



AI For Service PRE-Release Notes

XO v10.23.1/ 11.22.1 AND XOCC v3.22.1

11-Mar-2026

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SUMMARY

XO v10.23.1 / v11.22.1 and XOCC v3.22.1 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 v10.23.1 / v11.22.1 XOCCAI v3.22.1	14-MAR-2026 10:30AM IST	US → XO-10 & XO-11 → Common Services & AP
	16-MAR-2026 07:00AM IST	DE → XO-10 & XO-11 → Common Services & AP
	16-MAR-2026 06:00PM IST	AU → XO-10 & XO-11
	17-MAR-2026 07:00AM IST	EU → XO-10 & XO-11
	17-MAR-2026 06:00PM IST	JP → XO-10 & XO-11 → Common Services & AP
	18-MAR-2026 07:00AM IST	UAE → XO-10 & XO-11 → Common Services & AP
	18-MAR-2026 08:00PM IST	IND → XO-10 & XO-11
	21-MAR-2026 08:00AM IST	Ent SaaS → XO-10 & XO-11
	21-MAR-2026 10:00AM IST	US-AZ → XO-11
	22-MAR-2026 07:00AM IST	KSA → XO-11

XO Platform Bugfixes Details

Bug fixes were applied across the XO Platform to improve stability and runtime reliability:

- **NLP & Language:** Resolved issues in the French language pack regarding ambiguous date entities and improved punctuation handling for Trait identification.
- **Design Time:** Fixed UI glitches in Digital Forms where country code dropdowns were not displaying correctly and resolved webhook duplication issues in flows.
- **Runtime Stability:** Addressed memory spikes occurring after loading new XT files and improved attachment handling for Genesys channels.

XOCCAI Bugfixes Details

XOCC bug fixes focused on improving the agent console, email handling, and quality management:

- **Email Interaction:** Fixed issues where draft messages were cleared during conversation navigation and corrected "To, CC, and BCC" mapping when resending emails.
- **Agent Console:** Resolved a regression where the "Re:" prefix was incorrectly added to initial outbound emails and fixed UI issues with redacted text visibility.
- **Quality Management:** Corrected empathy score calculations to ensure "0" is recorded accurately rather than as "NA" and fixed screen resets during auditing.
- **Voice Gateway:** Reduced latency for Sarvam TTS and resolved issues where the "0" key was not recognized on the dial pad during test calls.
- **Security & Monitoring:** Passwords/tokens are no longer passed as URL parameters in WebSockets, and fixed issues with incorrect channel filtering in the Monitor section.

Search Bugfixes details:

Search & Ingestion (XO Platform)

- **Amazon S3 Sync Consistency:** Resolved an issue where files re-uploaded to Amazon S3 with a different file name were not appearing in the platform after a sync operation. The ingestion logic now correctly detects and processes filename changes during the synchronization process.
- **Web Crawling Management:** Fixed a localized issue for **IFAES** where users were unable to delete web crawl configurations (rastreo web). The delete action now correctly removes the crawler and associated metadata from the system.

UI/UX Improvements

- **Platform Text Refinement:** Updated various UI text strings across the platform to ensure consistency in terminology, improve clarity for end-users, and correct minor grammatical errors.