



## Kore Bots Platform PRE-Release Notes

XO 10.18.1/ 11.17.1 AND XOCC 3.17.1

11-Sep-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/ September Mid- Month SPRINT	REGION / Managed Cloud
August Month-End SPRINT  XO 10.18.1/ XOCC 3.17.1/ XO 11.17.1	13- SEP-2025 10:00AM IST	US → XO-10 & XO-11
	16- AUG -2025 08:00AM IST	DE → XO-10 & XO-11
	16- AUG -2025 10:00AM IST	EU → XO-10 & XO-11
	17- AUG -2025 06:00PM IST	JP → XO-10 & XO-11
	18- SEP -2025 10:00AM IST	UAE → XO-10 & XO-11
	18- SEP -2025 06:00PM IST	AU → XO-10 & XO-11
	18- SEP -2025 08:00PM IST	IND → XO-10 & XO-11
	20- SEP -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	20- SEP -2025 10:00AM IST	US2 → XO-10 (Platform)
	22- 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**:

- Improved **runtime stability** including query rephrasing, SDK display, and UB runtime behavior
- Fixes in **Agent Transfer** and **File Upload functionality**
- Enhancements in **Training workflows** and **FAQ handling (preconditions & mandatory tags)**
- Better **transition condition validations**, including scenarios with PII-enabled entities
- **Dashboard** → **Interactions search & sorting** improvements
- **Connector scheduling** reliability fixes
- Updates across **Email channel**, **Custom Connectors**, **HTML headers**, and **Sync updates**
- Stability fixes for **Automatic Dialog Generation** and **DialogGPT runtime events**

## XOCCAI Bugfixes Details

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

- Strengthened **voice-related capabilities**: call control parameters, new voice features, and voice recording
- **Basic voice sanity checks** to ensure consistent performance
- Fixes in **interaction handling with PII entities** across speech and DTMF
- **Connector scheduling** and **public API from Kore Agent Assist** improvements
- **Dashboard** → **Interactions search** reliability fixes
- Additional fixes to stabilize **interaction page behaviors** and general runtime