



AI For Service PRE-Release Notes

XO v10.27.0 / 11.26.0 AND XOCC v3.26.0

22-JUN-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



Table of Contents

Summary	2
Enhancements/ Feature details	3
Bugfixes Details	4

SUMMARY

XO v10.27.0 / v11.26.0 and XOCC v3.26.0 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
<p>XO v10.27.0 / v11.26.0</p> <p>XOCCAI v3.26.0</p>	27-JUN-2026 10:30 AM IST	US → XO-10 & XO-11 → AP
	28-JUN-2026 08:00 AM IST	EntSaaS → XO10- XO-11
	28-JUN-2026 08:00 PM IST	IND → XO-10 & XO-11
	29-JUN-2026 07:00 AM IST	DE → XO-10 & XO-11 → AP
	29-JUN-2026 07:00 PM IST	AU → XO-10 & XO-11
	30-JUN-2026 07:00 AM IST	EU → XO-10 & XO-11
	30-JUN-2026 07:00 PM IST	JP → XO-10 & XO-11 → AP
	01-JULY-2026 07:00 AM IST	UAE → XO-10 & XO-11 → AP
	01-JULY-2026 09:00 AM IST	KSA → XO-11
	01-JULY-2026 07:00 PM IST	SG → XO-11
	02-JULY-2026 10:00 AM IST	US-AZ → XO-11

	02-JULY-2026 10:00 AM IST	Viasat → XO-11
	07-JULY-2026 09:30 AM IST	eBay → XO-10

Enhancements / Feature details:

Agent Desktop & Experience

- **Advanced WebSDK Video Parameters:** Implemented customizable parameters on the WebSDK to manage permissions for video call recordings, addressing key-frame issues during session storage.
- **Network Interruption Enhancements:** Added a configurable notification delay tool for handling unexpected network disruptions dynamically across agent workspaces.
- **Context Preservation during Transfer:** Implemented auto-generation mechanics for agent exit summaries during warm and cold transfers, as well as an option to easily copy desktop-generated summaries.
- **Email Sessionization Rules:** Enhanced email processing capabilities to systematically create clean agent sessions organized around conversational subject strings and native `.eml` pathways.

QualityAI & Coaching

- **Coaching Metric Alignments:** Integrated comprehensive evaluation metrics directly into coaching assignments, backed by an advanced "By Question Metric V2" framework to improve scorecard compliance.
- **Conversation Playbook Synchronization:** Optimized the integration between QualityAI and AgentAI playbooks to smooth text validation and coaching triggers for automated script checks.

Voice Gateway & Conversational AI

- **Advanced Speech Vendor Integrations:** Added native readiness validations for **MiniMax AI TTS** and **Sarvam TTS/ASR** engines to provide low-latency voice alternatives during critical regional switches.
- **Voice Gateway Automation Setup:** Rolled out Phase 2 voice gateway automation setup enhancements, expanding tracking capabilities for secure Call SIDs inside Agent Assist layers.

Infrastructure & LLM Frameworks

- **Azure GPT Native Support:** Extended core frameworks to natively accommodate **Azure GPT 5.1 Native** models alongside cross-provider system prompt standardization rules.

- **Secure Communications:** Finalized Phase 2 expansions supporting custom Pipe-Separated Values (PSV) data formatting alongside high-capacity WebSocket encryption models.
- **Resource Cost Optimization:** Implemented strict defensive flags to automatically validate module impact, decommission inactive campaign microservices, and completely hide campaign user interfaces in inactive client regions.

Bugfixes Details

XO Platform & UI Bugfixes Details

- **Bot Administration Console (BAC) Layouts:** Patched extensive UI rendering flaws inside the new BAC framework, resolving broken dark mode themes, improperly named deleted applications (`undefined`), and faulty auto-approval request flows.
- **Experience Flows & Locales:** Fixed an experience flow versioning bug that generated blank arrays during app replication. Resolved an error that blocked multi-language dialog updates when display labels were changed.
- **Third-Party Vulnerabilities:** Cleaned up critical security exposures inside runtime dependencies including `lodash`, `mongoose`, `ws`, `qs`, `dompurify`, and `nodemailer`.

XOCCAI & Agent Desktop Bugfixes Details

- **Workspace Interaction Failures:** Patched a serious race condition where active workspace windows would swap unexpected conversation contexts if an agent initiated an outbound call while a digital chat was queued.
- **Routing & Status Sinks:** Fixed a regression in routing rules that failed to push queued digital interactions to eligible agents immediately upon switching their state back to "Available."
- **Email Integration Artifacts:** Corrected an issue where email templates would fail to preserve inline images after being saved by administrators, and resolved a bug where configured mailboxes were erroneously added to CC blocks during an active thread.

Agent AI Bugfixes Details

- **Playbook Execution Boundaries:** Patched a runtime defect where the Agent AI widget would incorrectly evaluate all open greeting steps instead of restricting execution to the primary playbook step.

- **UI Distortion & Log Limits:** Fixed broken scrolling behavior and missing transcripts within the Conversation Logs table when running browser viewpoints at customized magnification scales (e.g., 110%).

Voice Gateway Bugfixes Details

- **Telephony Signaling Latency:** Resolved severe mid-call disconnect and SIP REFER timeout bugs that prevented callers from bridging to live representatives after an automation node timed out.
- **ASR/TTS Audio Inconsistencies:** Stabilized active media pipelines to eliminate crossed calls (multiple agents bridged onto a single voice session) and corrected dual-response conditions that caused sudden dead-air audio dropouts.
- **Custom LLM Summary Timeouts:** Fixed a major performance degradation issue where triggering a custom GenAI model (e.g., Azure OpenAI gpt-4.1-nano) caused a minute-long call freeze and subsequent summary failure.