

AI For Service PRE-Release Notes

XO v10.20.1/ v11.19.1 AND XOCC v3.19.1

11-Nov-2025

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SUMMARY

XO v10.20.1/ v11.19.1 and XOCC v3.19.1 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT November mid-month Patch	Region/ Managed Cloud
NOVEMBER mid-month Patch XO v10.20.1/ v11.19.1 XOCCAI v3.19.1	15- NOV-2025 10:00AM IST	US → XO-10 & XO-11
	17- NOV -2025 06:00PM IST	AU → XO-10 & XO-11
	18- NOV -2025 07:00AM IST	DE → XO-10 & XO-11
	18- NOV-2025 09:00AM IST	EU → XO-10 & XO-11
	19- NOV -2025 07:00AM IST	UAE → XO-10 & XO-11
	19- NOV -2025 06:00PM IST	JP → XO-10 & XO-11
	19- NOV -2025 08:00PM IST	IN → XO-10 & XO-11
	22- NOV -2025 06:00PM IST	GW → XO-10 & XO-11
	22- NOV -2025 08:00AM IST	US-AZ → XO-11
	22- NOV -2025 10:00AM IST	KSA → XO-11
	24- 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

The upcoming release is primarily centered on enhancing the core Generative AI functionality, strengthening platform security and operational stability, and improving key contact center workflows for agents and developers.

Generative AI and NLP Capabilities see a significant push for security and core performance, introducing **Anonymization Guardrails** to protect sensitive data during LLM calls, upgrading the **NLP core with BGE M3 Embeddings** and advanced entity handling (e.g., DOB in DDMMYY format), and enabling **Tool Calling with Streaming** for richer conversational flows.

Furthermore, **Quality AI** is enhanced with the introduction of a new '**By Transfer Etiquette**' metric and the **batching of adherence scores** for performance, alongside expanded **Conversation Mining** capabilities to cover FTP and Agent AI data sources.

Platform Stability and Security are fortified by mandating **encryption without query parameter support** for platform APIs, stabilizing **Voice/SIP protocols** by handling **SIP REFER 6xx Error Responses** during agent transfers, and addressing a critical **Maximus-UXO Security Vulnerability**.

In **Agent Productivity and Contact Center Operations**, the focus is on enabling agents to utilize **system and custom fields in Response Templates** for more personalized interactions, while supervisors gain better oversight through enhanced **conversation data integrity** via the inclusion of **Disconnect Event Fields** and the capturing of the **X-ExternalCallId** in interaction logs.

Campaigns, Case Management, and Development Tools receive usability and feature boosts, including the ability to **Export/Import Web Campaigns**, **Capture Web Campaign Event Logs**, support for **MS Exchange emails as inbound/outbound**, adding a **GetCaseTemplates public API** for external workflow integration, and improving the design-time user experience with a **UI Description for Advanced Filters**.

Finally, **SearchAI** is focusing on key enhancements in both **Security & Visibility** and **Infrastructure & Scalability** for the upcoming release. On the security and visibility front, the release includes **Enhanced RACL functionality in the UI**, introducing **Permission Entity and Document Access Viewers** to provide administrators with clear transparency for validating access control lists. Architecturally, the team is finalizing the design for a robust **Data Encryption Architecture** to ensure the secure storage of user data and RAG chunks across both MongoDB and Elasticsearch. For infrastructure, the focus is on large-scale readiness with the implementation of a **Multi-Index structure (Index per app)**, which provides improved data isolation for on-premise and enterprise customers, and the standardization of new application setups by **enabling Opensearch by default**.

XO Platform Bugfixes Details

Design-Time & Administration: Critical fixes were implemented across Design-Time and Administration, primarily resolving issues related to user management, authentication (SSO/SAML), workspace creation failures, and core platform administration APIs, including those for billing sessions and the upgrade path from XO-10 to XO-11 Universal Bot configurations. This ensures greater stability in the development and governance environment.

Agent Experience & Contact Center Configuration: Significant enhancements were made to the Agent Experience, addressing core functional areas such as agent status accuracy, call and callback routing logic, and advanced multichannel capabilities like Co-Browse functionality (latency, control) and email management (CC/BCC, attachments, custom domains). Furthermore, queue and transfer rule configuration persistence and display issues were resolved to ensure consistent contact center operations.

Campaigns & Web Channel: Stability improvements focused on the Campaigns module, ensuring proper DNC list filtering, handling of campaign templates (initialization and preservation), correct layout triggering for multiple campaigns, and accurate display of the web channel identifier in the agent assignment view, leading to more reliable campaign execution and tracking.

NLP, Generative AI & Runtime Execution: Bug fixes centered on improving the reliability of the conversational AI core, including resolving Batch Testing failures (especially with custom LLM models), addressing NLP inconsistencies (intent detection, language entity processing for French), and rectifying runtime errors associated with Dialog GPT and critical platform upgrades impacting SDK connectivity and execution log displays.

Quality Management & Reporting: Key issues in Quality Management were fixed to ensure data integrity and usability. This included correcting agent visibility in the Leaderboard, stabilizing the UI experience (sorting, flickering), resolving a critical Quality AI Reporting data outage, and ensuring accurate metric adherence reporting by fixing issues with default Gen AI/Taxonomy prompts.

Core Platform & Integrations: Core platform stability was secured through fixes addressing various integration issues (GDrive, Sharepoint, WFM), resolving critical SearchAI performance blockers (training time, answer generation latency), and fixing fundamental operational issues like the `DefaultNoAgentAvailability` flow not triggering, and general stability upgrades including handling special characters in LLM responses and patching security vulnerabilities.

XOCC Platform Bugfixes Details

Agent Desktop & Multichannel Experience: The Agent Desktop experience was stabilized with fixes for agent status updates, console rendering issues (channel selection, delete icon, scroll bar), core contact center functions (call failure, routing, conversation retention), and ensuring proper display and language support for multichannel artifacts (email links, standard responses, transcription labels).

Agent AI & Conversational Intelligence: Focused on enhancing the reliability and performance of Agent AI, fixes addressed issues such as Agent Playbook visibility, conversation logging gaps, resolution of ECONNREFUSED errors during summarization, and ensuring Agentic responses auto-send reliably across channels, alongside general improvements to search, topic discovery training, and bot execution flow (dialog precedence).

Case & Task Management: Numerous bugs were resolved to ensure the integrity and functionality of Case and Task Management. This involved correcting assignment rule logic (including new field types), fixing data integrity issues in exports and event logs (missing IDs, random IDs, date formats), and improving the end-to-end workflow, such as template updates not reflecting and ensuring the correct source is retained when creating an offline case.

Voice Gateway & SIP Management: A significant focus on Voice Gateway stability was evident, with fixes addressing critical call quality and flow issues: resolving ASR utterance inaccuracies, fixing call drop/disconnect errors (including those related to SIP REFER), correcting transcript and recording gaps, stabilizing TTS services (timeouts, language hang), and ensuring reliable SIP transfer and session handling in high-load scenarios.

Configuration, Channels & Localization: Configuration and channel consistency were improved by fixing UI overlaps in Hours of Operation, ensuring that ACW timing integrates correctly with Gen-AI disposition generation, resolving localization failures for node warnings, and correcting inconsistent message display and feature availability across various channels (email, voice).

Analytics, Reporting & Data Integrity: Bug fixes ensured the accuracy and completeness of contact center reporting. Key resolutions included correcting the calculation of Average First Response Time (Avg. FRT), addressing failures in call recording retrieval, resolving data gaps for disabled agents in reports, and fixing incorrect data handling for interactions (empty columns, time format errors, missing details for merged calls), thereby improving the reliability of metrics for Quality Management and general reporting.