



AI For Service PRE-Release Notes

XO v10.29.0/ 11.28.0 AND XOCC v3.28.0

24-AUG-2026

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SUMMARY

XO v10.29.0 / v11.28.0 and XOCC v3.28.0 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT	Region/ Managed Cloud
XO v10.29.0 / v11.28.0 XOCCAI v3.28.0 AP -v1.8.9	29-AUG-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	30-AUG-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	31-AUG-2026 07:30 AM IST	DE → XO-10 & XO-11, AP
	31-AUG-2026 07:00 PM IST	AU → XO-10 & XO-11
	01-SEP-2026 07:00 AM IST	EU → XO-10 & XO-11
	01-SEP-2026 07:00 PM IST	JP → XO-10 & XO-11, AP
	02-SEP-2026 07:00 AM IST	UAE → XO-10 & XO-11
	02-SEP-2026 09:00 AM IST	KSA → XO-11
	02-SEP-2026 07:00 PM IST	SG → XO-11
	03-SEP-2026 10:00 AM IST	Viasat → XO-11
	03-SEP-2026 10:00 AM IST	US-AZ → XO-11
	07-SEP-2026 08:00 AM IST	ENT_SaaS → XO-10 & XO-11
	08-SEP-2026 09:30 AM IST	eBay → XO-10

Enhancements / Feature details:

Agent Desktop & Experience

- **Screen Recording Infrastructure (Phase 4):** Completed stress testing and benchmarking to enhance Audio and Screen Recording server capacity, stability, and scale.
- **Concurrent Chat Scroll Position:** Added scroll-position preservation when agents switch between multiple ongoing chat sessions.
- **Video Call Recording & View Modes:** Added configurable expand modes (widget-bound vs full-window) and configurable video recording initiation and consent workflows.
- **Template Grouping & Agent Controls:** Enabled reordering of response template groups and introduced granular agent permission settings for sending links and forms.
- **Audit Trail & Draft Emails:** Added last-modified timestamps and audit logging to agent notes, and allowed users with case-opening permissions to save email drafts.
- **Angular v21 UI Framework Upgrade:** Modernized the core UI architectures across Agent Desktop, Agent AI, Case Management, Quality AI, Campaigns, and XOCCAI to Angular v21.

Voice Gateway, ASR/TTS & Telephony

- **Centralized Speech Provider Fallback:** Implemented multi-region fallback mechanisms and centralized default management for ASR and TTS providers.
- **Speech Vendor Expansion & Audio Controls:** Added native support for Smallest.AI ASR on FreeSwitch, Deepgram Aura-2 TTS speed and pronunciation controls, and filler music options during voice interactions.
- **Word-Level Timestamping:** Persisted word-level timestamps across voice interactions, background streaming, manual outbound calls, and transcript APIs.
- **Real-Time Voice Translation:** Enabled real-time bidirectional (User ↔ Agent) voice-to-voice translation capabilities.
- **One-Way Audio Warning Banners:** Introduced real-time visual banners when voice packet throughput drops below 5 packets/second in either direction.

- **Telephony Formats & Bot Transfer Context:** Supported Citi 21-digit Call SID generation, added non-responding time tracking in call details, and exposed call transfer reasons during bot-to-agent handoffs.

QualityAI, Agent Coaching & Compliance

- **Proximity Thresholds & Persistence Controls:** Added proximity threshold modeling across AgentAI, QualityAI, and ML, with administrative controls for nudge persistence duration.
- **Transfer-Leg Level Evaluations:** Introduced granular evaluation capabilities for multi-leg agent transfer workflows.
- **Reporting & Calibration Enhancements:** Upgraded QualityAI calibration tools, reporting dashboards, and public evaluation APIs.
- **Bootstrap Token Optimization:** Streamlined authentication handshakes between Artemis and QualityAI by caching and reusing bootstrap tokens until expiration.

Agent AI & Generative AI Capabilities

- **Execution Pipelines for Guardrails:** Introduced configurable parallel and series execution options for LLM Guardrail scanners.
- **Dedicated Closure Summary Engine:** Implemented a dedicated GenAI feature for call/chat closure summaries, with configurable summary translation and transcript visibility rules.
- **Manual Next Best Action (NBA) Triggers:** Allowed agents to manually request Next Best Actions even when proactive guidance mode is disabled.
- **Chat History & Summary Revamp:** Redesigned the chat history interface to render landing summaries and auto-generated conversation recaps.

Channel & Integration Ecosystem

- **Five9 Email Channel Integration:** Integrated Agent AI into Five9 Email channels to offer real-time assistance and auto-suggested agent responses.
- **WhatsApp Chat Handoffs:** Added support for WhatsApp landing summaries and Next Best Actions during chat transfers.
- **Google Chat & Zendesk App Hub Compliance:** Supported typeahead selections in Google Chat and updated the Kore Agent Assist app for Zendesk App Hub compliance.

Analytics, Reporting & Public APIs

- **Independent Wallboard Permissions:** Split configuration permissions for Configuration Wallboards and Analytics Wallboards.

- **Call Flow Tab & Custom Metadata:** Added a dedicated "Call Flow" tab to conversation details and expanded Axis Chat interaction reports with custom tracking fields.
- **Public API Extensions:** Added email channel filtering under `channelType` in Debug Logs APIs, and added the `availableMore` flag to LLM Usage Logs API responses.

Infrastructure, Security & Cost Optimizations

- **Node.js Upgrade & OS Migration:** Upgraded Agent AI and Campaigns microservices to Node.js v24.14.1, and initiated KOREVG infrastructure migration from Red Hat Linux to Rocky Linux.
- **Security & Vulnerability Patches:** Resolved Software Composition Analysis (SCA) vulnerabilities across Voice Gateway, XOCC/XOCM, and On-Premises deployments.
- **OCI Cloud Storage Integration:** Implemented Oracle Cloud Infrastructure (OCI) Object Storage support for call recording repositories.

Bugfixes Details

XO Platform & UI Bugfixes Details

- **Design Time & Bot Administration:** Fixed automation command execution when automation nodes are configured without message nodes, and corrected variable namespace duplications during transfer configuration.
- **Case Management & Analytics:** Resolved layout distorting issues in case detail reports, corrected authorization profile evaluation bugs, and fixed search/filter regressions in interaction dashboards.
- **Security Vulnerabilities:** Patched high-severity SCA vulnerabilities across core XO platform dependencies and microservices.

XOCCAI & Agent Desktop Bugfixes Details

- **Workspace & Email Operations:** Fixed draft email saving issues for agents with case-creation permissions, resolved compose bar input locking, and corrected user status switching between Available and System Busy when changing console tabs.
- **Co-Browse & Custom Widgets:** Fixed co-browse session termination bugs and resolved custom widget rendering failures on multi-tab agent layouts.
- **Queueing & Transfers:** Corrected agent status persistence during queue transfers and fixed survey logic failures following agent disconnection.

Agent AI Bugfixes Details

- **Coaching & Playbook Execution:** Resolved playbook execution delays during outbound calls, fixed feedback score persistence in Agent AI dashboards, and corrected turn detection timing during multi-party calls.
- **Transcript Ingestion:** Fixed missing live transcript feeds for third-party widget integrations and corrected conversation summary generation timeouts.

Voice Gateway Bugfixes Details

- **Outbound Calls & Callbacks:** Resolved unexpected disconnects during manual outbound dialing, fixed callback scheduling failures, and patched Audiocodes inbound call routing drops.
- **ASR/TTS Stability:** Resolved Deepgram/Google ASR audio buffer dropouts and corrected latency spikes during multi-region failover switches.

The release is planned for 29th 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.