



Kore Bots Platform PRE-Release Notes

XO 10.14.0/ 11.13.0 XOCC 3.13.0

02-May-2025

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SUMMARY

XO 10.14.0/ 11.13.0 XOCC 3.13.0 is scheduled to be released on our Kore cloud regions as per the below schedule

VERSION	APRIL SPRINT REGION DATE	REGION
APRIL month-end SPRINT XO 10.14.0/ 11.13.0 XOCC 3.13.0	03- MAY -2025 10:00 AM IST	US
	07- MAY -2025 08:00 AM IST	DE
	07- MAY -2025 10:00 AM IST	EU
	07- MAY -2025 06:00 PM IST	JP
	08- MAY -2025 10:00 AM IST	UAE
	08- MAY -2025 09:00 PM IST	AU
	08- MAY -2025 10:00 PM IST	IND

Detailed information will be available on our [documentation portal](#) after the release.

Key Enhancements/ Features

Advanced AI Capabilities

- The enhanced Zero-Shot Intent Detection feature will use genuine LLM confidence scores and a configurable "ML Threshold". It enables high-confidence zero-shot intents to more effectively compete with other intent engines, resulting in more relevant and contextually tailored responses specific to individual use cases.
- Both Pre-built and Custom Models will be available for Rephrase User Query, in addition to Kore.ai XO GPT, allowing users to leverage these models by creating custom prompts.
- PII detection and protection will be available at the Agent Node level. Users can select whether to send redacted or original values to the language model for enhanced privacy control.

Advanced Search Capabilities

- Search AI will be able to extract text from image-based PDFs, making previously unsearchable visual content usable for answering user queries.
- The Document Workbench will feature a Content Transformation Simulator for previewing and validating extracted content processing before vectorization, resulting in improved data quality and enhanced AI model performance.
- The redesigned Connector UI will simplify data source management with streamlined configuration, advanced filtering using dynamic fields, and flexible data mapping, providing enhanced control over ingested data and an improved connector setup experience.

Optimized Agent Experience

- The Agent Console will display real-time sentiment updates and an interactive emotional graph, helping agents improve response times and empathy during live conversations.
- Agents and supervisors will be able to report voice-related issues through a structured form in the 'Help' feature, which will capture details, trigger notifications, store logs, and confirm submission.
- The outbound dialer widget will prompt agents to enter the phone number, including the country code, when the Global option is selected. This enhancement prevents failed calls caused by missing country codes.
- The arrival summary's Sentiment field now shows "Unavailable" instead of being blank when sentiment analysis is enabled but no utterances exist, clarifying that the missing sentiment data is due to a lack of conversation.
- Admins and supervisors will be able to download all standard responses in a single CSV file using the new Export option on the Standard Response configuration page.
- The Email CSAT Configuration will provide enhanced flexibility by enabling users to control survey activation, customize messages and frequency, and define advanced conditions for after-hours or no-agent scenarios.

- Agents will be able to create a custom tab in the Agent AI Widget to auto-run or manually execute dialog tasks.
- Welcome Events will be renamed to "Conversation Events" for configuring auto-triggered greetings, tasks, and exit summaries.
- Five9 Chat-Agent AI integration will enable embedded assistance, intent/sentiment analysis, chat summaries, and two-way response sharing.
- The updated Salesforce package will include a renamed Agent AI and logo, as well as a full-screen widget for Omni/Genesys.
- When a ServiceNow agent transfer fails due to unavailability, the platform will show a default, non-editable message to users, enhancing clarity and minimizing the need for repeated transfer attempts.
- Inactive Twilio numbers (with no activity for 90 days or more) will be automatically deleted from the UI, and inbound calls to the numbers will receive a "Can't place the call right now" message.

Analytics & Reporting Improvements

- Supervisors will see "Completed" status and "Machine Detected" mode for machine-detected calls on the Interactions Page, with more details available in Insights to Logs.
- Supervisors will experience improved conversation management with quick filters in the Queue, Agents, and Interactions tabs.
- The Call Details API will include the Automation Bot ID for all interactions, allowing for accurate bot performance tracking and consistent analytics, regardless of agent involvement.
- The Export and Import public APIs will have corrected endpoint names adhering to proper conventions, improving clarity and developer integration without impacting existing functionality.
- The Raw Data API will include the `isWelcomeMsgRead` parameter to indicate if a conversation summary exists and has been read by agents.

Other Improvements

- The new app-level permissions framework will enhance access control and user experience by reorganizing categories, introducing new ones, renaming or deprecating existing ones, and imposing restrictions on default roles for critical actions.
- Conversation Testing will allow adding tags and descriptions to test case JSON files, improving usability and accelerating test case management through faster creation and easier reuse.
- LLM Streaming will be supported for ElevenLabs and Deepgram TTS, enhancing real-time voice interaction responsiveness.
- Voice Gateway will preserve the original SIP/UUI header name format during Voice Automation transfers.
- The IVR channel will support additional Emma voice options under Microsoft Azure Text-to-Speech (TTS) for flexible and consistent voice experiences.

Proposed Bugfixes

Impacted Area	Functional Area	Summary
Contact Center AI Components	Design Time - Import/Export	Issues with importing/exporting components like queues and skills.
Group Name Creation & Validation	Agent AI - Widget Theming	Agent Assist dialogs displayed in incorrect sequence during validation.
AA Playbook	Agent AI - Playbooks - Run Time	Playbooks not adhering to expected runtime behavior in Digital Experience.
Agent Transfer	CC Configuration - Channels	Inability to delete Agent Transfer configurations in UXO.
Agent Availability API	Agent Desktop - Public API	SmartAssist API fails to retrieve accurate agent availability.
Audit Logs	Quality Management	Change logs do not reflect deleted evaluation forms.
Bot Import with Agent AI	Agent AI - Widget Settings	Missing category in Agent Assist AI configuration.
CCAI Console Microphone Banner	Agent Desktop - UI	Microphone banner message displayed in incorrect language (Chinese).
Call Drops	VG KoreVG - Inbound Calls	Multiple calls dropped unexpectedly in production.
Chat to Audio Call Transition	Agent Desktop - Audio/Video	Agent voice not audible after transitioning from chat to audio call.