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-FEB-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)

Key highlights include:

Agent Desktop

- Agents will be able to securely share a selected browser tab or application with customers during live video calls to guide them through issues in real time, with built-in encryption, audit logging, and permission-based access control.

- Agents will be able to share a specific browser tab or application window with customers during live audio calls, providing visual guidance without requiring a video session.

- Agents will be able to apply, change, or remove virtual backgrounds during live video calls, with support for predefined static and blur options across all supported browsers and devices.

- Administrators will be able to rename system-provided agent statuses (Available, Away, Busy) to match internal terminology, with support for multiple languages and consistent display across Console, dashboards, and reports.

- Administrators can now assign priority levels to queues, ensuring agents handling multiple queues receive conversations from the highest-priority queue first while maintaining FIFO order within each queue.

- Flows will be able to use the new 'setWaitingExperience' function to dynamically override the waiting experience at runtime, enabling context-based customization without duplicating queues or logic.

- A new system setting will allow queued conversations to be routed to the 'Out of Business Hours' flow when OOBH is triggered, rather than remaining in the queue.

- When an API Integration contact list schema change affects linked campaigns, the system will replace existing columns and display a warning for the impacted campaigns.

- Campaign creation will allow users to mark specific dispositions as 'Positive Final Outcomes', enabling more accurate conversion metrics in campaign analytics.

Other Enhancements

- MS Teams channel analytics will display team channel login email IDs instead of alphanumeric channel UIDs across all dashboards, configurable via a toggle in the channel integration settings.

- BYOK AWS configurations will include an auto-populated External ID field for secure cross-account IAM role assumption, in line with AWS best practices.

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.

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 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