



AI For Service PRE-Release Notes

XO v10.24.1/ 11.23.1 AND XOCC v3.23.1

11-APR-2026

India Office Address:
3rd Floor, Aurobindo Galaxy
Towers, Hitech City Road,
Opposite to IKEA,
Hyderabad-500081

US Office Address:
8529,
Southpark Circle,
Suite 100, Orlando,
Florida 32819



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SUMMARY

XO v10.24.1 / v11.23.1 and XOCC v3.23.1 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 v10.24.1 / v11.23.1 XOCCAI v3.23.1	11-APR-2026 10:30 AM IST	US → XO-10 & XO-11 → Common Services & AP
	12-APR-2026 08:00 PM IST	IND → XO-10 & XO-11
	13-APR-2026 07:00 AM IST	DE → XO-10 & XO-11 → Common Services & AP
	13-APR-2026 07:00 PM IST	AU → XO-10 & XO-11
	14-APR-2026 07:00 AM IST	EU → XO-10 & XO-11
	14-APR-2026 07:00 PM IST	JP → XO-10 & XO-11 → Common Services & AP
	15-APR-2026 07:00 AM IST	UAE → XO-10 & XO-11 → Common Services & AP
	17-APR-2026 10:00 AM IST	Viasat → XO-11
	18-APR-2026 10:00 AM IST	US-AZ → XO-11
	18-APR-2026 08:00 AM IST	Ent SaaS → XO-10 & XO-11
	19-APR-2026 07:00 AM IST	KSA → XO-11

Enhancements / Feature details:

Agent AI & Workspace

- **Agent Availability Visibility:** Agents can now view the number of available agents in a queue directly when initiating a transfer, facilitating more informed routing decisions.
- **Infrastructure Upgrades:** The Coaching Engine AI has been upgraded to Python 3.13.7 to leverage improved performance and security capabilities.
- **Custom Metadata Support:** Added support for custom metadata fields within Express and Agent AI integrations, allowing for more tailored data handling.

Configuration & Reporting

- **Extended ACW Timeouts:** Administrators can now configure After Call Work (ACW) timeouts beyond the previous 15-minute limit in Queue Settings.
- **Enhanced Reporting:** The Interaction Details Report now includes "Disposition Notes," providing deeper context into the outcome of customer interactions.
- **Audit Logging:** The platform now records specific logs for application deletions, improving administrative oversight and security auditing.

Voice & Interaction Management

- **TTS Streaming Improvements:** Added support for **TTSOptions** and 'Playback Status' during background Text-to-Speech (TTS) streaming to better capture completion status and provide a smoother customer experience.

Search AI & Answer Generation

- **Agnostic Click Tracking (FLY-14834):** Introduced a universal tracking layer for all citations and search links. It captures granular "chunk-level" interaction data (source, position, and timestamps) to improve ranking relevance and measure content engagement.
- **Expanded Confluence Ingestion (FLY-15256):** SearchAI now ingests attachments (PDF, Word, Excel, PPT) and extracts searchable text from image diagrams and flowcharts directly from Confluence pages.

- **Improved Analytics:** Provides cleaner signals on which sources and documents users engage with most.
- **Increased Knowledge Depth:** Unlocks information previously hidden in attachments and visual diagrams for more comprehensive search results.

XO Platform Bugfixes Details

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

Voice & Interaction Management

- **Audio Playback Reliability:** Resolved a critical issue where audio playback would continue for up to 100 seconds after an agent accepted a call. This was due to an internal event caching mechanism retaining stale "stop playback" signals.
- **Barge-in Control:** Fixed a defect in Microsoft TTS streaming where the "Barge-in" setting was ignored; it now correctly honors the ON/OFF configuration at the entity node.
- **Call Stability:** Fixed a crash occurring when the AmiVoice ASR server attempted to send messages to a client socket that had already disconnected.
- **Queue-to-Queue Transfers:** Resolved an issue where calls were dropped during transfers if the consulted agent exited the session.

Agent Desktop & Experience

- **History & UI Stability:** Fixed an issue where the Agent Console History Tab became unscrollable when translation was enabled.
- **Email Formatting:** Resolved spacing issues in received emails and fixed a bug where the "To" field would reset when switching between conversations.
- **Attachment Handling:** Standardized attachment file naming conventions to ensure consistency when sending emails to custom mailboxes.
- **Hyperlink Interaction:** Fixed a bug where hyperlinks visible in the agent widget were not clickable when copied into the Agent Console.

Case & Data Management

- **Pagination Logic:** Corrected the total page count and denominator logic within the Case Management UI to ensure accurate record navigation.
- **Filter Persistence:** Fixed a bug where default filters were not applied correctly upon the first navigation to the Cases or Tasks tabs.

- **Notification Accuracy:** Removed duplicate "Case Created" notifications that were being triggered when a case was initiated from the console.

Reporting & Analytics

- **Data Accuracy:** Corrected a mismatch in total token counts between Conversation Intelligence, AutoQA, and individual feature counts.
- **Dashboard Formatting:** Updated reports to display a dash ("-") instead of "0" when CSAT, NPS, or Like/Dislike data is empty, improving visual clarity.