

# AI For Service PRE-Release Notes

XO v10.22.1/ v11.21.1 AND XOCC v3.21.1

28-Jan-2026

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## SUMMARY

XO v10.22.1 / v11.21.1 and XOCC v3.21.1 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	Region/ Managed Cloud
XO v10.22.1/ v11.21.1  XOCCAI v3.21.1	31-JAN-2026 10:30AM IST	US → XO-10 & XO-11
	03-FEB-2026 06:00PM IST	JP → XO-10 & XO-11
	04-FEB-2026 07:00AM IST	EU → XO-10 & XO-11
	05-FEB-2026 07:00AM IST	UAE → XO-10 & XO-11
	05-JAN-2026 08:00PM IST	IND → XO-10 & XO-11
	06-FEB-2026 07:00AM IST	DE → XO-10 & XO-11
	06-FEB-2026 07:00PM IST	AU → XO-10 & XO-11
	07-FEB-2026 08:00AM IST	GW → XO-10 & XO-11
	07-FEB-2026 10:00AM IST	US-AZ → XO-11
	08-FEB-2026 07:00AM IST	KSA → XO-11
	10-FEB-2026 09:30AM IST	eBay → XO-10

# 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:

Key highlights include:

## AI Agents

- DialogGPT will support multiple descriptions per intent, broadening semantic coverage and improving shortlisting and intent-detection accuracy for broad, overlapping, or domain-specific intents.
- The Agent Node will feature an option to convert structured JSON from LLM responses into interactive UI elements, such as cards, tables, and lists, providing a more engaging visual experience beyond plain text.
- The Prompts Library will display "In Use" and "Not in Use" statuses for custom prompts based on actual usage at the feature or node level, replacing the previous "Active" and "Inactive" labels.
- A new Dialog filter will be added to Language Management, allowing users to easily search for and manage language-specific responses for individual dialog components or across all dialogs.
- Search AI will introduce public APIs for automated app export/import, allowing seamless migration, backup, and configuration replication across apps.
- The GitHub connector will support multiple authentication profiles, enabling a single connector to ingest content from multiple GitHub organizations, each with independent filter and content configurations.

## Agent Assist

- Agentic Copilot responses will use a delimiter to separate customer-facing content (which can be copied or sent) from agent-specific information that remains visible only to the agent.
- Agentic Copilot will stream suggestions incrementally during live calls, providing agents with real-time responses to reduce perceived latency and improve conversational speed.

- Agent AI will pass complete conversation metadata, including the full agent-customer history, to the Agentic App, alongside the agent-Agentic App interaction history. This gives Agentic Copilot the context needed for more relevant responses.
- The system will preserve playbook checklist progress and step adherence during reloads or transfers, ensuring agents can resume exactly where they left off without losing workflow continuity.
- A new search result layout option in Widget Theming will allow administrators to choose between Classic Search for current results and Conversational Search, which displays a history of questions and answers for a more seamless user experience.
- Agent AI will automatically capture full Salesforce Einstein Bot conversation history and pre-chat attributes during transfers, ensuring human agents have complete context and immediate intent detection.
- The Salesforce integration will automatically generate comprehensive customer summaries across all interaction channels, allowing agents to anticipate intent and assist efficiently without switching CRM pages.

## Agent Desktop

- The console will display aggregated time insights for system and custom agent statuses, helping agents understand their work patterns at a glance.
- The Courtesy callback redial will provide clear guidance to agents and supervisors at each stage, including a 'Close Conversation' option when maximum redial attempts are reached.
- The Standard Response Widget will support Replace and Append actions, enabling agents to efficiently manage multiple standard responses while preserving formatting and variables.
- Agents will be able to initiate consults by selecting only a queue, with the system automatically routing to an available agent using existing routing logic.
- The system will support agents belonging to multiple groups. Each group can have its own customized statuses, which dynamically manage an agent's visibility based on their group membership.
- Named-agent transfers will feature a configurable hold period. This prioritizes delivery to the named agent before queue routing, improving agent matching and flexibility.
- Permission management will now enforce parent-child dependencies in the Agent Console and Monitor Tab, automatically managing child permissions. Enhanced security and operational control are provided by new granular transfer controls and a Force Logout permission.
- Admins will be able to configure SLA-based alerts for After Call Work duration at the queue and channel level, with automated notifications to relevant recipients.
- The new Power Dialer mode will dynamically dial contacts based on agent availability and pacing ratios, significantly reducing call abandonment.

- A new campaign dashboard will help track outbound attempts and their final dispositions, enabling managers to monitor progress, assess performance, and optimize campaign strategy.
- Campaign managers will be able to define specific retry eligibility, counts, and intervals based on call dispositions across all dialer modes, with real-time visibility into retry outcomes in the dashboard.
- Contacts with repeatedly failed call attempts will be automatically enrolled into the Global DNC list based on configurable thresholds, ensuring cleaner contact lists and improved dialing efficiency.
- Customer comments and feedback will be displayed directly within the Interaction details view alongside CSAT scores, providing contextual insights for faster review.
- Interaction details will capture and display real-time voice API errors, featuring a transcript timeline indicator and full provider error messages to streamline troubleshooting for response failures.
- The Interactions → Transcriptions page will feature Voice-specific latency metrics, including ASR, Bot, and TTS timings, to help administrators evaluate the responsiveness.
- A new ScheduleCampaign API will enable programmatic scheduling of Voice and SMS campaigns with UTC-based start/end times and Daily or Weekly recurrence options.
- The expanded Contact Management APIs will include update and delete operations, enabling external systems to maintain synchronized contact data while preserving the integrity of historical interactions.

## **Voice Gateway**

- A new 'Continuous Gather' option at the Start Flow will capture caller input continuously when TTS streaming is enabled, significantly reducing latency for more natural agentic voice interactions.
- TTS Streaming will be configurable at the Start Flow level to maintain a persistent connection, allowing the platform to reduce voice response latency by adapting playback in real time.
- The platform will expand native language support across major TTS providers like AWS, Google, and OpenAI to include a standardized set of required languages, including English, Japanese, Spanish, and Hindi.
- Users will be able to select specific ASR and TTS models directly within the app and start flow interfaces, ensuring consistent model application across design-time and runtime voice scenarios.

## **Other Enhancements**

- The Interactions Dashboard will be renamed to "Conversations" and moved to a centralized Analytics location, providing unified access to real-time latency reports and session analytics across products.

- API security will be enhanced to support full end-to-end encryption for both request and response payloads within a defined JWT application scope, ensuring comprehensive data protection.
- The Get Linked Apps API will include an updated response structure that enables the streamlined retrieval of all applications associated with a universal app for chat flows.
- The platform will support automatic regeneration of Auth and Refresh tokens for the OAuth 2.0 Password Grant Type using stored credentials to ensure uninterrupted service when tokens expire.
- The platform will support WhatsApp Cloud API read receipts, providing end users with real-time sent, delivered, and read status indicators across both bot and agent conversations.
- The email channel will allow adding new recipients to an ongoing conversation without breaking the session, ensuring thread continuity and context preservation for all participants.
- Microsoft Copilot will be available as a supported communication channel, extending the platform's existing Microsoft Teams integration capabilities.
- The Salesforce MIAW Conversation ID will be accessible in the bot user context during agent transfer for tracking, correlation, and conditional logic in nodes and external integrations.
- Task Execution Logs will be expanded to include Agent, Prompt, and SearchAI nodes, offering full visibility into generative AI executions, performance logs, and transition records across all channels.
- Admins will be able to centrally set expiry times and optional access limits for attachment and chat history URLs generated during agent transfers. A new emergency control allows instant revocation of all active bot-wide URLs, improving security and compliance.
- A new CVV data type in Global PII settings will allow specific redaction of credit card verification values

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:

### Agent Desktop & Experience

- **Core UI:** Fixes for the Agent Console UI, including snooze functionality and live agent console stability.
- **Conversations:** Resolved issues with the compose bar (chat conversations), co-browse functionality, and the "focus" on active conversations.
- **Transfers:** Fixed the display of recent queues during agent-to-agent transfers.
- **Secure Forms:** Corrected toast notifications when agent forms are submitted.

### Email & Channels

- **Email Management:** Improved channel-based threading, custom/system domain handling, and conversation timers.
- **History & Interactions:** Fixed inbound/outbound email sections, interaction monitoring, and queue visibility.

### Configuration & Management

- **Role Management:** Resolved UI issues for assigning/changing queues and monitoring tab interactions.
- **Experience Flows:** Improved translations for new flows and agent form deletion processes.
- **Service Level:** Enhanced API headers and request testing.

### Campaigns & Bot Design

- **Campaign Management:** Fixed internal server errors related to "Out of calling hours" and refined voice campaign trigger services.
- **Design Time:** Resolved SDK issues within the Dialog Editor and updated the App Profile screen.
- **Bot Management:** Improved bot import processes and flow configurations.

### Analytics & Quality Management

- **Reporting:** Fixed interaction reports by segment and tag filters in the interactions tab.
- **Quality AI:** Updated organization ID parameters across conversation sources, audit allocations, and onboarding flows.

- **Coaching & Mining:** Enhanced By-Question analysis (Static and Dynamic) and corrected UI badges/placeholder text in performance monitoring.

## Security & Runtime

- **Security:** Addressed vulnerabilities by moving `swagger-jsdoc` to `devDependencies`.
- **Voice & SDKs:** Fixed screen-sharing issues in VG KoreVG and improved SDK stability for Web/Mobile.

# X OCCAI Bugfixes Details

X OCC 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 AI & Workspace

- **Agent AI Enhancements:** Fixed "Dead Air" rules in coaching, duplicate widget elements, and ServiceNow integration for conversation summaries.
- **Playbooks:** Added support for Dark Mode in the Playbook UI.
- **Search Assist:** Corrected logic for API connection failures to ensure toggle states return to their original status.

### Voice & Interaction Management

- **Inbound & Transfers:** Resolved issues where supervisors were unable to transfer requests to specific agents or queues.
- **Voice Gateway (VG):** Fixed "Force Voicemail" triggers and hangup logic for error scenarios.
- **Voicemail:** Stabilized voicemail prompt completions and end-user side triggers.
- **Consultation:** Fixed scenarios where agents were unable to perform internal or external consultations.

### Case & Data Management

- **Case Management:** Improved transcript UI changes, case slider functionality, and chat history visibility.
- **Contact Center Configuration:** Enhanced email notifications during app upgrades.

### Monitoring & Reporting

- **Dashboards:** Fixed report data accuracy and analytics for interaction data.

- **Monitor:** Stabilized agent status monitoring.

#### [General Experience](#)

- **UI/UX:** Fixed multi-select template rendering and snippet sending content.
- **Stability:** Resolved issues related to AgentAI summary dialog executions and log accuracy.

## 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:

**TBD**