

AI For Service PRE-Release Notes

XO v10.20.0/ v11.19.0 AND XOCC v3.19.0

22-Oct-2025

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SUMMARY

XO v10.20.0/ v11.19.0 and XOCC v3.19.0 is scheduled to be released on our Kore cloud regions as per the below schedule:

v10.20.0/ v11.19.0/ XOCC v3.19.0

VERSION	DATE OF DEPLOYMENT OCTOBER month-end Release	Region/ Managed Cloud
OCTOBER month-end Release XO v10.20.0/ v11.19.0 XOCCAI v3.19.0	25- OCT-2025 10:00AM IST	US → XO-10 & XO-11
	27- OCT -2025 07:00AM IST	DE → XO-10 & XO-11
	27- OCT -2025 9:00AM IST	EU → XO-10 & XO-11
	27- OCT-2025 08:00PM IST	AU → XO-10 & XO-11
	28- OCT -2025 07:00AM IST	UAE → XO-10 & XO-11
	28- OCT -2025 09:00AM IST	KSA → XO-11
	28- OCT -2025 06:00PM IST	JP → XO-10 & XO-11
	29- OCT -2025 06:00PM IST	IND→ XO-10 & XO-11
	1- NOV -2025 08:00AM IST	Gainwell → XO-10 & XO-11
	1- NOV -2025 10:00AM IST	US AZ → XO-11
	03- NOV -2025 09:30AM IST	eBay→ XO-10

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

- DialogGPT will expand its intent identification and orchestration capabilities to include non-English languages, allowing users to fully leverage its power in multilingual applications. The process for adding new languages has been streamlined, allowing users to easily configure LLM-based or traditional translation engines for user input and AI agent responses.
- Real-time LLM response streaming for Web/Mobile SDK chat conversations will reduce latency and improve user engagement through incremental message delivery via Agent and Prompt Nodes.
- Agent nodes will default to processing user input as intent with Hold & Resume settings, simplifying configuration and improving consistency by removing the previous "Ask the user how to proceed" option.
- Enhanced RACL visibility in SearchAI will help admins validate that permissions are correctly enforced across the platform via the Permission Entity Viewer and the Document Access Viewer.

Agent Assist

- Admins will be able to enable Agentic Copilot for specific agent queues through the Agent AI Mapping section, allowing targeted feature trials before broader deployment across all agents.
- A new option in the Exit Events settings will allow the End-of-Conversation Event to trigger when users terminate chat sessions
- Conversation Logs will display overall and individual conversation sentiment data when Agent Coaching is enabled.
- A new API will generate paginated conversation records for any specified date range, up to a maximum of seven days, for detailed time-bound analysis.
- Agentic Copilot will provide real-time, context-driven suggestions to agents directly within the ServiceNow interface.
- Agent AI integration with Salesforce Omni-Channel will support email and provide contextual suggestions, including draft responses, knowledge articles, and recommended next actions.

Agent Desktop

- Attachment URLs will expire after 15 minutes to enhance security by preventing unauthorized access. Users can request new links when needed.

- Opening the console in multiple tabs will trigger a session transfer prompt, ensuring secure single-session access with full audit logging of transfer activities.
- Email threading will map replies to the correct conversation, let agents forward full threads with attachments, edit TO, CC, and BCC fields, and support session timers up to 30 days to prevent premature closure.
- Agents will get inline email suggestions from a central address book as they type in recipient fields.
- CSAT surveys will be consistently triggered for both inbound and outbound calls, including transfers and callbacks.
- Administrators will be able to configure OnConnect messages customized for specific queues across all channels, providing context-aware customer greetings with automatic fallback to default messages.
- Supervisors will be able to efficiently reallocate workloads by bulk transferring multiple active conversations to a specific agent or queue.

Voice Gateway

- A new TTS Streaming option in the Automation Node configuration will support real-time text-to-speech streaming with Deepgram and ElevenLabs, enabling seamless voice responses for a more natural conversational experience.
- Voice call recordings will display status messages during generation and provide retry options for failures, with guidance to contact the administrator if issues persist.
- Administrators will be able to set automatic deletion schedules for voice call recordings through the UI, with configurable retention periods and optional email notifications.

Other Enhancements

WhatsApp Cloud API channel will support permanent token authorization from Meta, eliminating the need for bi-monthly token refreshes and ensuring continuous, reliable connectivity.

XO Platform Bugfixes Details

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

- Issues within **Node Modules** were resolved to ensure compatibility and stability across all dependent services.
- Enhancements were made to **Connectors** to improve reliability and streamline configuration workflows.
- Updates to **Answer Configuration** improved consistency in response setup and handling across user interactions.
- Fixes to **SmartAssist interactions** optimized performance and responsiveness within the XO Frame.
- The **migration process from XO-10 to XO-11** was refined to eliminate discrepancies and ensure smooth data continuity.
- Navigation within **Quality Management dashboards** was enhanced, allowing seamless redirection between audit and allocation pages.
- The **Case and Task dashboards** were corrected to display metrics and insights accurately.
- Enhancements to the **XOQM service** improved synchronization, data accuracy, and performance.
- Improvements to **Workforce Management APIs** strengthened reliability, error handling, and data precision.
- **Analytics and GenAI logs** were stabilized with improved filtering and user ID-based tracking capabilities.
- Fixes related to **session closure** ensured smoother transitions and consistent session handling.
- **Heat map screens** were optimized for better visualization and responsiveness.

XOCCAI Bugfixes Details

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

- Issues with **call recordings and overall call handling** were resolved to ensure consistent recording, playback, and archiving.
- Enhancements in **case and task management** improved visibility, navigation, and data consistency across related records.
- The **voice and IVR components** were stabilized by addressing AWS transcription, TTS behavior, and timeout handling.
- The **widget runtime** was optimized to prevent failures during live agent and customer interactions.
- Improvements to the **interactions tab and export functionality** ensured accurate tagging and complete data exports for voice and chat records.
- Fixes to **chat history APIs** resolved discrepancies in retrieving interaction logs across SDKs, tabs, and agent consoles.
- The **bot understanding and NLU performance** were enhanced to ensure better interpretation of user inputs and smoother dialog responses.
- Overall **system stability** was reinforced by fixing hang-up scenarios, timeout events, and rare runtime inconsistencies.