Kore Bots Platform PRE-Release Notes

XO 10.17.7/ 11.16.0 AND **XOCC 3.16.0**

24-Jul-2025

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SUMMARY

XO 10.17.0/ 11.16.0 and XOCC 3.15.0 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 10.17.0/ XOCC 3.16.0/ XO 11.16.0	26- JUL -2025 10:00AM IST	US → XO-10 & XO-11
	30- JUL -2025 08:00AM IST	DE → XO-10 & XO-11
	30- JUL-2025 10:00AM IST	EU → XO-10 & XO-11
	30-JUL -2025 06:00PM IST	JP → XO-10 & XO-11
	31- JUL -2025 10:00AM IST	UAE → XO-10 (Platform)
	31- JUL -2025 06:00PM IST	AU → XO-10 & XO-11
	31- JUL -2025 08:00PM IST	IND → XO-10 & XO-11
	02- AUG -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	02- AUG -2025 10:00AM IST	US2 → XO-10 (Platform)
	02- AUG -2025 10:00AM IST	Inception (Sandbox Env) → XO-11
	04- AUG-2025 09:30AM IST	eBay → XO-10 & XO-11

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.

Key Enhancements/ Features

AI Agents

- Enhanced DialogGPT Batch Testing Framework will support the validation of specific Conversational Intent Types (Hold, Restart, Refuse, End) within test cases, enabling direct testing of the AI agent's handling of key conversational events to improve test coverage and reliability.
- Agent Node configuration will be streamlined by replacing 'retries' with 'number of iterations' in Instance Properties and removing the Initial and Error Prompts sections from the IVR Properties, as the models will dynamically manage prompting across voice channels.
- Agent nodes with LLM streaming will honor the configured IVR properties instead of a predefined 60-second timeout, with node-level settings taking precedence over global configurations for precise control of voice interactions.
- A new configurable flag at the Dynamic Intent Node and Dialog Node level will allow entity values extracted in a parent dialog to be automatically available and reusable in downstream dialogs without re-prompting.
- The new incremental web crawling will allow targeted updates by crawling only new or modified web pages, improving efficiency and reducing resource consumption.
- RACL support will be extended to Confluence Server and enhanced for other connectors, including automatic user mapping, ensuring content access permissions are enforced without additional setup.

Agent Assist

- Agentic Copilot's Auto-Send feature will handle multiple simultaneous chats without interruption, even when agents switch between customers or the widget reloads.
- The Exit Events tab will allow configuration of an Agentic App to trigger when conversations end, with options to use the same app as Agentic Copilot or select a different one from available apps.
- Enhanced Dialog Task grouping will allow up to 100 characters for group names with a live counter, and the widget will retain the expanded or collapsed state of groups from the last save.
- Admins will be able to enable and prioritize multi-source search in the widget (Platform, Search AI, or Agentic App) via drag-and-drop ranking, or disable it to revert to default search.
- Agentic responses will display a "Thinking..." notification for time-taking replies, and both Agentic responses and customer messages will expand on mouse hover for improved readability.
- Agent AI will access Form Submission data from Kore.ai or Chat Automation and display it to agents in Salesforce through real-time API integration, enhancing agent context during live interactions.
- Genesys Cloud CX Integration via SIP Invite will enable smooth voice call transfers from Kore to Genesys with metadata headers, auto-loaded Agent AI, and direct voice continuity—eliminating Audiohook dependencies.

Agent Desktop

- Enhanced Channel Identification, featuring distinct icons for each interaction type (calls, emails, chats, etc.), will ensure consistent visibility across all interfaces, reducing agent confusion and enabling better prioritization of real-time interactions.

- The external consult call dialer will automatically pre-fill the country code based on the agent's last completed consult call, reducing manual input while maintaining override flexibility.

- A new system setting allows administrators to disable supervisor join/exit notifications to end users during live conversations, enabling silent supervision for compliance requirements with real-time effect and audit logging.

- A new option will enable administrators to restrict standard response visibility to specific queues, ensuring agents view only contextually relevant templates based on all configured conditions.

- Google Translate and Custom Translation Engines will be supported for greater flexibility and broader multilingual support for global contact centers.

- Voicemail notifications will alert supervisors when unattended voicemails exceed configured count or time thresholds per queue, enabling timely backlog management and SLA compliance.

- New structured disposition types (e.g., Do Not Call, Call Me Later) with callback tracking and automated workflows will enhance compliance, agent efficiency, and outcome accuracy in outbound campaigns.

- Proactive Web Campaigns will support rule evaluation using fields from nested Visitor Objects, enabling dynamic, personalized campaigns based on custom visitor attributes and real-time activity.

- Proactive Web Campaigns will include four new built-in targeting fields (*Device, VisitorAlreadyChatting, URL, PageName*) with operator support, enabling deeper context-aware rule customization for web engagements.

Voice Gateway

- VoiceUtils and AgentUtils will support the 'setReferredBy' method, enabling call transfer source tracking by allowing developers to set a referring number for transparent handoffs and improved traceability.

- The system will dynamically adjust voice features and settings based on licenses, optimizing performance by reducing API calls and setup errors.

- The PlayHT TTS engine will be discontinued in Voice Gateway, with all related configurations removed to maintain compatibility with current providers.

Other Enhancements

- The Salesforce MIAW Agent Integration will offer increased transparency through visible agent names, read receipts, automated timeouts, and centralized response and stop-word controls, all managed directly within the user interface.

- Supervisors will be able to edit disposition codes for completed conversations directly from the Dashboard's Interaction Tab, overriding previous submissions while maintaining full audit logging.
- BotKit will trigger real-time contact center events (such as agent acceptance, transfers, session closure, disposition submission, join/leave actions) with CRM-ready JSON payloads—configurable, retry-supported, and fully logged.
- Enhanced Tagalog language detection through a custom detection wrapper will ensure the accurate classification of Tagalog utterances, facilitating seamless multilingual app experiences.

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:

- **Knowledge & Crawling**: Chunk editing, chunk generation from connectors, crawling logic, and confusion matrix generation issues.

- **Conversational AI**: DialogGPT confirmation node fixes, retry logic for AI agent nodes, rephrase prompt handling, and multi-vector handling.

- **Campaign Management**: Fixes in campaign creation, SMS/voice list rendering, and session behavior during live campaigns.

- **User & Session Handling**: Session closure fixes, forced logout by supervisors, and user management APIs (get/update).

- **UI/UX & Dashboards**: Updates to agent dashboards, Froala editor usage, and sync banners for evaluation metrics.

- **Privacy & Compliance**: PII entity validation and hardcoded data cleanup.

- **Connectors & App Imports**: JSON connector-based chunk generation and app import behavior.

- **Flow & Interaction Fixes**: IVR and no-agent flow handling, service level config updates, interaction timestamp consistency.

- **Language & Localization**: Added support for Filipino language configuration.

- **File Handling**: Microsoft attachment uploads and test suite creation issue resolution.

XOCCAI Bugfixes Details

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

- **Agent Experience & Routing:** Agent transfer, console headers, task and case routing logic, agent-to-agent flows, incoming notification handling.

- **Call Flow & SIP:** Issues with SIP URI visibility, call drop/disconnects, hold behavior, call transcription gaps, and voice prompt playback.

- **UI/Console Behavior:** Console rendering (login redirects, slider visibility, email details), widget theming, preview voices, and voice preferences.

- **Audit & Logs:** Improvements in deletion audit logs, lifecycle event tracking, and cleaned-up redundant logs.

- **Analytics & Metrics:** Fixes in interaction dashboards, custom tag filtering, SMS/Voice campaign data accuracy, and ByAgent metric updates.

- **Case & Task Management:** Task template creation, due date validation, exports with custom date fields, and case status visibility.

- **SmartAssist & BotKit:** Fixes to bot kit integrations, bot response validation, and agent assist experience improvements.

- **Language Handling:** Issues with Spanish voice prompts and full language translation coverage.

- **Voice & Text Flow Control:** Enhancements in exit events saving, call control params, and bot recording toggle handling.

- **APIs & Backend Services:** Improvements to API call connections and field-level validations.