kore.ai

AI For Service PRE-Release Notes

XO v10.22.0/ v11.21.0 AND **XOCC** v3.21.0

12-Jan-2026

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SUMMARY

XO v10.22.0 / v11.21.0 and XOCC v3.21.0 is scheduled to be released on our Kore cloud regions as per the below schedule:

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.

VERSION	DATE OF DEPLOYMENT November month-end Release	Region/ Managed Cloud
December month-end release XO v10.22.0/ v11.21.0 XOCCAI v3.21.0	17-JAN-2026 09:00AM IST	US → XO-10 & XO-11
	19-JAN-2026 06:00PM IST	AU → XO-10 & XO-11
	20-JAN-2026 07:00AM IST	DE → XO-10 & XO-11
	20-JAN-2026 10:30AM IST	eBay → XO-10
	21-JAN-2026 07:00AM IST	EU → XO-10 & XO-11
	21-JAN-2026 06:00PM IST	JP → XO-10 & XO-11
	22-JAN-2026 07:00AM IST	UAE → XO-10 & XO-11
	22-JAN-2026 08:00PM IST	IND → XO-10 & XO-11
	24-JAN-2026 08:00AM IST	GW → XO-10 & XO-11
	24-JAN-2026 10:00AM IST	US-AZ → XO-11
	25-JAN-2026 08:00AM IST	KSA → XO-11

The upcoming release delivers a focused set of stability improvements, functional corrections, and platform-wide enhancements across the XO Platform and XOCC. This update strengthens interaction accuracy, service reliability, analytics consistency, and overall agent experience, while also addressing several customer-reported issues and internal quality findings.

Key Enhancements/ Features (XO+XOCC+Search)

The upcoming release delivers a focused set of enhancements across the XO Platform and XOCC, aimed at improving campaign execution, platform performance, language processing, installer reliability, voice stability, analytics validation, and Agent AI consistency. These enhancements strengthen deployment confidence, operational stability, and overall service experience across environments.

Enhancements in this release include:

- **Campaign Operations**
  Enhancements were introduced to improve campaign operational support and execution readiness, ensuring smoother runtime behavior and improved reliability during campaign execution.

- **Platform Performance & Optimization**
  Platform-level performance improvements were implemented to address technical optimizations and reduce system overhead, resulting in improved efficiency and stability across deployments.

- **NLP & Language Support**
  Enhancements were made to multilingual NLP processing by enabling French language support through ML-based pipelines, improving intent recognition accuracy and language handling consistency.

- **Installer & Upgrade Reliability**
  Improvements were implemented across VM and Kubernetes installer workflows to enhance installation stability, upgrade reliability, and post-installation validation for XOCC and Voice modules.

- **Voice & Text-to-Speech (TTS)**
  Enhancements were introduced to support SDK-based Text-to-Speech (TTS) installation for on-prem deployments, improving deployment flexibility and consistency. Additional stability improvements were applied to ensure reliable call handling and media

processing.

- **Agent AI & Assist Validation**
   Improvements were made to Agent AI and Agent Assist validations to ensure consistent behavior, improved reliability, and enhanced agent experience across supported environments.

- **Analytics & Platform Validation**
   Enhancements were introduced to analytics validation workflows to ensure consistent metric behavior and reporting accuracy following upgrades and deployments.

Detailed information will be available on our [documentation portal](#) after the release.

XO Platform Bugfixes Details

Bug fixes were applied across multiple functional areas of the XO Platform to improve stability, runtime reliability, and overall user experience. The fixes in this release address the following areas:

- **Design Time & Bot Configuration**
  Resolved issues related to bot setup, dialog configuration, data table handling, role-based access behavior, and application import/export consistency.

- **Runtime Execution & Session Management**
  Fixed runtime execution errors, session handling inconsistencies, and flow execution failures impacting bot responses and user interactions.

- **NLP & AI Processing**
  Improvements were made to intent detection accuracy, entity extraction reliability, and NLP pipeline stability to ensure consistent conversational behavior.

- **Web SDK & Client Interfaces**
  Addressed UI and behavior issues affecting Web SDK–based integrations, improving embedded bot stability and interaction rendering.

- **Platform Administration & Security**
  Resolved admin console inconsistencies, permission synchronization issues, and platform-level security-related defects.

- **Notifications & Messaging**
  Corrected issues impacting email triggers, notification delivery, and message handling across supported channels.

XOCCAI Bugfixes Details

XOCC bug fixes focused on improving agent experience, telephony stability, analytics accuracy, and backend reliability across contact center workflows. The following functional areas were addressed:

- **Agent Desktop & Agent Experience**
  Fixed agent state handling issues, UI inconsistencies, disposition behavior, and interaction timeline inaccuracies affecting day-to-day agent operations.

- **Voice Gateway & Call Handling**
  Addressed call flow stability issues including call drops, hold behavior, SIP handling, transcription gaps, and outbound/inbound call reliability.

- **Campaign Management**
  Resolved issues related to SMS and Voice campaign execution, list rendering, suppression logic, and campaign reporting accuracy.

- **Analytics, Reports & Dashboards**
  Fixed inconsistencies in interaction dashboards, KPI calculations, evaluation metrics, and report filtering behavior.

- **Case, Quality & Evaluation Management**
  Corrected defects in quality evaluations, score calculations, audit trails, case visibility, and lifecycle workflows.

- **Agent AI & Smart Assist**
  Improved Agent Assist response handling, bot-to-agent interaction stability, and Smart Assist experience during live interactions.

- **Backend Services & APIs**
  Platform-level fixes addressing API validation, backend service reliability, logging cleanup, and overall system stability.

Search Assist Bug Fix Details :

Bug fixes were applied across Search and Answer capabilities to enhance reliability, accuracy, and operational stability. The following areas were improved:

- **Search Indexing & Retrieval**
  Fixed document indexing, chunk retrieval, and search result consistency issues affecting answer accuracy.

- **Document Workbench & Crawling**
  Resolved failures in document actions, crawl execution, re-crawl behavior, and scheduler enablement.

- **Answer AI & Agentic RAG**
  Improved answer generation stability, reduced internal errors, and enhanced response reliability for Agentic RAG workflows.

- **UI & Insights**
  Addressed UI inconsistencies, Answer Insights accuracy issues, time-zone mismatches, and duplicate document references.

- **APIs & Connector Handling**
  Fixed API-level issues impacting chunk visibility, pagination behavior, connector-based extraction, and embedding model cleanup.