kore.ai

Kore Bots Platform PRE-Release Notes

XO 10.14.1/ 11.13.1 XOCC 3.13.1

15-May-2025

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SUMMARY

XO 10.14.1/ 11.13.1 XOCC 3.13.1 is scheduled to be released on our Kore cloud regions as per the below schedule

VERSION	DATE OF DEPLOYMENT May mid-month Patch	Region/ Managed Cloud
May mid-month Patch Update XO 10.14.1/ 11.13.1 XOCC 3.13.1	17-May-2025 10:00AM IST	US → XO-10 & XO-11
	21-May-2025 08:00AM IST	DE → XO-10 & XO-11
	21-May-2025 10:00AM IST	EU → XO-10 (Platform)
	21-May-2025 06:00PM IST	JP → XO-10 & XO-11
	22-May-2025 10:00AM IST	UAE → XO-10 (Platform)
	22-May-2025 09:00PM IST	AU → XO-10 & XO-11
	22-May-2025 10:00PM IST	IND → XO-10
	24-May-2025 08:00AM IST	Gainwell → XO-10 & XO-11
	24-May-2025 10:00AM IST	US2 → XO-10 (Platform)
	25-May-2025 09:30AM IST	eBay → XO-10 & XO-11

Detailed information will be available on our documentation portal after the release.

XO Platform – Bug Fix Summary

Bug fixes addressed a variety of functional areas, including but not limited to:

- **Session Management** – Ensuring sessions close correctly to avoid data or context leakage.

- **System Emails** – Improvements to email-based communication and alerting mechanisms.

- **Bot Analytics & Feedback** – Fixes in task execution logs, feedback analytics, and by-question adherence tracking.

- **Language Support** – Enhancements in multilingual experiences including French date handling and language switching.

- **Digital Views & Panels** – Refinements in panel behavior across XO and UXO.

- **APIs & Connectors** – Updates to public APIs, V2 advanced search, connectors, and import/export functionalities.

- **Channel Management** – Fixes across email, chat, IVR, and CSAT handling in various communication channels.

- **Automation & Redaction** – Improvements in regression flows, redaction in debugging, and analytics automation.

- **AI & Prompt Handling** – Corrections in prompt node behavior and GenAI output stability.

XOCC Platform – Bug Fix Summary

Fixes in XOCC target a wide range of operational and communication flows:

- **Outbound Call Flows** – Behavioral corrections in basic and campaign-related outbound calls.

- **Audit and Monitoring** – Enhancements in audit allocation and monitor tab performance.

- **Email & SMS Campaigns** – Fixes to improve dashboard accuracy and email routing for custom domains.

- **Widgets & Agent Assist** – Corrections in external widget handling and AgentAI preference APIs.

- **Voice & TTS** – Fixes in preview voice handling for deepgram-based text-to-speech features.

- **Slot Management & APIs** – Updates to user-slot interactions and various internal/external APIs.