



AI For Service PRE-Release Notes

XO v10.28.0 / 11.27.0 AND XOCC v3.27.0

21-JUL-2026

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SUMMARY

XO v10.28.0 / v11.27.0 and XOCC v3.27.0 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 v10.28.0 / v11.27.0 XOCCAI v3.27.0 AP -v1.8.8	25-JUL-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	26-JUL-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	27-JUL-2026 07:00 AM IST	DE → XO-10 & XO-11, AP
	27-JUL-2026 07:00 PM IST	AU → XO-10 & XO-11
	28-JUL-2026 07:00 AM IST	EU → XO-10 & XO-11
	28-JUL-2026 07:00 PM IST	JP → XO-10 & XO-11, AP
	29-JULY-2026 07:00 AM IST	UAE → XO-10 & XO-11
	29-JULY-2026 09:00 PM IST	KSA → XO-11
	29-JULY-2026 07:00 PM IST	SG → XO-11
	30-JULY-2026 10:00 AM IST	Viasat → XO-11
	30-JULY-2026 10:00 AM IST	US-AZ → XO-11
	03-AUG-2026 08:00 AM IST	ENT_SaaS → XO-10 & XO-11
	04-AUG-2026 09:30 AM IST	eBay → XO-10

Enhancements / Feature details:

Agent Desktop & Experience

- **Dark Theme Agent Console:** Introduced an official Dark Mode theme toggle within the UXO Agent Console, allowing agents to switch visual themes dynamically for improved ergonomics.
- **Screen Recording Infrastructure (Phase 3):** Enhanced Agent Desktop screen recording capabilities with improved server load balancing, performance optimizations, and stress-tested recording reliability.
- **Workbin & Conversation Navigation:** Enabled direct navigation across interactions in the Agent Workspace and added dynamic Workbin duration tracking based on active agent view configurations.
- **Custom Profile Metadata & Granular Access:** Expanded agent profiles with custom additional metadata fields and upgraded role management with granular user permission controls.
- **WebSDK & File Handling Improvements:** Upgraded WebSDK file and image attachment sharing UX, while adding customizable download button configurations for end-users.

Search AI & Knowledge Frameworks

- **Custom LLM-Powered Guardrail Scanners:** Enabled custom input and output guardrail scanners powered by prompts and models from the Prompts and Models Libraries, supporting score-based cutoffs, Boolean evaluations, and platform-aligned debug logging (XOP-30034).
- **Source Context & Filtering in Document Engagement:** Added document parent source displays and a "Filter by source" dropdown to Document Engagement Analytics, enabling admins to scope document performance directly without cross-referencing dashboards (FLY-15501).
- **Custom Dashboards Access from Search AI Analytics:** Integrated direct access to Custom Dashboards via a Virtual Assistant section in Search AI Analytics navigation, preserving existing roles and permissions (FLY-15499).

- **Analytics for Externally Generated Answers:** Introduced the `POST /search/ingest-analytics-metadata` API and `userId/sessionId` tracking in Advanced Search V2, allowing external answer generation pipelines to ingest answer rates, used chunks, latency, and feedback into Search AI Analytics (FLY-15497).
- **Workload-Separated ETL Processing Queues:** Separated heavy LLM and custom API processing stages into dedicated queues while keeping lightweight jobs in primary indexing queues, improving queue throughput and reducing training latency (FLY-15511).
- **Reliable Range Metafilters:** Corrected Advanced Search API query construction for range metafilters on fields lacking explicit metadata types, ensuring accurate numeric and date filtering (FLY-15508).

Voice Gateway & ASR/TTS Framework

- **Self-Service Speech Provider Framework:** Implemented a self-service framework and public APIs on the SAVG Web Server for integrating custom third-party ASR/TTS vendors.
- **Speech Vendor Ecosystem Integrations:** Added native support for Sarvam ASR/TTS on FreeSwitch, Google Chirp 3 HD TTS voices, and Smallest.ai ASR engines.
- **Real-Time Voice Translation:** Implemented real-time voice-to-voice language translation capabilities between end-users and live agents.
- **Telephony & WebRTC Upgrades:** Supported Direct Inward Dialing (DID) call functionality from WebRTC softphones and expanded internal call transfers to target SAVG destinations.
- **Speech Metrics & Alerting:** Resolved speech timestamp misalignments from Voice Gateway and expanded abnormal call disconnection alerts to cover call connection failures.

Artemis Outbound & Campaign Management Integrations

- **Artemis Channel Architecture:** Introduced Artemis channel architecture, async runtime capabilities, UI visibility settings, and account-level feature flag controls.
- **Routing, Webhooks & Disconnection Events:** Integrated Artemis webhook metadata routing, agent transfer payloads, disconnection callbacks, and session-redirect / call handoff protocols to XOCC.

- **Artemis Analytics & History APIs:** Unified session duration metrics combining Artemis + CCAI sessions, and exposed internal APIs for fetching Artemis chat history and voice recordings.

Agent AI, QualityAI & Coaching

- **Agent Coaching RAG Architecture:** Introduced Retrieval-Augmented Generation (RAG) capabilities to optimize real-time Agent Coaching inside QualityAI and AgentAI.
- **Overview Dashboard & Export CTAs:** Added dedicated Export actions for the Agent AI Overview Dashboard and Agent AI logs, along with configurable translations for AI summaries and automation transcripts.
- **Manual Audit Screen Enhancements:** Enabled inline editing and saving capabilities within the QualityAI manual audit interface.
- **Email Channel NBA & Transcripts:** Enhanced Next Best Action (NBA) triggering logic and transcript UI layouts for email interactions.

Infrastructure, Upgrades & Cost Optimizations

- **Node.js Runtime Upgrades:** Upgraded Voice Gateway and Agent AI core runtime environments to Node.js v24.14.1.
- **Storage & Memory Cost Optimizations:** Enforced TTL key expiration rules on Voice Gateway Redis instances, cleaned up unused S3/EBS campaign storage, decommissioned idle campaign services, and optimized session termination memory leaks.

Bugfixes Details

XO Platform & UI Bugfixes Details

- **Design Time & Bot Administration:** Resolved video recording glitches occurring after ending screen share sessions, fixed duplicate variable namespace displays in transfer nodes, and restored workspace version recovery tools.
- **Case Management & Runtime:** Fixed missing text and broken link issues in Case Management interaction histories, corrected file attachment rendering in cases, and fixed external CC address displays.

- **Analytics & Search Data:** Resolved missing tags in webhook channel exports, fixed session ID mismatches in MIS reporting, and corrected record discrepancies across interaction detail reports.
- **Security & Vulnerability Patches:** Addressed plain-text integration credential storage vulnerabilities in MongoDB and updated third-party library dependencies across platform microservices.

Search AI & Knowledge Bugfixes Details

- **Connectors & Synchronization:** Resolved connection and synchronization failures with the OneDrive connector when using Authorization Code Flow, prevented ServiceNow webhooks from generating duplicate content upon article creation, and eliminated duplicate attachment extractions during incremental page updates (PLAT-70358, PLAT-70355, PLAT-66082, PLAT-69611).
- **Chunk Mapping & Citations:** Fixed a critical SearchAssist reference bug where chunks were mapped incorrectly to parent documents, and resolved hyperlink rendering issues in search outputs (PLAT-69834, PLAT-69858).
- **Indexing & Custom Integration Models:** Resolved filter UI rendering errors in Extract Training Logs and fixed an issue preventing request body updates when configuring Custom Integration Models (PLAT-70097, PLAT-40454).

XOCCAI & Agent Desktop Bugfixes Details

- **Email Workspace & Drafts:** Fixed draft email issues where CC addresses disappeared when switching between concurrent messages, resolved extra spaces in list items, and fixed template vanishing bugs on console reloads.
- **Agent Status & Capacity:** Fixed missing "Busy Agents" count displays on capacity widgets and restored Queue Transfer Rule Override permissions in the Monitor module.
- **Live Conversations & Consults:** Fixed inbound/outbound email delivery drops for active agents, resolved consult call disconnections during history navigation, and fixed conversation closure handling after blind transfers.

Agent AI Bugfixes Details

- **Widget & Transcript Ingestion:** Resolved live transcript rendering failures across Genesys and Twilio integration widgets, fixed 504 Gateway Timeouts during SIP transfer widget loading, and restored Agent AI module loading for imported applications.
- **Coaching & Compliance:** Fixed compliance evaluation adherence bugs in coaching rule execution during pre-production validation.

Voice Gateway Bugfixes Details

- **Telephony & Call Controls:** Fixed issues where the "pace" call control parameter was ignored during active calls, corrected digit duplication during IVR menu DTMF entry, and patched SBC inbound sidecar stability.
- **ASR / TTS & Latency Optimizations:** Completed latency benchmarking and stability fixes across Microsoft, Deepgram, Google, and AmiVoice speech engines.
- **Resiliency & Webhooks:** Resolved IVR call drops caused by tail-end data table API failures and fixed async webhook node timeout/resume failures.

The release is planned for Jul 25, 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.