



Kore Bots Platform PRE-Release Notes

XO 10.15.1/ 11.14.1/ XOCC 3.14.1

13-June-2025

India Office Address:
3rd Floor, Aurobindo Galaxy
Towers, Hitech City Road,
Opposite to IKEA,
Hyderabad-500081

US Office Address:
8529,
Southpark Circle,
Suite 100, Orlando,
Florida 32819



Table of Contents

Summary	2
XO Platform Bugfixes Details	3
XOCCAI Bugfixes Details	4

SUMMARY

XO 10.15.1/ 11.14.1 and XOCC 3.14.1 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT June mid-month Patch Release	Region/ Managed Cloud
June mid-month Patch XO 10.15.1/ 11.14.1 XOCC 3.14.1	14-Jun-2025 10:00AM IST	US → XO-10 & XO-11
	18-Jun-2025 08:00AM IST	DE → XO-10 & XO-11
	18-Jun-2025 10:00AM IST	EU → XO-10 (Platform) & XO-11
	18-Jun-2025 06:00PM IST	JP → XO-10 & XO-11
	19-Jun-2025 10:00AM IST	UAE → XO-10 (Platform)
	19-Jun-2025 09:00PM IST	AU → XO-10 & XO-11
	19-Jun-2025 10:30PM IST	IND → XO-10 & XO-11
	21-Jun-2025 08:00AM IST	Gainwell → XO-10 & XO-11
	21-Jun-2025 10:00AM IST	US2 → XO-10 (Platform)
	22-Jun-2025 09:30AM IST	eBay → XO-10

Please note the key info coming with this patch update: [mutual-ssl-2-way SSL Certificate Renewal Notice](#)

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

XO Platform Bugfixes Details

Bug fixes were applied across a diverse set of Functional areas in the XO platform, including:

- **Campaigns & Outreach:** Progressive and preview campaigns, SMS campaigns, outbound call functionality.
- **Generative AI:** LLM prompts, streaming, dynamic conversations, DialogGPT updates.
- **Automation & Dialogs:** Group nodes, script tasks, dialog property panels, content variables access.
- **Workbench & Panels:** Document Workbench extract, Panel imports, simulate modal enhancements.
- **Analytics & Monitoring:** NLP insights, conversation path analysis, ML training, extract stages.
- **Flow Configuration:** Experience flow script tasks, no-agent flow handling, flow deletion.
- **User Experience:** White-label settings, interaction labels, dropdown UIs, login (WS-Fed SSO), UI tweaks.
- **Channels & Integrations:** WhatsApp configuration, all-channels config page, call ending behaviors.
- **Search & Retrieval:** Web crawl scheduling, knowledge chunking, markdown extraction.
- **Entities & NLU:** List of values entity, intent identification, NLU thresholds.

XOCCAI Bugfixes Details

In XOCC, bugs were addressed in a wide spectrum of contact center capabilities such as:

- **Transcripts & Voice Processing:** AmiVoice, voicemail, conference call transcripts, SSML (Azure TTS).
- **Agent Console:** UI/UX fixes, attachments, widget suggestions, mobile number update, auto-logout.
- **Routing & Automation:** Direct automation node, call disconnection handling, preview campaign, BotNoInput flow.
- **Monitoring & Evaluation:** Dashboard metrics, coaching playbook, adherence heatmap, evaluation metric listing.
- **Integrations & Data Ingestion:** SFTP-based conversation ingestion, custom ingested conversations.
- **Standard Configurations:** Disposition codes, dropdown UI fixes, standard responses handling.
- **Developer & API Access:** Issues related to invited developers, HAR logs, application API behavior.
- **GenAI Experience:** GenAI for IVR, sentiment analysis, topic modeling.
- **Survey & Feedback:** Language selection in survey configs.
- **Miscellaneous:** Routing anomalies, campaign inconsistencies, URL-related widget issues.