



AI For Service PRE-Release Notes

XO v10.26.0/ 11.25.0 AND XOCC v3.25.0

26-MAY-2026

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SUMMARY

XO v10.26.0 / v11.25.0 and XOCC v3.25.0 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 v10.26.0 / v11.25.0 XOCCAI v3.25.0	30-MAY-2026 10:30 AM IST	US → XO-10 & XO-11 → Common Services & AP
	31-MAY-2026 08:00 PM IST	IND → XO-10 & XO-11
	01-JUN-2026 07:00 AM IST	DE → XO-10 & XO-11 → Common Services & AP
	01-JUN-2026 07:00 PM IST	AU → XO-10 & XO-11
	02-JUN-2026 07:00 AM IST	EU → XO-10 & XO-11
	02-JUN-2026 07:00 PM IST	JP → XO-10 & XO-11 → Common Services & AP
	03-JUN-2026 07:00 AM IST	UAE → XO-10 & XO-11 → Common Services & AP
	04-JUN-2026 10:00 AM IST	Viasat → XO-11
	06-JUN-2026 10:00 AM IST	US-AZ → XO-11

	06-JUN-2026 08:00 AM IST	Ent SaaS → XO-10 & XO-11
	07-JUN-2026 07:00 AM IST	KSA → XO-11
	07-JUN-2026 06:00 PM IST	SG → XO-11
	09-JUN-2026 09:30AM IST	eBay → XO-10

Enhancements/ Features (XO+XOCC+Search)

Key highlights include:

- **Ability to include case description in outbound email responses:** Streamlines agent workflows by appending case descriptions to responses.
- **Support for H.264 compression in screen call recordings:** Enhances video recording storage efficiency.
- **Play hold music in loop while customer waits in queue:** Improves waiting experience by adding continuous hold music.
- **Support window-based evaluation for desktop conversations:** Enables more precise context analysis for third-party desktop tools.
- **Deliberate sentence buffering for TTS vendors:** Delegates sentence playback timing to enhance contextual accuracy in TTS responses.
- Support for word-level timestamps in conversation metrics: Enhanced insights for Quality Management evaluations.
- **Agent Console Notification & Status Timers:** Improved visibility for agent activities and critical timing.
- **Enhanced agent email productivity report:** Adds detailed metrics to help evaluate agent email interaction effectiveness.
- **Standalone voicemail trigger in waiting experience:** A convenient mechanism for handling voicemail when agents are unavailable.
- **Optional conversation status control messages for email channel:** Customize and better communicate email statuses to customers.
- **Configurable masking of ASR/TTS keys in logs:** Offers enhanced data security and privacy during voice interactions.
- **FedRAMP-compliant package updates for Coaching Engine AI and models:** Improved compliance for secure deployments.

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:

- **Voice Gateway Transcription:** Improved accuracy and reliability of transcriptions across different environments.
- **Email Conversations:** Fixed misthreading and registration of replies within the same email thread.
- **Call Recording and Waveforms:** Addressed issues causing delays in playback or missing waveforms in the recording module.
- **Waiting Request Assignment:** Resolved issues causing waiting requests to bypass agents with available slots.
- **Language Translation:** Disabled languages no longer display incorrectly in agent-facing translation dropdowns.
- **Interactions Dashboard:** Fixed inaccuracies in metrics and syncing of dispositions with filters applied.
- **Form UI:** Fixed styling issues for phone number widgets during inline form execution.
- **Call Transfer and Automation Nodes:** Enhanced reliability of call routing and TTS playback in automation flows.
- **Video Recording Consistency:** Addressed issues with camera and screen-share transitions for video call recording.
- **Agent Experience in Internal Chats:** Resolved bugs causing incorrect profile and avatar displays during internal chats.
- **Agent Status Updates:** Fixed issues with status changes during network reconnect scenarios.
- **Dashboard UI:** Addressed inconsistencies with date and filter displays on dashboards and reports.

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:

- **Voice Gateway Call Handling:** Fixed issues causing mid-call drops, audio packet loss, and SIP header mismatches during transfers.
- **Agent Console UI:** Resolved display issues with call details, internal chats, and KPI dashboards.
- **Telephony Stability:** Improved handling of SIP REFER transfers and addressed anomalies causing one-way audio and unexpected call disconnections.
- **Queued Interactions:** Resolved assignment discrepancies for specific conditions, ensuring interactions route appropriately.
- **Email Interactions:** Fixed issues causing duplicate or incorrect routing of email responses in agent consoles.
- **Campaign Management:** Addressed failures in outbound campaign configurations to enhance contact list-based triggers.