



## AI For Service PRE-Release Notes

XO v10.27.1 / 11.26.1 AND XOCC v3.26.1

03-JUL-2026

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## SUMMARY

XO v10.27.1 / v11.26.1 and XOCC v3.26.1 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 v10.27.1 / v11.26.1 XOCCAI v3.26.1 AP -v1.8.7	11-JUL-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	12-JUL-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	13-JUL-2026 07:00 AM IST	DE → XO-10 & XO-11, AP
	14-JUL-2026 07:00 AM IST	EU → XO-10 & XO-11
	14-JUL-2026 07:00 PM IST	JP → XO-10 & XO-11, AP
	17-JUL-2026 10:00 PM IST	US-AZ → XO-10 & XO-11

## Enhancements / Feature details:

### AI & LLM Integrations

- **Azure GPT 5.1 & Prompt Standardization:** Added native support for Azure GPT 5.1 and introduced cross-provider system prompt standardization, ensuring highly consistent AI behavior, context management, and routing across different underlying models.

### Agent Experience & Workflows

- **Work Bin Conversation Ownership:** The UI has been enhanced to clearly display the "Last Handling Agent Information" for conversations resting in Work Bins, ensuring improved transparency and handover tracking.
- **Coaching Automation:** Introduced automated Coaching Assignment Notifications via Email, immediately alerting agents and supervisors when new coaching rules or evaluations are assigned.
- **Customizable Fallback Messaging:** Added robust fallback message configurations tailored specifically for "No Agent Available" and "Out-of-Office" scenarios within the XO11 platform.
- **Language Selector Redesign:** Rolled out a comprehensive redesign of the Language Selector and toggle interface, optimizing accessibility and localization management.

### Reporting & Analytics

- **Standard Responses & Secure Forms Metrics:** Enhanced the reporting suite to accurately track the usage frequency of Standard Responses and Secure Forms, providing better visibility into agent efficiency and compliance.
- **Module Validations:** Comprehensive Analytics module validations and stability enhancements have been successfully rolled out across US-AZ Prod and Enterprise SaaS (11.26.0) environments.

### Voice Gateway & Telephony

- **G722 Codec Upgrade:** Upgraded internal audio processing to the G722 codec, significantly improving voice fidelity and clarity for inbound and outbound calls.
- **Enhanced Call Transfers:** Added support for seamless internal call transfers directly targeting numbers configured within the SAVG (Standalone Voice Gateway).

- **Recording Server Optimization:** Executed extensive load testing and backend optimizations on the Recording Server to improve reliability during high-concurrency voice traffic.

## Campaigns Management

- **Debugging & UI Enhancements:** Upgraded the Campaign Configuration UI to natively expose Campaign Identifiers alongside deeper debugging information, making troubleshooting significantly easier for administrators.
- **Queue Sharing Resolution:** Investigated and permanently resolved campaign dial queue sharing conflicts that were occurring across staging environments.

## 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

- **Static Metric Evaluations:** Corrected a logic flaw where timebound static metric evaluations (e.g., Call Opening metrics) were improperly considering utterances that occurred *after* the configured time window.
- **Abandoned Call Status Syncing:** Fixed an issue where abandoned calls became permanently stuck in an "Awaiting Feedback" status if the caller hung up while placed on hold by the agent.
- **Capacity Loading Indicators:** Resolved a UI discrepancy where the agent/queue loading bar failed to display the correct load percentage based on active handling capacity.
- **Long Email Rendering:** Addressed a parsing failure in MS Exchange integrations that resulted in an "Unable to Load Email" error when agents attempted to open exceptionally long email threads.

- **Security & Permissions:** Restricted an unintended vulnerability where agents were able to access and view app global parameters.

## Voice Gateway Bugfixes

- **Audio Playback in Agent Nodes:** Resolved a critical bug where LLM responses were successfully generated by the Agent node but failed to play back the synthesized audio to the user.
- **ASR Engine Stability:** Patched a critical crash loop in the Azure ASR module (`mod_azure_transcribe`) directly linked to codec access conflicts.
- **Transfer Dropouts:** Fixed an intermittent telephony issue causing live calls to instantly disconnect when the agent clicked the "Transfer" button.
- **Bot-Side Transfer Delays:** Addressed bot-side latency and delay transfer issues previously identified across multiple live voicebots.
- **Zero Input Handling:** Standardized the processing logic for "0" (Zero) inputs to ensure consistent system behavior across both Voice and Chat channels.
- **Regional Validations:** Fixed localized ASR/TTS label naming validation requirements for the Japan region.

## Agent AI Bugfixes

- **Entity Extraction Context:** Corrected an entity extraction flaw in the Agent AI Widget's Welcome Event that was incorrectly referencing a previous user input instead of the current, active input.
- **Unintended Coaching Triggers:** Addressed a backend logic bug where agent coaching nudges were triggering unintentionally, even when the interaction did not qualify under the configured coaching rules.
- **Markdown Rendering:** Fixed a UI defect where customer markdown messages were displaying as raw text (including syntax tags) rather than correctly rendering as HTML within the console.
- **Regional Widget Rendering (AU):** Fixed an issue in the AU region where voice entity inputs were not being processed, causing Agent Assist responses to fail to appear in the widget.

## Campaigns Bugfixes

- **List Validation Stalls:** Resolved a persistent database state error where Contact Lists and DNC (Do Not Call) Lists were stuck indefinitely in a "Validating" status, blocking administrators from executing campaigns.

- **Campaign Assignment Overrides:** Fixed a routing bug where progressive campaign conversations were intermittently bypassing automated distribution and falling into Manual Assignment queues.
- **Log Access Errors:** Fixed access permission errors that were blocking users from viewing the Campaign Management Logs page in KSA environments.

## XO Platform & Other Bugfixes

- **Prompt Import Integrity:** Fixed data corruption issues that periodically occurred when administrators imported large prompt libraries into SaaS environments.
- **Transcript Performance:** Stabilized browser performance and infinite-scroll loading behavior for exceptionally long chat transcripts in the v11 Prod environment.
- **RTP Analytics:** Improved data capture for inbound and outbound RTP statistics, explicitly tracking transport and agent mic statuses for improved network diagnostics.
- **Read Receipts Sync:** Resolved synchronization delays affecting read receipts between the Agent Console and Webclient interfaces (US PROD).

The release is planned for Jul 11, 2026, for Global Cloud in the US region and will be rolled out to other regions over the following 2-3 days. [Subscribe to Kore.ai status updates](#) to receive notifications for upcoming scheduled maintenance and deployments.

Thank you for your continued partnership with Kore.ai. We look forward to helping you leverage these enhancements to optimize customer and employee experiences.

Detailed information will be available on our [documentation portal](#) after the release.