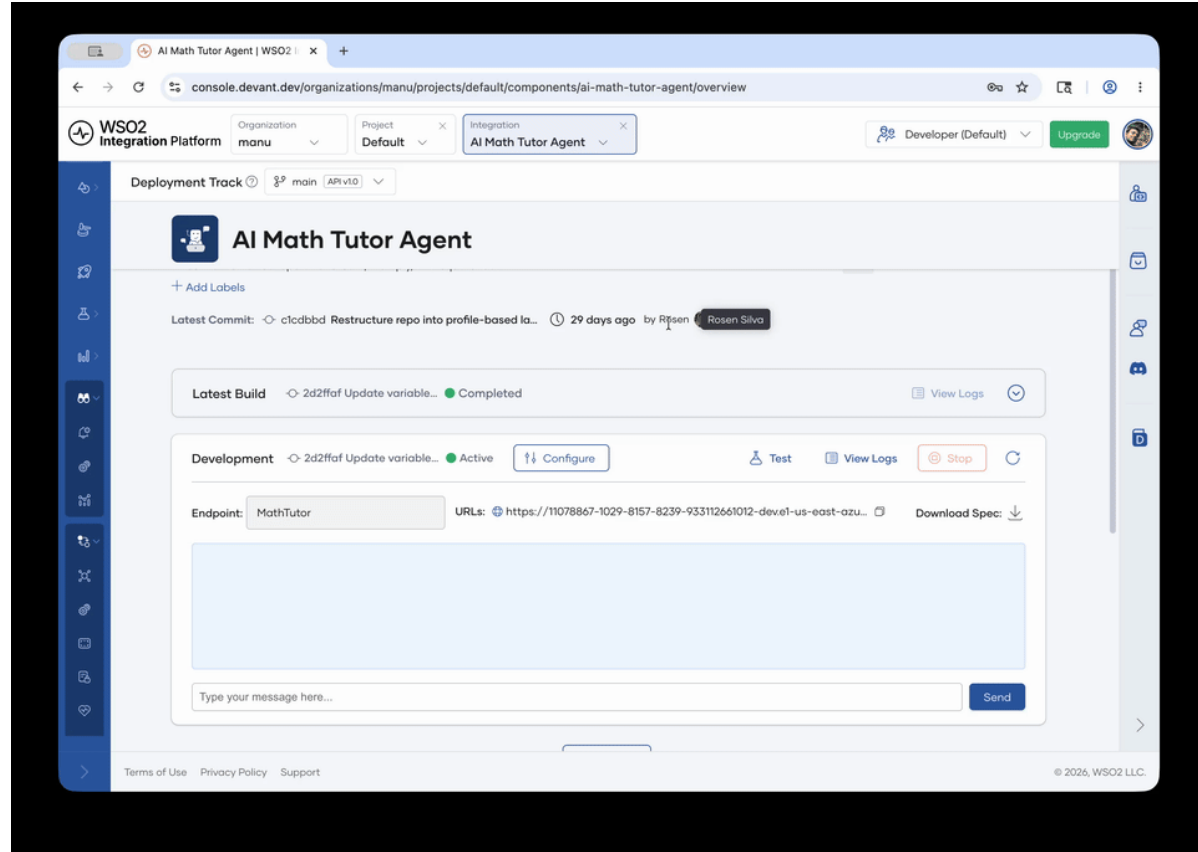
# WSO2 Cloud deployment lifecycle

- Push from IDE, import from Git, or build in the browser editor.
- Build from source, deploy to development, and promote across environments.
- Manage configuration and secrets separately from source.



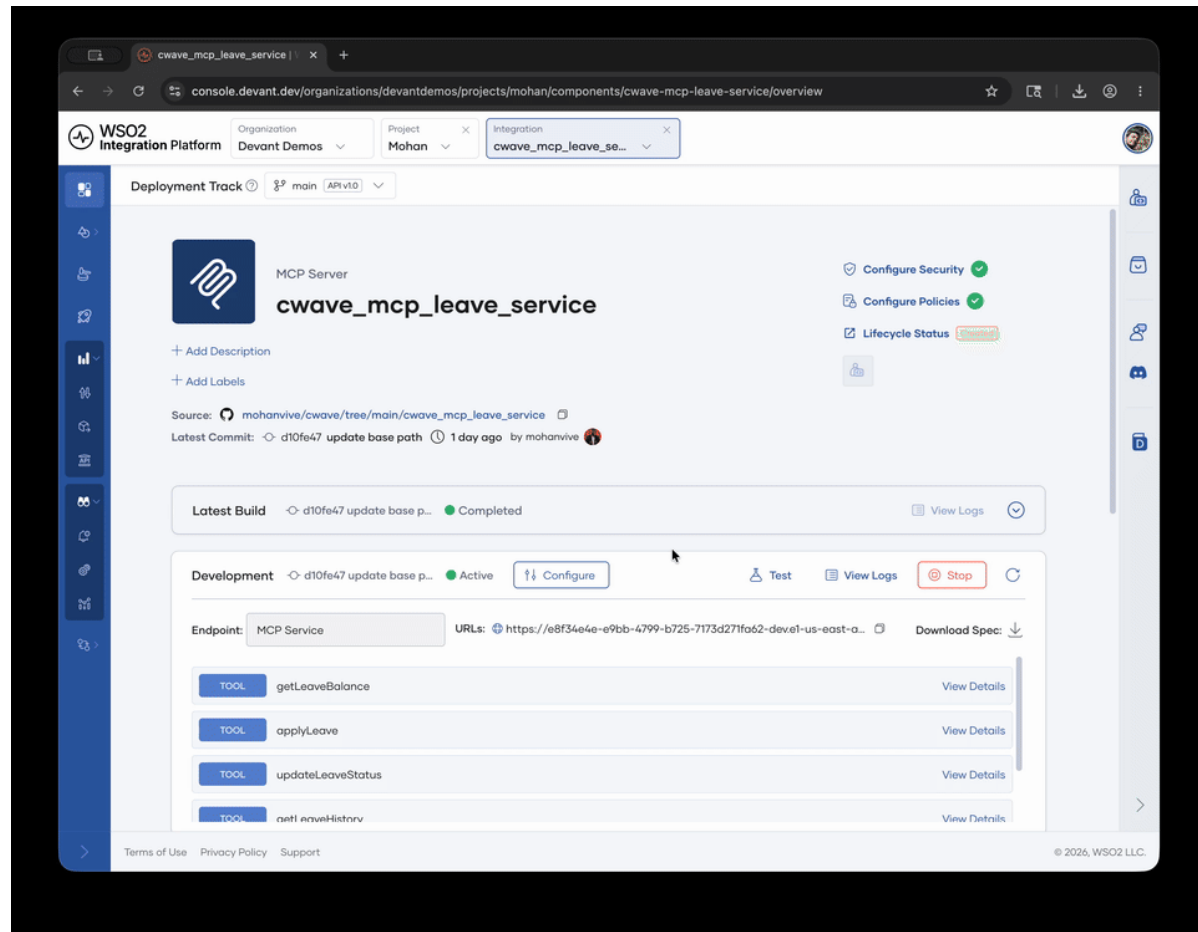
# Managing configurations

- Keep configuration such as which LLM model you are using in configuration.
- Protected write only access to secrets such as keys.
- Values are kept per environment.



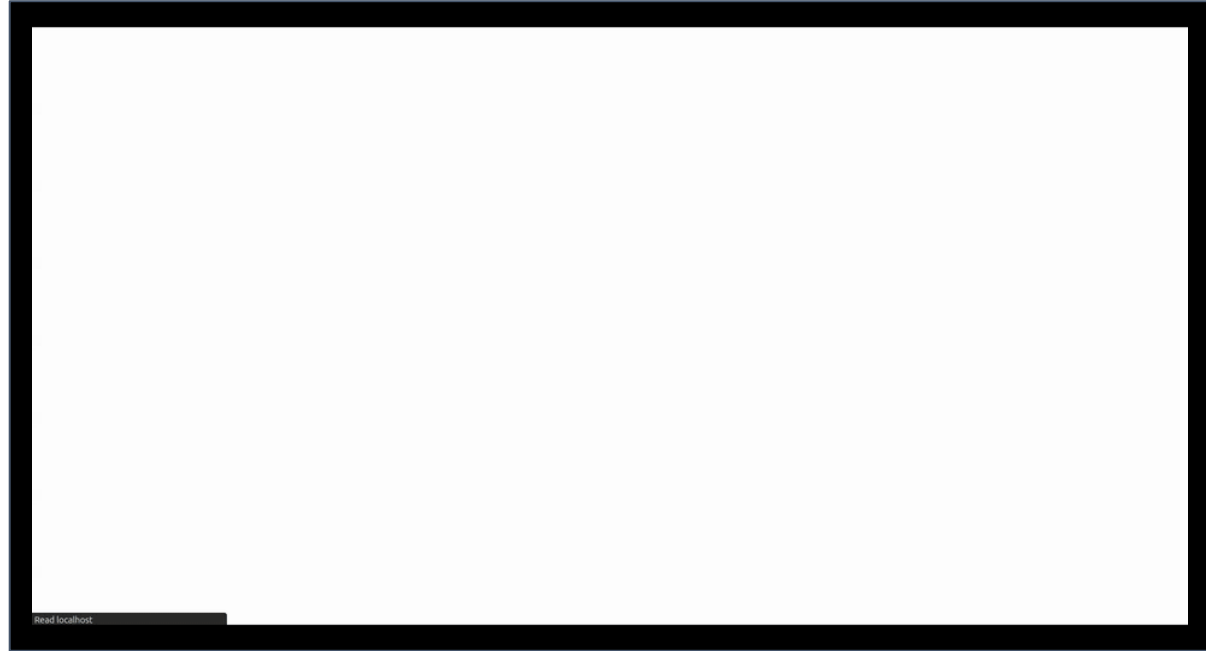
# Observability

- Monitor production logs, metrics, throughput, latency, CPU, and memory.
- Coming soon
  - Tracing
  - Moesif integration



## Coming Soon ...

- Native support for long running **durable workflows**.
- User portal for human in the loop workflows.



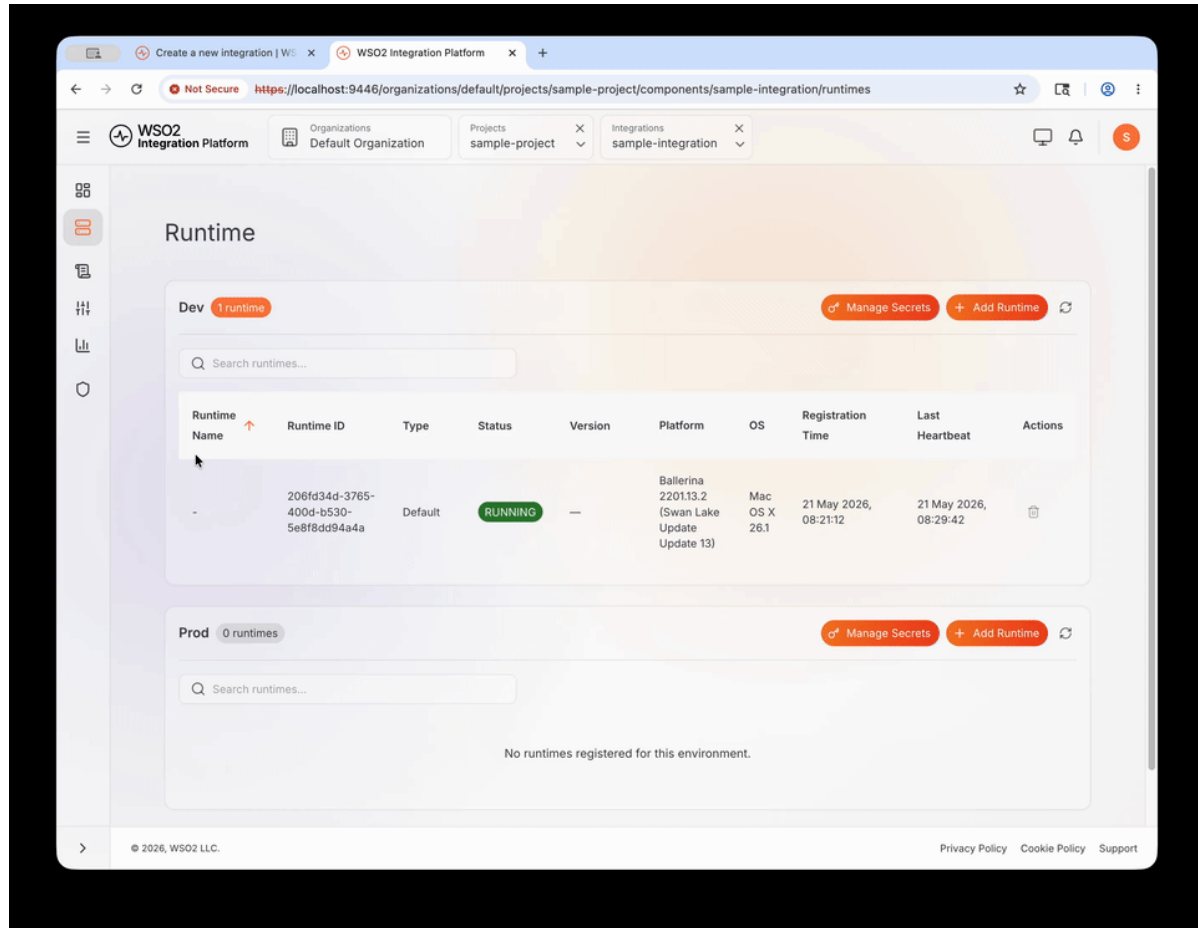
## Flexible deployment

- Deploy to WSO2 Cloud for managed runtime, or run on prem.
- On our way to feature parity between two Control Plane though OpenChoreo or ICP.



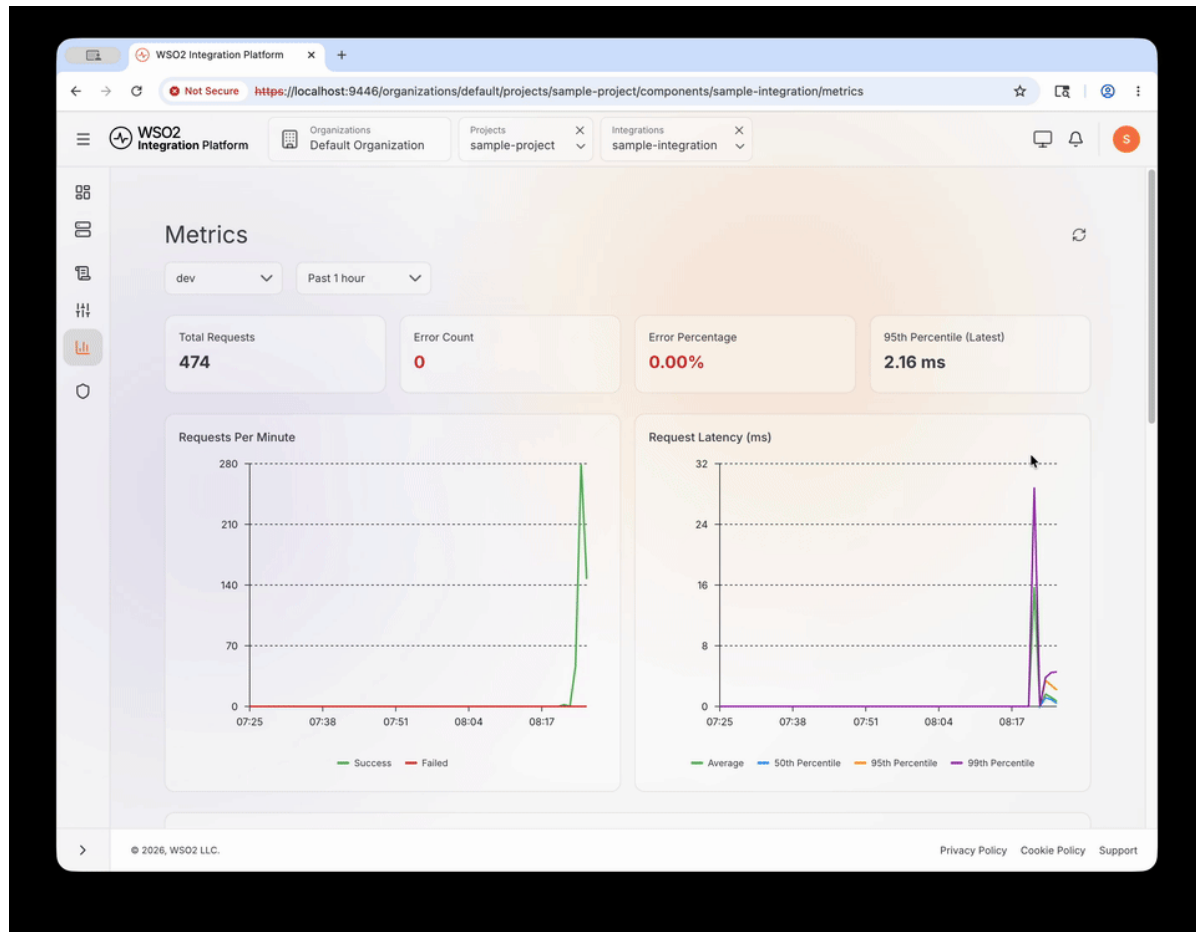
# Integration Control Plane

- Major update in 5.0.0.
- Monitor and manage **self-hosted** integrations centrally.
- Bring agent-related integrations into the same operations model.



# Integration Control Plane

- Project/integration scoped **fine grained access control**
- View running integrations, runtimes, **logs, metrics.**
- Change **log levels** at runtime.



## Broader WSO2 Platform features

- WSO2 Integration Platform work along with the broader platform. Pick and choose as you grow.
- Agent IAM, API policies, AI Gateway guardrails and evaluations, and governance support the broader platform path.



# Key Message

- WSO2 Integration Platform can build robust integrations.
- Agents are only as powerful as the knowledge it can access and actions it can perform. Both come through integrations.
- WSO2 Integration Platform is a key driver in the Agentic Enterprise.



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# Thank You!



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