



AI For Service PRE-Release Notes

XO v10.26.1/ 11.25.1 AND XOCC v3.25.1

08-JUN-2026

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SUMMARY

XO v10.26.1 / v11.25.1 and XOCC v3.25.1 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 v10.26.1 / v11.25.1 XOCCAI v3.25.1 AP -v1.8.5	13-JUN-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	14-JUN-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	15-JUN-2026 07:00 AM IST	DE → XO-10 & XO-11, AP
	16-JUN-2026 07:00 AM IST	EU → XO-10 & XO-11
	16-JUN-2026 07:00 PM IST	JP → XO-10 & XO-11, AP

Enhancements / Feature details:

Agent Desktop & Experience

- **Agent Network Interruption Configurations:** Introduced dedicated system settings and configurations allowing administrators to define parameters for handling abrupt agent network drops. This ensures consistent platform behavior and tracking when an agent's workspace experiences connectivity interruptions.
- **Smart Network Re-routing & Context Preservation:** Enhanced the system routing logic to handle network drops dynamically. Conversations are contextually tagged and managed upon a disconnect, ensuring appropriate user-session preservation and rerouting rules apply to prevent dropped or stranded interactions.

QualityAI & Coaching

- **Token-Aware Batching for Coaching Rules:** Optimized the communication interface between Agent Coaching and QualityAI by introducing token-aware batch processing. This refinement ensures large batches of coaching rules are efficiently evaluated and grouped within token limitations, boosting overall compliance tracking and processing throughput.

Voice Gateway & Conversational AI

- **Real-Time Voice Post-Agent Transfer:** Enhanced human-to-agent interactions by introducing support for real-time voice conversations with an Agentic bot immediately following a live human agent transfer. This bridges the gap between automated self-service and human support channels seamlessly.
- **Configurable Masking for FreeSWITCH Logs:** Added an administrative privacy control to dynamically mask ASR (Automated Speech Recognition) and TTS (Text-to-Speech) security keys within FreeSWITCH logs. This prevents sensitive credentials from appearing in raw engineering logs, strengthening data security.

Campaigns & Module Management

- **Progressive Campaign Integrations (Artemis):** Rolled out foundational integration advancements for progressive outbound calling frameworks, enhancing backend stability and pacing control under the Artemis engine.
- **UI Cost Optimization Framework:** Introduced defensive UI behavior that dynamically hides the Campaigns module from the Builder User Interface whenever the core Campaign Service is unreachable or unavailable, minimizing redundant

system calls and optimizing browser performance.

Bugfixes Details

XO Platform & UI Bugfixes Details

- **Dashboard & Analytics:** Fixed custom dashboard loading failures (#187_V11) and restored missing Channel User IDs/emails in public SaaS logs.
- **API Delivery:** Corrected a KoreGraph API routing failure that blocked outbound emails to Microsoft Exchange mailboxes.

XOCCAI & Agent Desktop Bugfixes Details

- **Console UI & Sync:** Fixed missing "Recent Messages" focus dots during console reloads and resolved multi-agent visibility bugs on force-assigned queue items.
- **Summaries & Filters:** Resolved summary saving failures when using the Microsoft Translator engine and fixed broken outbound queue search filters.

Agent AI Bugfixes Details

- **Automation Triggers:** Fixed failures blocking Gen-AI Playbook execution and Auto-Summary generation.
- **UI & Ingestion:** Restored missing markdown indentation for Agentic Copilot responses and fixed missing UAE region Twilio logs in the Raw Data API.

Voice Gateway Bugfixes Details

- **Telephony & SIP:** Resolved Genesys AudioHook integration issues and patched SIP Refer logic to prevent mid-transfer disconnects.
- **Audio & ASR:** Fixed active call audio dropouts on SmartAssist and corrected Deepgram voice profile selections for "No Input" timeouts.
- **Compliance:** Adjusted MS Azure ASR/TTS configurations to guarantee local data residency within Singapore SaaS clusters.

Search Bugfixes Details

- **Index Configuration:** Restored the missing default prompt field for vector models and fixed index training crashes when "Exact KNN" is enabled.