



AI For Service PRE-Release Notes

XO v10.29.1/ 11.28.1 AND XOCC v3.28.1

08-SEP-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 v10.29.1 / v11.28.1 XOCCAI v3.28.1 AP	12-SEP-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	13-SEP-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	16-SEP-2026 07:00 AM IST	DE → XO-10 & XO-11, AP
	15-SEP-2026 07:00 AM IST	EU → XO-10 & XO-11
	15-SEP-2026 07:00 PM IST	JP → XO-10 & XO-11, AP
	17-SEP-2026 09:00 AM IST	US_Central → XO-10 & XO-11

Enhancements / Feature details:

Agent Desktop, Experience & Agent AI

- **Context-Aware Playbook Adherence:** Enabled Playbook steps to dynamically adhere and update based on structured information captured during IVR-User conversations.
- **Auto-Transfer Welcome Messages:** Added automated welcome message triggers when an unattended call is auto-transferred to the next available agent.
- **Coaching Utterance Matching Optimization:** Introduced a dedicated UI section to refine and optimize utterance matching accuracy for Agent Coaching rules.
- **Public API for NBA Metrics:** Exposed Next Best Action (NBA) engagement metrics via public APIs for downstream analytics tracking.

- **Artemis CoBrowse & Audio/Video Integration:** Integrated CoBrowse, Screenshare, and Audio/Video events with Artemis runtime channels.
- **Contact Center Survey Module:** Introduced a Contact Center Survey feature within XOCC to capture structured end-user feedback post-interaction.

Voice Gateway, Realtime Speech & Telephony

- **Realtime Voice Model Integrations:** Added native Voice Gateway support for Amazon Nova Sonic and Google Vertex AI Gemini Live S2S realtime protocol models.
- **KoreVG OpenAI STT Realtime Protocol:** Upgraded KoreVG OpenAI Speech-to-Text with GA Realtime protocol support and per-model parameter customization for Artemis.
- **OCI Cloud Call Storage:** Enabled Oracle Cloud Infrastructure (OCI) support for secure call recording storage.
- **Azure Hold/Resume Timestamps:** Enhanced word-level timestamp persistence during call hold and resume actions when using Azure STT.
- **Campaign Attempt Tracking:** Informed Artemis of **AttemptNum** and **AttemptReason** metadata parameters across all campaign call attempts.
- **Emotech Speed Controls:** Added speech speed parameter configuration for Emotech TTS engines in Voice Gateway.

Analytics, Reporting & Quality AI

- **Custom Dashboard Widget Metrics:** Updated Pie, Donut, and Bar widgets in Custom Dashboards to display total counts alongside per-category percentage breakdowns.
- **Dedicated Chat Transcript Report:** Introduced a new Chat Transcript Report to simplify auditability and interaction analysis.
- **NL Meta & Dynamic Node Analytics:** Enhanced chat history logs to display complete context when dialogues are invoked via NL meta, Dynamic Nodes, or Automation Nodes.
- **High-Precision Evaluation Scores:** Updated Raw Data APIs to return Audit Scores and Kore Evaluation Scores with up to 2 decimal places.
- **Word-Level Timestamps across QualityAI:** Enforced word-level timestamp storage across all QualityAI-enabled customer accounts.
- **QualityAI Consult Handling & Forms:** Improved consult call evaluation workflows and form configuration flexibility.

Conversational AI, Campaigns & Platform Frameworks

- **GenAI Context Enrichment:** Enabled Dialog Service Node responses to serve directly as context for GenAI "By Question" execution.

- **Campaign Relative Date Filters:** Supported **TODAY**, **TOMORROW**, and **YESTERDAY** relative date filters on Campaign contact lists.
- **Post-NLU PII Redaction:** Implemented automatic redaction of sensitive PII data immediately after NLU processing in XO11.
- **Case URL Performance Optimization:** Accelerated initial load performance for Case URL flows across Builder-UI and XOCCM-UI.
- **On-Demand Failure Case Creation:** Added a manual UI option to create on-demand cases for failed automated case creation attempts.
- **User Management Synchronization:** Ensured users deleted from User Management are automatically removed from public API conversation source queues.

Bugfixes Details .

XO Platform & NLU Bugfixes Details

- **DialogGPT & Custom Guardrails:** Resolved custom guardrail execution failures in DialogGPT and restored post-publish app status docker sync indicators.
- **Global Settings & Special Characters:** Fixed breaking UI layouts in Language Management and resolved "Something went wrong" errors when using % symbols in Model Library integration names.
- **Webhook V2 & Event Validations:** Fixed missing instance IDs in Webhook V2 URL generation when multiple webhooks are active, and corrected mandatory message error validations on multi-intent events.
- **Language & Operational Rules:** Resolved elevated response latency for Spanish language conversations and fixed Holiday Hours of Operation scheduling logic for COVA/Macys.
- **Export File Cleanups:** Fixed custom report export omissions caused by underscores (_) in report names and stopped HTML entity conversion (<, >) in report titles.

Case Management & Agent Desktop Bugfixes Details

- **Inbound Email Auto-Case Creation:** Fixed a bug causing failed auto-case creation during inbound email sessions.
- **Case List UI & Custom Fields:** Fixed sorting delays on Case Lists ordered by "Last Updated" and ensured custom fields render configured human-readable labels instead of raw IDs.
- **Agent Console Memory Management:** Mitigated browser slowness during extended agent sessions by releasing unreleased widget, audio, timer, and dialog resources.

- **Email & Draft Formatting:** Prevented duplicate email displays on user replies, fixed image/text rendering issues on inbound emails, and resolved unexpected replacement of "style" with "styleAttr" in draft emails.
- **Agent AI & Dark Mode:** Fixed duplicate suggestion triggers in Agent AI (JBL/Harman), restricted widget translation configuration when Live Agent Console is disabled, and corrected visual highlighting in Dark Mode.

Voice Gateway, Telephony & Call Recordings Bugfixes Details

- **Call Recording Availability:** Resolved missing call recordings for Queue Callback calls in SAVG.
- **Audio Output & Conference Calls:** Fixed silent audio output at agent nodes and resolved SIP 487 error drops during conference calls.
- **ASR & Bot Opening Prompts:** Patched ASR engine audio stream processing errors and fixed opening prompt truncation in voice bot flows.

Analytics, Reporting & Dashboard Bugfixes Details

- **Call Records & Queue Metrics:** Corrected duration calculation errors in Call Records, restored missing `nonResponseEvent` fields for Abandoned in Queue conversations, and fixed queue status discrepancies in "Interaction Details by Segment" reports.
- **Dashboard Consistency:** Resolved agent performance metric discrepancies across Monitor dashboards and restored conversation mining interaction visibility.
- **Integration & File Previews:** Fixed transcript visibility sync issues with Genesys integrations and resolved attachment preview failures in Analytics Conversations.

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.