Kore Bots Platform PRE-Release Notes

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Table of Contents

SUMMARY

XO 10.15.0/ 11.14.0 XOCC 3.14.0 is scheduled to be released on our Kore cloud regions as per the below schedule

VERSION	DATE OF DEPLOYMENT May Sprint Release	Region/ Managed Cloud
May month-end Sprint XO 10.15.0/ 11.14.0 XOCC 3.14.0	31-May-2025 10:00AM IST	US → XO-10 & XO-11
	03-Jun-2025 08:00AM IST	DE → XO-10 & XO-11
	04-Jun-2025 10:00AM IST	EU → XO-10 (Platform)
	04-Jun-2025 06:00PM IST	JP → XO-10 & XO-11
	05-Jun-2025 10:00AM IST	UAE → XO-10 (Platform)
	05-Jun-2025 09:00PM IST	AU → XO-10 & XO-11
	05-Jun-2025 10:00PM IST	IND → XO-10 & XO-11
	07-Jun-2025 08:00AM IST	Gainwell → XO-10 & XO-11
	07-Jun-2025 10:00AM IST	US2 → XO-10 (Platform)
	08-Jun-2025 09:30AM IST	eBay → XO-10

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

Subscribe to Kore.ai status updates to receive notifications for upcoming scheduled maintenance and deployments.

Key Enhancements/ Features

Advanced AI Capabilities

- The new Batch Testing framework for DialogGPT-based apps will provide a systematic approach to test and enhance orchestration accuracy. It will evaluate the performance of the retrieval and decision-making processes, providing comprehensive metrics.
- Response Rephrasing will work across all message types (Standard, Events, FAQs) with global or component-level settings, ensuring natural conversations through a new prompt framework.
- The new Web Crawler will deliver up to 80% faster crawling with enhanced stability, efficient resource usage, and improved handling of complex pages and sitemaps.
- Answer Generation APIs (v1 & v2) will support custom prompts and model selection in API requests, enabling dynamic LLM configuration for different contexts and users.
- Users will be able to add content, submit queries, and receive answers in Spanish and Dutch, with automatic language detection.

Optimized Agent Assist Experience

- The Agent AI Widget will include Agentic Copilot for autonomous app configuration, enabling it to manage entire customer interactions. Agents can edit or override AI suggestions.
- Authorized agents will be able to manually redact sensitive data in conversations to protect personally identifiable information and support compliance with privacy regulations.
- Agents will be able to send contextual help requests to available supervisors directly from the agent console.
- The new 'isReturn24h' context variable will enable identification of customers who contact the center within 24 hours of their last interaction, enabling personalized routing and workflows.
- Translation Support for Internal Chats will enable automatic translation of conversations between agents and supervisors, allowing multilingual teams to communicate effectively.
- The 'Assign' button will be disabled during call connection stages to prevent supervisors from prematurely reassigning calls, avoiding disruptions for agents already connected to customers.
- Voice conversation transcripts will be limited to the period after an agent joins a call, preventing access to prior conversation history.
- Call recordings via SIPREC will support third-party agent desktops through SIP Trunk configuration, with recorded calls accessible via public API.
- SIP Trunk configuration will support AudioSocket protocol for third-party desktop integration without IP authentication, featuring automatic URL generation and optional call recording.

Analytics & Reporting Improvements

- Node-level Containment Type settings will enable users to classify conversations as 'Self-Serve' or 'Drop-Off' directly in Instance Properties, ensuring accurate exit tracking at optional stages and more reliable Analytics metrics.
- The expanded CCAI alert system will monitor general system events, such as report exports and dashboard activity, providing broader operational oversight and compliance tracking.
- The Diagnostics page will include MOS and Jitter metrics alongside industry benchmarks, helping agents and supervisors assess call quality against performance standards.
- Call recordings will be downloaded in FLAC format by default across all operating systems, ensuring compatibility with built-in audio players without requiring manual format conversion.
- A new advanced setting will enable organizations to display anonymized User IDs instead of customer contact information in the Interactions Dashboard for enhanced privacy.
- Campaign Outbound calls will use the same status and reason values as Manual Outbound calls, ensuring consistent tracking and reporting across all dashboards, exports, and APIs.
- New validation will prevent the deletion of phone numbers, flows, or queues associated with existing SMS/Voice campaigns.
- SDK transcript handling will include new fields for improved tracking, sorting, and filtering of transcripts during runtime and reconnection scenarios.

Other Improvements

- This update will introduce a guided migration path for a smooth transition from XO v10 Universal Bots to XO v11 linked Automation apps.
- The platform will support Genesys WebMessaging integration for agent transfer alongside the existing WebChat option.
- A new 'Unsupported Language Handling' setting will enable users to define custom responses when the first user message is in a language not supported by the bot, preventing incorrect intent detection.
- The Repeat Bot Response event will support the Kore Voice Gateway channel in addition to existing voice channel support, enabling users to request repetition of recent responses.
- Voice Channel will support repeat user identification, enabling consistent recognition of returning users and personalized routing across all communication channels.
- The Webhook channel will support multi-user proactive notifications via a public API, enabling scalable outbound messaging from external systems.
- IVR components will support language-specific configuration of voice properties, including prompts and grammar, enabling seamless multilingual assistant experiences.

Proposed Bugfixes (XO Platform):

Impacted Area	Functional Area	Summary
Connectors	Integrations / APIs	Fix related to Connectors
Crawling	General	Fix related to Crawling
UXO , XO > dialogs > Entity node...	Logging / Debugging	Fix related to Entity node type mismatch behavior
Advanced Configurations	General	Fix related to Advanced Configurations
Campaign references cleanup	Campaign Management	Fix related to campaign configuration cleanup
Extraction	General	Fix related to extraction
Retry timeout customization	General	Fix related to retry timeout behavior
Browse Workspaces (App)	General	Fix related to workspace browsing in the app
New Dialog Components	Logging / Debugging	Fix related to new dialog component behavior
Indexing for Dialog and FAQs	Logging / Debugging	Fix related to indexing issues

Proposed Bugfixes (XOCCAI):

Impacted Area	Functional Area	Summary
Voicemail & Conference Transcripts	Voice / Transcription	Fix related to voice transcription scenarios
Agent record update during Queue removal	Agent Experience	Fix related to agent record updates
Internal Agent hangup (consulted merge call)	General	Fix related to internal agent hangup
Internal Agent hangup (external consulted call)	General	Fix related to external consult call behavior
Billing sessions	Session Management	Fix related to session-level billing issues
SSML Azure TTS	General	Fix related to Azure TTS configuration
Interactions tab, chat history	General	Fix related to chat history visibility
Configuration correction (no impacted area)	General	Fix related to corrected configuration