AI For Service PRE-Release Notes

XO v10.23.0/ 11.22.0 AND **XOCC** v3.22.0

26-FEB-2026

Table of Contents

SUMMARY

XO v10.23.0 / v11.22.0 and XOCC v3.22.0 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	Region/ Managed Cloud
XO v10.23.0 / v11.22.0 XOCCAI v3.22.0	28-FEB-2026 10:30AM IST	US → XO-10 & XO-11 → Common Services & AP
	02-MAR-2026 07:00AM IST	UAE → XO-10 & XO-11
	03-MAR-2026 06:00PM IST	JP → XO-10 & XO-11 → Common Services & AP
	04-MAR-2026 07:00AM IST	EU → XO-10 & XO-11
	05-MAR-2026 08:00PM IST	IND → XO-10 & XO-11 → Common Services & AP
	06-MAR-2026 07:00AM IST	DE → XO-10 & XO-11 → Common Services & AP
	06-MAR-2026 06:00PM IST	AU → XO-10 & XO-11
	07-MAR-2026 08:00AM IST	GW → XO-10 & XO-11
	07-MAR-2026 10:00AM IST	US-AZ → XO-11
	08-MAR-2026 07:00AM IST	KSA → XO-11
	10-MAR-2026 09:30AM IST	eBay → XO-10

Key Enhancements/ Features

AI Agents

- The Agent Node will support context objects in pre-processor and post-processor scripts for custom prompts, enabling dynamic template rendering with runtime context data.

- A new Delete Chunks by Condition API will remove individual chunks without deleting parent documents, providing flexible chunk-level data management with proper validation responses.

- Batch processing support for custom embedding models will automatically group multiple inputs into a single request while managing token and rate limits to improve ingestion performance.

- Change Logs will track the entire prompt lifecycle, including creation, updates, and deletions, providing a clear, auditable history of all prompt changes.

Agent Assist

- Agents will be able to rate AI suggestions with thumbs-up/down feedback and select reasons for negative responses, helping improve suggestion accuracy by logging feedback data.

- Agent sessions will stay open longer to allow agents to complete configured workflows before the conversation officially ends.

- Admins will be able to control how many conversation summaries are generated per chat session, up to 20 per conversation.

- Admins will be able to choose whether to share only the current agent's conversation summary or the full conversation history when transferring calls to other agents.

- The Raw Data API will include detailed coaching and playbook information, such as completion status, step execution order, and adherence validation, enabling the creation of custom metrics and external dashboards.

- A new Conversation Termination API will allow systems to notify when conversations end (whether normally or unexpectedly), ensuring that post-conversation actions execute properly without duplicate processing.

- Admins will be able to configure external API access using direct OAuth credentials instead of Salesforce Named Credentials, simplifying setup and removing Salesforce dependencies.

- Agent AI will support faster, real-time voice call transcription via WebSocket connections, reducing latency compared to webhook-based methods.

- Agent AI will access the full conversation context and pass it to search APIs as filters, enabling more accurate and context-aware search results.

- Agent AI will automatically initialize and provide live transcription for agents using NICE CXone softphones in Salesforce, enabling real-time assistance during calls.

- The Agent AI 'Refresh / Next Best Action' button on Salesforce Case pages now supports both Email and Sprout Social cases with a single unified action, ensuring agents receive accurate, context-aware recommendations regardless of the originating channel.

Agent Desktop

- The selected virtual background will persist at the browser level across page reloads and login sessions, eliminating the need to reselect backgrounds before each video call.

- Email conversation threads will default to showing only the latest message; older history will be collapsed behind an ellipsis and remain expandable for full context and visibility.

- Agents will be able to park email conversations without closing them, immediately releasing slots while excluding parking time from AHT, with automatic reassignment on customer reply and admin-configured rerouting rules.

- Agent Desktop will monitor connection quality during live calls and display real-time alerts when network thresholds are exceeded, with diagnostics insights and direct issue reporting capabilities.

- MetaTag will be supported in Start Flows via Utils functions within Script Nodes, enabling user-, session-, and message-level tags at flow entry for reuse across automation, conditional, and exit flows.

- Interactions will display visual indicators for survey status (triggered and submitted, triggered but not submitted, or not triggered) with new filters to isolate conversations based on feedback completion.

- A new unified Feedback framework will support CSAT, NPS, and Like/Dislike survey types, allowing administrators to configure one survey type per channel with customizable flows and consistent tracking across all channels.

- A new system setting will allow Agents with the necessary permissions to send outbound emails irrespective of their current status.

- A new option will add the 'NameOfUser' column to transcript exports, displaying agent name, customer name, email, or phone in order of availability for improved clarity and compliance.

- Email handling time will be measured from when agents accept emails until they complete follow-up work, and new metrics track both closed emails and emails with agent replies.

- Abandon rate will only count callers who hang up while waiting in the queue, following industry standards, and excludes those who disconnect while talking to agents.

- The system will track what happens when call transfers fail, automatically marking calls as "User Disconnected" or "Agent Transfer Error" for better reporting.

- Disposition codes will be linked directly to specific campaigns, making it easier to track call outcomes for each campaign separately.

- The InteractionDetails v2 API will support filtering conversations by call direction (Inbound, Outbound, or Both) and include optional campaign metadata in the response.

Voice Gateway

- Google Cloud Text-to-Speech will support both audio and text streaming with seamless playback, fallback handling, and backward compatibility for HD (Chirp) voices across all use cases.

- Azure TTS text streaming will support progressive speech synthesis with real-time LLM responses over WebSocket, including validation controls and graceful fallback options.

- IST Generative TTS will support text streaming and will be configured using call control parameters with streaming enabled through Agent Node model settings.

- Voice customization prompts will be supported for OpenAI TTS via an instructions parameter, enabling adjustments to tone, style, and clarity with variable-resolution support.

- Voice Gateway will support the Deepgram Flux ASR model, providing improved turn detection, lower latency, and enhanced transcription quality for English across all accents.

- Silence will be maintained during tool calls in Agentic Apps, rather than playing default music, preventing audio overlap until the AI Agent responds.

- SIP trunk configuration will allow the same DID to be used with different IP/FQDNs across accounts, but requires confirmation within the same account and blocks duplicate DID/IP combinations.

Other Enhancements

- The enhanced User Engagement Trend API (v2) will provide comprehensive user engagement metrics (especially, unique, new, and returning users) through a single endpoint.
- The platform will automatically regenerate authentication and refresh tokens for OAuth 2.0 Password Grant Type using stored credentials to prevent service interruption when tokens expire.
- The LLM Usage Logs API and the Conversation Details API will support payload encryption when the encryption setting is enabled in JWT applications.
- New SAML SSO controls will allow administrators to restrict automatic user onboarding and configure skip options for two-factor authentication, providing granular control over user access and authentication requirements.
- MS Teams will support typing indicators during AI Agent and live human agent interactions, providing real-time visual feedback to enhance the conversational experience.
- Context object size threshold alerts will be sent only to administrators and bot owners, rather than to all users.

The release is planned for February 28, 2026, for Global Cloud in the US region and will be rolled out to other regions as per the above mentioned schedule.. Subscribe to Kore.ai status updates to receive notifications for upcoming scheduled maintenance and deployments.

Thank you for your continued partnership with Kore.ai. We look forward to helping you leverage these enhancements to optimize customer and employee experiences.

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:

- **Email Resolution**: Improved threading and handling for outbound and inbound email conversations, ensuring accurate transfer, threading, and summarization.
- **Dynamic Campaign Fixes**: Addressed issues in campaign cloning, status tracking, and interactions visibility across campaign lists and details.
- **Interaction Stability**: Fixed scrolling behavior for conversations and enhanced reliability for live chat message focus during agent and user transitions.
- **Export Reliability**: Corrected formatting issues in interaction exports and ensured success for composite entity node data exports.
- **Queue Management**: Improved handling of queues, agent tabs, and hours of operation functionality during transfers.
- **Agent Experience**: Enhanced visibility and consistency of agent statuses, tooltip placements, and desktop functionality.
- **Voice Gateway Enhancements**: Improved API error handling and insights configurations, ensuring better integration across 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 Console Updates**: Improved context preservation during live chat and email interactions, enhancing seamless user experiences across platforms.
- **Call Transcription**: Resolved inconsistencies in voice call transcript generation, ensuring complete logs for better reporting and coaching purposes.
- **Voice Call Connectivity**: Addressed issues with ASR/TTS configurations to improve initial voice clarity and reduce speech distortion.
- **External Consult Transfers**: Fixed scenarios where transferred conversations to external contacts were intermittently getting stuck, ensuring smoother handovers.
- **UI Interactions**: Enhanced alignment and clarity in monitoring tabs and case/task-related dropdowns.
- **Integration Reliability**: Improved stability and compatibility of voice gateway integrations with external telephony systems and connectors.

Search Bugfixes details:

- **Stability & Reliability**: Improved Search AI consistency by resolving issues related to chunk retrieval, missing logs, change tracking, and connector synchronization failures.
- **Ingestion & Crawling**: Enhanced robustness of web and enterprise content ingestion by fixing crawling failures, sitemap processing issues, unexpected URL handling, and connector-specific ingestion problems.
- **Search Accuracy & Data Integrity**: Ensured more reliable indexing and querying through improved data accuracy, audit visibility, and index consistency.
- **Usability & Operations**: Improved upload workflows and directory visibility to reduce friction during content onboarding and operational management.
- **Scalability & Readiness**: Strengthened platform robustness and scalability to support growing data volumes and expanding enterprise integrations.