



AI For Service PRE-Release Notes

XO v10.25.1/ 11.24.1 AND XOCC v3.24.1

05-MAY-2026

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SUMMARY

XO v10.25.1 / v11.24.1 and XOCC v3.24.1 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 v10.25.1 / v11.24.1 XOCCAI v3.24.1	09-MAY-2026 10:30 AM IST	US → XO-10 & XO-11 → Common Services & AP
	10-MAY-2026 08:00 PM IST	IND → XO-10 & XO-11
	11-MAY-2026 07:00 AM IST	DE → XO-10 & XO-11 → Common Services & AP
	11-MAY-2026 07:00 PM IST	AU → XO-10 & XO-11
	12-MAY-2026 07:00 AM IST	EU → XO-10 & XO-11
	12-MAY-2026 07:00 PM IST	JP → XO-10 & XO-11 → Common Services & AP
	13-MAY-2026 07:00 AM IST	UAE → XO-10 & XO-11 → Common Services & AP
	15-MAY-2026 10:00 AM IST	Viasat → XO-11
	16-MAY-2026 10:00 AM IST	US-AZ → XO-11
	16-MAY-2026 08:00 AM IST	Ent SaaS → XO-10 & XO-11

Enhancements / Feature details:

1. Agent AI & Workplace

- **Next Best Actions for Web Cases:** Agent AI now provides Next Best Actions (NBA) for web channel cases initiated via customer form submissions, ensuring agents have immediate, context-aware guidance.
- **Salesforce Chat Custom Data:** Added support for Salesforce Chat Messaging Custom Data JSON within the Agent AI widget, allowing for more granular data passing between Salesforce and the Kore.ai platform.
- **CCAI Notes Translation:** Introduced translation support for CCAI notes, enabling agents to view and generate interaction notes in their preferred language.
- **Language Translation Restrictions:** Administrators can now restrict translation options to only those languages assigned to a specific user, ensuring compliance and focused support.

2. Configuration & Reporting

- **Enhanced Interaction Reports:** The Interaction Details Report now includes "In-Progress" conversations and the "Agent Custom ID," providing real-time visibility and better mapping to external employee records.
- **New Translation Log API:** A new Translation Log API has been released to track and audit translation activities across the platform, supporting security and compliance monitoring.
- **Wallboard Flexibility:** Users now have the ability to open Wallboards in separate browser tabs or windows, allowing for more dynamic monitoring setups across multi-monitor environments.
- **Case Management Refactoring:** Refactored the "Channel" field logic within Case Management to separate the high-level Channel Type from the specific Source Email Address, improving data organization and searchability.

3. Infrastructure & Security

- **FedRAMP Compliance Upgrades:** Upgraded the Coaching Engine AI and Coaching Engine Model as part of the FedRAMP Package Upgradation (Set 2), ensuring the latest security and performance standards.

- **Zendesk Compliance Fix:** Addressed compliance issues to ensure the Kore Agent Assist App remains fully authorized and active within the Zendesk App Hub.

XO/XOCC Platform Bugfixes Details :

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

Agent Desktop & UI

- **Disposition Prediction Persistence:** Resolved an issue where AI-generated disposition predictions would disappear if an agent switched between conversations and returned to a terminated session. The system now ensures predictions are re-fetched correctly upon slot recreation.
- **Case Management Visibility:** Fixed a bug where the "Cases" section was missing from user profiles when accessed via the Monitor > Agents section. The Agent Console now correctly synchronizes with User Management configurations.
- **Interaction Search & Filters:** Corrected a search failure for outbound sessions where filters failed to return results because disposition data was being stored as a comma-separated string instead of an array.
- **Outbound Email Attachment Visibility:** Fixed an issue where attachments added to outbound emails were not visible in the History tab. The system now ensures consistent rendering of all outbound media.

Reporting & Analytics

- **Analytics Timer Accuracy:** Fixed a bug in the Conversation Insights dashboard where the timer failed to capture After Call Work (ACW) time for active ACW sessions. This was due to the dashboard incorrectly pulling data only from historical tables.
- **Filter Count Discrepancy:** Resolved a mismatch between the "Unassigned" filter count shown in the UI and the actual count generated during data exports, ensuring data consistency across views.

Case Management & Configuration

- **Email Threading Logic:** Fixed an issue where replying to an email created a new case instead of threading into the existing one. This was caused by the system failing to correctly validate the Message-ID in the email header.

- **Duplicate Queue/Skill Creation:** Addressed a soft-delete issue where administrators could not reuse a queue name if it had been previously deleted, resulting in "Queue name already exists" errors.

Voice Gateway & Connectivity

- **Video Call Disconnection:** Fixed a critical bug where clicking the "Hold" button during a video call or navigating to the monitor tab during an active video session caused an immediate call disconnection.
- **ASR Stability:** Resolved an issue where Speech-to-Text (ASR) would intermittently stop mid-conversation, ensuring complete and accurate transcription for coaching and summaries.