



## AI For Service PRE-Release Notes

XO v10.25.0/ 11.24.0 AND XOCC v3.24.0

21-APR-2026

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## SUMMARY

XO v10.25.0 / v11.24.0 and XOCC v3.24.0 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 v10.25.0 / v11.24.0  XOCCAI v3.24.0	25-APR-2026 10:30 AM IST	US → XO-10 & XO-11 → Common Services & AP
	26-APR-2026 08:00 PM IST	IND → XO-10 & XO-11
	27-APR-2026 07:00 AM IST	DE → XO-10 & XO-11 → Common Services & AP
	27-APR-2026 07:00 PM IST	AU → XO-10 & XO-11
	28-APR-2026 07:00 AM IST	EU → XO-10 & XO-11
	29-APR-2026 07:00 AM IST	UAE → XO-10 & XO-11 → Common Services & AP
	30-APR-2026 10:00 AM IST	Viasat→ XO-11
	03-MAY-2026 08:00 AM IST	Ent SaaS → XO-10 & XO-11
	03-MAY-2026 10:00 AM IST	US-AZ → XO-11
	04-MAY-2026 07:00 AM IST	KSA → XO-11

## Enhancements / Feature details:

### 1. Platform & Experience Upgrades

- **Angular v19 Upgrade (XOCCAI):** The platform core has been migrated to Angular v19. This upgrade significantly improves framework performance, increases security posture, and reduces technical debt across the XOCCAI (XO10) interface.
- **Deepgram Flux Integration:** To provide greater flexibility in ASR selection, administrators can now select "Deepgram Flux" directly from the ASR options dropdown within the Voice Gateway settings.

### 2. Agent Desktop & Interaction Management

- **Agent-Controlled Skill & Queue Subscription:** Agents now have the autonomy to manage their own skill and queue subscriptions at runtime. Through an "Opt-In/Opt-Out" mechanism, agents can tailor their workload based on real-time availability and specific channel expertise.
- **Anchor Tags in User Info:** The User Info section within the Agent Desktop now supports Anchor Tags. This allows for cleaner, clickable references to external documentation, knowledge bases, or internal portals directly within the agent's view.
- **Video Call Recording:** Enhanced support for video interactions by enabling automatic recording for video calls escalated from chat channels, ensuring that visual and audio components of the interaction are captured for compliance and quality review.
- **Enhanced Conversation Summaries:** The "End of Conversation" summary now automatically incorporates the full Bot-User conversation transcript. This provides agents with immediate context and historical clarity, reducing the time spent manually summarizing interactions.

### 3. Campaign & Automation Management

- **'QuickChat' Proactive Widget:** A new, lightweight 'QuickChat' widget has been introduced specifically for Proactive Web Campaigns. This widget is designed for high-conversion scenarios, offering a minimalist UI that minimizes friction for the end-user.

- **Campaign-Linked Disposition Sets:** Disposition sets can now be mapped directly to specific campaigns. This ensures that agents are presented with only the most relevant disposition options based on the campaign context, improving data accuracy and reducing selection time.
- **Automation Node Optimization:** The platform now strictly honors the "Action After Exceeding Retries" settings defined within the Automation Node. This ensures that the system fallback logic triggers reliably when an interaction exceeds configured thresholds, preventing potential session hangs.
- **Lifecycle Debugging:** To assist internal support and development teams, new debug logging has been added to the campaign runtime lifecycle. These logs provide granular visibility into the state transitions of a campaign, making it easier to troubleshoot connectivity or execution errors during high-volume periods.

#### 4. Coaching & Performance

- **Group Coaching Assignments:** Managers can now create and assign coaching sessions to groups of agents simultaneously. This streamlines the feedback process, allowing for systematic improvement of agent performance based on shared metric deficiencies or skill gaps.

### XO/XOCC Platform Bugfixes Details :

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

#### Agent Desktop & UI

- **Duplicate Case Notifications:** Resolved an issue where creating a case from the console triggered two separate "Case Created" notifications. The system now ensures a single, consolidated notification upon successful case creation.
- **Agent Status Display:** Fixed a visual bug where the "Join Conversation" option incorrectly appeared in the Monitor tab even when an agent was inactive.
- **Carousel Navigation:** Corrected the carousel template behavior where the 'Back' navigation button became unresponsive following a conversation transfer.
- **Snooze Duration Accuracy:** Addressed a calculation discrepancy where snooze times appeared as  $(n-1)$  minutes due to processing latency. The

system now correctly accounts for execution time to ensure exact snooze durations.

- **Disposition Dropdown:** Resolved an issue where the disposition menu failed to render after an interaction was ended, preventing agents from categorizing calls accurately.
- **Attachment Accessibility:** Fixed a bug where shared attachments became inaccessible in the History tab due to URL expiration. Files now remain accessible throughout the interaction lifecycle.
- **Email Handling:** Prevented deleted emails from appearing in the 'From' field of outbound email drafts, ensuring only active and configured mailboxes are selectable.

### Voice Gateway & Connectivity

- **Hold/Resume Stability:** Resolved a critical issue where active voice calls were intermittently disconnected when an agent clicked the 'Hold' button.
- **Listen & Whisper Reliability:** Fixed a race condition causing intermittent '480' errors when users attempted to double-click the 'Listen & Whisper' feature immediately after disabling it.
- **Voice Streaming Continuity:** Fixed an issue where the Speech-to-Text (ASR) service would unexpectedly terminate mid-conversation, resulting in incomplete interaction transcripts.
- **Session Status Management:** Corrected an issue where voice mail interactions remained stuck in an "In Progress" state within the Interactions module after the call had successfully concluded.

### Analytics, Quality, & Reporting

- **Resolution Percentage Accuracy:** Fixed a calculation error in CX Insights and Topic Discovery where resolution percentages were incorrectly aggregated, leading to skewed reporting metrics.
- **Queue Wait Time Filtering:** Corrected a bug where queue wait times displayed as 0s when custom tag filters were applied to the dashboard.
- **Conversation History Reporting:** Resolved an issue where human agent messages were missing from the Conversation History reports, ensuring full interaction visibility for supervisors.

- **Quality AI Justifications:** Fixed an issue where AI-generated justifications were ignoring the user's selected default language, defaulting back to English regardless of configuration.
- **Adherence Metrics:** Resolved an edge case in Quality Management where metrics were flagged as "Not Adhered" rather than "NA" when the feature was not applicable or disabled.

### Configuration & Migration

- **App Export/Import Integrity:** Fixed a failure in the export/import process where linkages between apps (e.g., Automation Nodes, Agent Transfers) were not being preserved. All sub-flow connections are now correctly maintained.
- **Queue/Skill Auto-Creation:** Resolved an issue where queues and skills failed to auto-populate during bot migration, preventing manual configuration overhead.
- **Queue Timeout Settings:** Fixed an issue where the system ignored the "Honor Agent Wait Before Queue Timeout" setting, leading to premature queue timeouts.
- **Advanced Settings UI:** Corrected a cross-browser compatibility issue where the "Work Bin Duration" input field overlapped with other UI elements, ensuring proper field alignment.