



Kore Bots Platform PRE-Release Notes

XO 10.19.0/ 11.18.0 AND XOCC 3.18.0

25-Sep-2025

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SUMMARY

XO 10.19.0/ 11.18.0 and XOCC 3.18.0 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	Date of Patch/ September Month-end SPRINT	REGION / Managed Cloud
September Month-end SPRINT XO 10.19.0/ XOCC 3.18.0/ XO 11.18.0	27- SEP-2025 10:00AM IST	US → XO-10 & XO-11
	28- SEP-2025 08:00PM IST	IND → XO-10 & XO-11
	29- SEP -2025 08:00AM IST	EU → XO-10 & XO-11
	29- SEP-2025 06:00PM IST	JP → XO-10 & XO-11
	30- SEP -2025 08:00AM IST	DE → XO-10 & XO-11
	04- OCT -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	06- OCT -2025 06:00AM IST	UAE → XO-10 & XO-11
	06- OCT -2025 09:30AM IST	eBay→ XO-10
	07- OCT -2025 06:00PM IST	AU → 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

Agent Experience was significantly strengthened through better status handling, transfers, email, dispositions, standard responses, and encrypted summaries, alongside fixes for live conversation history, translations, and vulnerability patches. Together, these changes ensure a smoother, more secure, and more consistent desktop experience for agents.

Campaigns and Case Management both advanced with more stable execution of voice and SMS campaigns, agent settings, list management, and contact services, while case creation, routing, analytics, conversation handling, and validations became more reliable. These improvements enhance campaign performance and provide greater consistency in case workflows.

Reporting & Analytics saw major gains with corrected timestamps, widget data, survey naming, and conversation mining filters, as well as richer dashboards featuring bot analytics, agent metrics, wallboards, login/logout tracking, and improved PDF reporting. These changes deliver more accurate and actionable insights to users.

NLP & GenAI capabilities were elevated through improved entity detection, multi-language response handling, guardrail prompts, Microsoft ASR stability, and deeper LLM integrations with Amazon Bedrock, including prompt history and runtime validation. The result is more precise, resilient, and secure AI-driven experiences.

Quality Management and Runtime were reinforced with better metrics, audit tools, conversation mining, coaching, runtime analytics, IVR grammars, SDK synchronization, session management, dialog execution, and voice gateway stability. These fixes ensure greater reliability, performance, and compliance across critical workloads.

Overall, this release sharpens **security, stability, and AI readiness**, delivering clear gains in **agent productivity, reporting accuracy, campaign and case reliability, and runtime performance**.

XO Platform Bugfixes Details

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

- Bug fixes in the **Agent Desktop** area focused on status preservation, transfers, email handling, dispositions, standard responses, UI consistency, and summary encryption for PII.
- In **Campaigns**, issues were resolved for voice campaigns (agentless & API-created), SMS campaigns, agent settings, list management, and contact services.
- Fixes in **Call Center Configurations** addressed email channels, audit logs for click-to-call, and waiting experience messages.
- The **Dashboards & Reports** functionality was improved by correcting API timestamps, survey channel names, and widget data.
- Enhancements in **Design Time** included fixes to app variables, forms and widgets, dialog tasks, bot import/export, APIs, permissions, app deletion alerts, publishing/versioning, connectors, and conversation testing.
- Within **Integrations**, bugs were fixed in connector content management, advanced filters, public API deletions, retrieval and search results, and website ingestion.
- Improvements in **Interactions** covered attachments, agent transfers, courtesy callback call records, disposition logs, and chat transcripts.
- For **NLP**, fixes addressed currency entity detection, utterance imports, multi-language responses, and non-CS language handling.
- The **Quality Management** tools were stabilized with corrections to metrics, audit screens, conversation mining, performance monitors, coaching engines, dashboards, and APIs.
- Finally, **Runtime** improvements targeted voice & IVR grammars, SDK synchronization, session management, analytics/logs, LLM/GenAI integration (prompts, history, Amazon Bedrock), dialog execution, talk-to-bot responses, and PII handling.

XOCCAI Bugfixes Details

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

- Enhancements in **Agent AI** addressed dialog queue mapping, search tab dialogs, widget alignments, and welcome events.
- In the **Agent Desktop** area, fixes included Redis pub/sub vulnerability handling, call dispositions, chat histories in live conversations, and translation corrections.
- For **Case Management**, improvements were made to case creation, routing, details view, comments, subject handling, analytics, and runtime validations.
- Bugs in **Call Center Configurations** were fixed for waiting experience validations.
- The **Dashboards & Reports** area was stabilized with fixes to bot analytics, agent metrics, login/logout event tracking, wallboards, PDF reports, and survey channel names.
- In **Design Time**, corrections targeted bot administration including billing session details and APIs.
- Fixes in **Interactions** covered call and callback details, diagnostic tab visibility, and transfer shortcuts.
- The **Monitor** functionality was enhanced with queue performance metrics, interaction tracking, and filter editing.
- In **NLP & GenAI**, bug fixes addressed guardrail model prompts and Microsoft ASR integration.
- For **Quality Management**, conversation mining audit comments were corrected.
- Within **Runtime**, fixes focused on analytics for bot sessions and metatags, as well as LLM/GenAI integration.
- Finally, **Voice Gateway (VG)** issues were resolved for tracing and outbound calls involving agent transfers and waiting experiences, while **Other** fixes covered SIP configurations and audit logs.