



AI For Service PRE-Release Notes

XO v10.28.1/ 11.27.1 AND XOCC v3.27.1

31-JUL-2026

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SUMMARY

XO v10.28.1 / v11.27.1 and XOCC v3.27.1 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 v10.28.1 / v11.27.1 XOCCAI v3.27.1 AP -v1.8.9	08-AUG-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	09-AUG-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	10-AUG-2026 07:00 AM IST	DE → XO-10 & XO-11, AP
	11-AUG-2026 07:00 AM IST	EU → XO-10 & XO-11
	11-AUG-2026 07:00 PM IST	JP → XO-10 & XO-11, AP
	13-AUG-2026 09:00 AM IST	US_Central → XO-10 & XO-11

Enhancements / Feature details:

Voice Gateway & Speech Frameworks

- **Sarvam ASR & TTS on FreeSwitch:** Integrated Sarvam Speech-to-Text (ASR) and Text-to-Speech (TTS) engines directly onto the FreeSwitch telecommunication layer for lower latency and improved voice synthesis in regional languages.
- **Realtime S2S LLM No-Input Handling:** Added dedicated bot and user "No Input" event handling parameters for Realtime Speech-to-Speech (S2S) LLM channels to maintain interactive dialogue flows.

- **KoreVG Backchannel Word Processing:** Implemented backchannel word array passing from XO as a call control parameter, allowing KoreVG to drop non-meaningful backchannel utterances during voice interactions.

Artemis Outbound & Channel Architecture

- **Async Runtime & Webhook Routing:** Standardized Artemis channel architecture with async runtime execution, supporting webhook metadata, event extensions for typing/receipts, and `agentTransferConfig` routing payloads.
- **Inbound Transfer & Navigation Controls:** Created managed Artemis inbound experience flows for live agent transfers and disabled default channel selection in Flow Designer customization views .
- **History APIs & Combined Analytics:** Integrated Artemis chat history and arrival/closure summaries into existing CCAI history APIs, displaying unified session durations as combined Artemis + CCAI metrics.
- **Rollout Controls & Feature Visibility:** Added feature flag controls and application owner visibility rules for rolling out the Artemis channel UI.

Agent AI, QualityAI & Workforce Management

- **WFM Contact Volume & Agent APIs:** Enhanced Workforce Management (WFM) contact volume calculations and exposed dedicated public APIs for real-time agent performance retrieval.
- **QualityAI "Not Applicable" Scoring:** Implemented explicit "Not Applicable" scoring logic in QualityAI evaluation forms to eliminate score penalties on non-relevant evaluation criteria.
- **Genesys Metadata Integration:** Added agent and queue metadata passing from Genesys desktop environments to Agent AI, allowing suggestions to adapt to agent skill contexts.
- **UI Suggestion Expand/Collapse Sections:** Introduced expandable and collapsible section headers within Agent AI suggestion widgets to reduce visual clutter for agents.

Case Management & OpenSearch Infrastructure

- **On-Demand API Case Creation:** Enabled on-demand case creation via public API when provided with a valid conversation `sessionId`.

- **Email Session Tracking:** Added explicit email session count displays to Case Management executive dashboards .
- **OpenAI Series 5 Default Prompts:** Added optimized default system prompts for OpenAI and Azure OpenAI 5-series model deployments.
- **Oracle OpenSearch Integration:** Added native OpenSearch search engine integration support for Oracle database architectures .
- **Case Infrastructure Hardening:** Hardened Case Management Redis TTL policies and key lifecycle expiration logic to reduce memory overhead .

Bugfixes Details

Voice Gateway & Speech Engine Bugfixes

- **ASR & TTS Provider Stability:** Fixed Sarvam TTS streaming barge-in sentence fragmentation, resolved Smallest.ai in-call STT transcription failures on KoreVG, and corrected Azure TTS tonality and SSML prosody rendering.
- **Call Disconnection & Dead Air:** Fixed post-DTMF CSAT call disconnect errors that resulted in dead air, and resolved abnormal call terminations caused by dialog timeouts .
- **Latency & Infrastructure Optimization:** Corrected outbound call connection delays over 40 seconds, resolved SBC socket disconnections during call unhold actions, and reduced high Redis memory utilization on Voice Gateway instances.
- **Recording & Input Handling:** Fixed call recording missing audio channels, synchronized transcript timestamps, and ensured entity node retry timeouts capture subsequent user inputs in IVR flows.

Agent Desktop & Workspace Bugfixes

- **Widget Transcripts & Transfer Queue:** Resolved missing transcript renders in Agent AI voice widgets with Twilio, and fixed agent transfers failing to enter queues in imported applications.
- **Call History Privacy:** Restricted dial pad history so agents cannot view call history dialed by other agents across shared consoles.
- **Email Draft Collaboration:** Enabled multi-agent review, editing, and saving on shared email drafts, while preserving CC/BCC header fields when saving empty-body drafts.
- **Queue Routing Functions:** Fixed `agentUtils.setQueue` failures on email channels that previously forced incoming conversations to default queues.

- **Standard Response Selection:** Fixed selection errors for standard responses missing child shortcut keys and resolved locale resolution to match user preference languages.

Case Management Bugfixes

- **Title Fallbacks & Recipient Splitting:** Added fallback title handling for empty-subject emails during case creation and ensured multi-recipient emails create separate case records for distinct **To** and **Cc** addresses.
- **Body Ingestion & Text Encoding:** Corrected content loss in Mail-to-Case ingestion where email body content went missing or corrupted.
- **CSV Export Formatting:** Fixed CSV export issues where multi-line descriptions broke across rows and apostrophes converted to unescaped HTML entities.
- **Email Local-Part Length:** Fixed GUI and API update failures when email address local-parts exceeded 64 characters.

Analytics & Reporting Bugfixes

- **Call Duration Metrics:** Corrected **interaction** and **hold** duration calculations in Call Details API responses and restored missing **Disconnecting** events.
- **Quality AI Reporting:** Fixed missing AI justifications for non-adhered rules, resolved dispute re-audit edge cases, and restored agent platform app fetching for Quality AI metrics.
- **Public APIs & Botkit Overrides:** Corrected **startDate** and **endDate** query parameters in Agent Status public APIs, restored **Start Flow** inclusion in App Export APIs, and fixed Botkit **on_bot_message** overrides for IVR channels .

The release is planned for 8th Aug, 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.