



Kore Bots Platform PRE-Release Notes

XO 10.16.1/ 11.15.1 AND XOCC 3.15.1

11-Jul-2025

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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 Patch/ July month-end SPRINT	REGION / Managed Cloud
JULY Month-end SPRINT XO 10.16.1/ XOCC 3.15.1/ XO 11.15.1	12- JUL -2025 10:00AM IST	US → XO-10 & XO-11
	16- JUL -2025 08:00AM IST	DE → XO-10 & XO-11
	16- JUL-2025 10:00AM IST	EU → XO-10 & XO-11
	16-JUL -2025 06:00PM IST	JP → XO-10 & XO-11
	17- JUL -2025 10:00AM IST	UAE → XO-10 (Platform)
	17- JUL -2025 09:00PM IST	AU → XO-10 & XO-11
	17- JUL -2025 10:00PM IST	IND → XO-10 & XO-11
	19- JUL -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	19- JUL -2025 10:00AM IST	US2 → XO-10 (Platform)
	19- JUL -2025 10:00AM IST	Inception (Sandbox Env) → XO-11
	21- JUL-2025 09:30AM IST	eBay → XO-10 & XO-11

Please note the key info coming with our future patch update (XOCC 3.15.1): [Community Article - Queue visibility permissions](#)

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

If not yet subscribed, please do [Subscribe to Kore.ai status updates](#) to receive notifications for upcoming scheduled maintenance and deployments.

XO Platform Bugfixes Details

Bug fixes were applied across a diverse set of Functional areas in the XO platform. This release includes fixes across a wide range of areas within the XO Platform, including:

- **AI & GenAI Enhancements:** Sentiment analysis, rephrase prompts, dialog GPT, GenAI custom prompt usage, multi-intent validation, dynamic questions.
- **Search & Knowledge:** Knowledge chunk retrieval, webcrawl scheduler, search history, topic modeling, document browser.
- **Campaigns & Connectors:** Public API issues, webhook/service nodes, connectors, content sync, retry logic for AI nodes.
- **Security & Privacy:** PII entities, eraseUsersData API, hardcoded token removal.
- **Conversation Handling & Testing:** Interaction integrity, CSAT configurations, conversation mining, agent node validation, quality sanity.
- **UI & Config Experience:** Digital form components, console headers, message prompt nodes, role updates.
- **Entity Models:** French date entities, custom entity enhancements, intent prioritization.
- **Platform Integrations:** Genesys chat history transfers, agent skills, IVR messaging.
- **Automation & Analytics:** QM dashboards, audit screens, API body validations, full sync issues.

XOCCAI Bugfixes Details

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

- **Voice & Call Flow Management:** Call disconnects, hold/unhold issues, SIP trunk configuration, call control parameters, live call behavior.
- **Agent Experience & Routing:** Agent console, status updates, SmartAssist integration, conversation routing logic.
- **Case Management & Templates:** Case creation, field validation, due dates, template requirements.
- **Genesys Middleware:** Middleware handling, SIP headers, voice channel integrations.
- **Public API & Automation:** Field mapping in public APIs, skill APIs, field ID validations.
- **UI & Interaction Handling:** Notification sliders, field creation, live chat UI issues.
- **Reports & Metrics:** Queue metric summary, ACW durations, user tags in interaction reports.
- **Bot Imports & Experience Flow:** Voice preference suggestions, bot import logic, flow identification.
- **Debugging & Logs:** HAR file support, conversion logs, error trace visibility.