



Kore Bots Platform PRE-Release Notes

XO 10.17.1/ 11.16.1 AND XOCC 3.16.1

08-Aug-2025

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SUMMARY

XO 10.17.1/ 11.16.1 and XOCC 3.16.1 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT August mid-month Patch Release	Region/ Managed Cloud
August mid-month Patch XO 10.17.1/ 11.16.1 XOCC 3.16.1	11-Aug-2025 10:00AM IST	US → XO-10 & XO-11
	12-Aug-2025 09:30AM IST	eBay → XO 10.17.0/ XOCC 3.16.0
	13-Aug-2025 08:00AM IST	DE → XO-10 & XO-11
	13-Aug -2025 10:00AM IST	EU → XO-10 (Platform) & XO-11
	13-Aug -2025 06:00PM IST	JP → XO-10 & XO-11
	14-Aug -2025 10:00AM IST	UAE → XO-10 (Platform)
	14-Aug -2025 09:00PM IST	AU → XO-10 & XO-11
	14-Aug -2025 10:30PM IST	IND → XO-10 & XO-11
	16-Aug -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	16-Aug -2025 10:00AM IST	US2 → XO-10 (Platform)

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

This release includes targeted improvements across several foundational components of the XO Platform:

- **AI & Dialog Enhancements:** Resolved issues in rephrasing dialog responses for both plain and templated texts, and upgraded dialogs to the latest version for improved runtime stability.
- **Flow Logic & Condition Handling:** Bug fixes were applied to nodes with complex transition conditions (`if-else`), ensuring accurate flow routing.
- **Search & Extraction:** Fixes were implemented to enhance the extraction strategy stages and improve reliability in analytics CSV exports.
- **Integration & Connectivity:** Issues with service node definitions and webhook-based connectors were addressed to stabilize external integrations.
- **Entity & BotKit Enhancements:** Updates were made to custom entity handling and botkit query rephrasing to support richer conversation modeling.
- **User Actions & Uploads:** Improvements were delivered for agent transfer logic and file upload reliability.
- **Rate Limiting Resilience:** Zendesk integration was fine-tuned to mitigate frequent rate-limit hits in high-volume use cases.

XOCCAI Bugfixes Details

Key stability and performance fixes were made to the XOCC Platform across core voice, routing, and user experience flows:

- **Live Chat & Agent Console:** Enhancements to the agent desktop and live chat interactions ensure better context preservation and reliability during handovers.
- **Voice & Audio Handling:** Fixed distortion issues during the initial seconds of voice interactions and refined Amazon Polly TTS output to maintain clarity and tone.
- **Transfer Logic & Queues:** Adjustments to queue-based transfer rules improve accuracy in agent routing across defined configurations.
- **Call Transcripts:** Addressed inconsistencies in capturing complete transcripts post-call to support better reporting and coaching.
- **Security & Permissions:** Improved handling of phone number permissions tied to custom roles for more secure and compliant agent configurations.
- **Model Configurations:** Fixes were applied to Azure and OpenAI model integrations, enhancing agent rephrasing capabilities in real time.

XO Platform Enhancements Details

This release introduces valuable improvements in campaign flexibility, security, and AI configuration within the XO Platform:

- **Enhanced JWT Security:** Support for JWT to JWE encryption was introduced, allowing for more secure transmission by bypassing the JWS step.
- **Dialer Number Flexibility:** SIP numbers can now be utilized with auto-dialers such as preview, progressive, and power campaigns, enhancing outbound campaign reach.
- **IVR Streaming Control:** IVR property configurations are now honored even when LLM streaming is enabled in agent nodes, improving runtime dialog behavior.
- **Web Campaign Customization:** A new cooldown configuration parameter was added for proactive web campaigns to better control pacing between interactions.
- **Batch Testing Upgrade:** Zero-shot capability is now supported within batch testing workflows, allowing for evaluation of models without pre-annotated data.

XOCCAI Enhancements Details

This release includes impactful updates designed to improve agent productivity, case visibility, and language support across the contact center experience:

- **Hyperlink Enablement in Agent Console:** Agents can now interact with hyperlinks directly within the console, reducing context-switching and improving efficiency.
- **Case Management Enhancements:** Open issues from the previous release have been addressed, enhancing overall reliability in the case tracking and resolution workflows.
- **LLM Streaming Compatibility with IVR:** IVR property configurations are now honored even when LLM Streaming is active, allowing better control over agent node behavior during calls.
- **Translation Engine Configuration:** New flexibility introduced for configuring both Google and custom translation engines, enabling multilingual contact center experiences within CCAI and Automation AI.
- **Voice Flow Improvements (UAE Env):** Specific voice interaction issues in the UAE environment (v11.15.0) have been addressed for smoother conversational flows.