Kore Bots Platform PRE-Release Notes

XO 10.18.0/ 11.17.0 AND XOCC 3.17.0

20-Aug-2025

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SUMMARY

XO 10.18.0/ 11.17.0 and XOCC 3.17.0 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	Date of Patch/ August Month-End SPRINT	REGION / Managed Cloud
August Month-End SPRINT XO 10.18.0/ XOCC 3.17.0/ XO 11.17.0	23- AUG -2025 10:00AM IST	US → XO-10 & XO-11
	25- AUG -2025 06:00PM IST	JP → XO-10 & XO-11
	26- AUG -2025 08:00AM IST	DE → XO-10 & XO-11
	26- AUG -2025 10:00AM IST	EU → XO-10 & XO-11
	28- AUG -2025 10:00AM IST	UAE → XO-10 & XO-11
	28- AUG -2025 06:00PM IST	AU → XO-10 & XO-11
	28- AUG -2025 08:00PM IST	IND → XO-10 & XO-11
	30- AUG -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	30- AUG -2025 10:00AM IST	US2 → XO-10 (Platform)
	01- SEP -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.

XO Platform Bugfixes Details

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

- **Enhanced JWT Security**: Added support for JWT to JWE encryption, allowing for more secure transmission by bypassing the JWS step.

- **Dialer Number Flexibility**: SIP numbers can now be used with auto-dialers (Preview, Progressive, and Power), 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 introduced for proactive web campaigns to better control pacing between interactions.

- **Batch Testing Upgrade**: Zero-shot capability is now supported within batch testing workflows, enabling evaluation of models without pre-annotated data.

XOCCAI Bugfixes Details

This release focuses on strengthening reliability, integrations, and agent experience within the **XO Contact Center Platform (XOCC)**:

- **Bot & Agent Handoff Stability**: Fixed issues where bots failed to assist callers or dropped calls during agent handoffs, ensuring seamless continuity for customers.

- **Voice & Audio Improvements**: Resolved disruptions in voice channels and audio inconsistencies for smoother customer interactions.

- **Translation & Localization**: Enhanced integration with Google and custom translation engines, improving multilingual communication in CCaaS workflows.

- **IVR & AI Streaming Fixes**: Corrected IVR property handling when LLM streaming was enabled in Agent Nodes, ensuring configuration consistency.

- **Case & Agent Console Enhancements**: Fixed issues with case management and improved agent console UI, reducing friction for agents and enhancing usability.