



AI For Service PRE-Release Notes

XO v10.30.0 / 11.29.0 AND XOCC v3.29.0

23-SEP-2026

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SUMMARY

XO v10.30.0 / v11.29.0 and XOCC v3.29.0 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT	Region/ Managed Cloud
XO v10.30.0 / v11.29.0 XOCCAI v3.29.0 AP	26-SEP-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	27-SEP-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	28-SEP-2026 07:30 AM IST	DE → XO-10 & XO-11, AP
	28-SEP-2026 07:00 PM IST	AU → XO-10 & XO-11
	29-SEP-2026 07:00 AM IST	EU → XO-10 & XO-11
	29-SEP-2026 07:00 PM IST	JP → XO-10 & XO-11, AP
	30-SEP-2026 07:00 AM IST	UAE → XO-10 & XO-11
	30-SEP-2026 09:00 AM IST	KSA → XO-11
	30-SEP-2026 06:00 PM IST	SG → XO-11
	01-OCT-2026 10:00 AM IST	Viasat → XO-11
	01-OCT-2026 10:00 AM IST	US-AZ → XO-11
	05-OCT-2026 08:00 AM IST	ENT_SaaS → XO-10 & XO-11
	06-OCT-2026 09:30 AM IST	eBay → XO-10

Enhancements / Feature details:

AI Agents

- For DialogGPT, Agent nodes, and Prompt nodes, Task Execution Failure events will include the HTTP status code and error message in context.endOfTask, letting subsequent flows handle failures without parsing provider-specific responses.
- A new public API will let developers enable, update, and reset System LLM, Custom LLM, and XO GPT configurations, with usage limits and automated validation for CI/CD workflows.
- Search AI training logs will show real-time document progress, status counts, and failure drill-down for active training jobs, without waiting for completion.
- Public Search APIs will get dedicated rate-limit buckets, separate from other public APIs, to protect search workloads from unrelated traffic.
- The YouTube connector will support multiple channels within a single Search AI application, eliminating the need for separate applications per channel.
- Search AI Engagement Analytics will add a 7×24 heatmap showing search activity by day and hour to help identify peak usage periods.
- A new Bulk Update Chunks API will let customers update multiple chunks in one request, with per-chunk success/failure reporting and automatic embedding regeneration when text changes.
- A new configurable health monitoring framework will unify probes, alerting, and monitoring APIs across infrastructure, services, processes, workers, and quality metrics.

Agent Assist

- The Agent Coaching section in the Agent AI dashboard will include a rule-level drill-down view.
- A new user context setting will let admins pass either Full User Context or Custom fields only from Agent AI to Search AI.
- Agent AI will integrate with NICE and Salesforce Service Cloud to support transcription, playbooks, coaching, copilot, automation, and summaries.

Agent Desktop

- A search bar in the Add Disposition dialog will let agents filter dispositions by name with partial, case-insensitive matching.
- Agents will get a real-time error toaster and a failure indicator in the conversation log when an outbound email or attachment fails to send.
- Fairer Workload Distribution will add a Longest Available routing strategy that routes to the eligible agent available the longest, taking precedence over queue-level routing.
- Administrators will be able to add, remove, enable, disable, and reorder fields in the Console's User Info section.
- Administrators will be able to configure notifications of agent status change events to a customer-provided endpoint.
- A Pre-processor Script option will let administrators run a script before translation requests, consistent with Automation Translation behavior.
- Audio and video call tools will be available immediately after assignment for auto-accepted chats, without requiring an initial text response.
- A new Primary Email Action setting will let administrators choose Send or Send & Close as the default email response option, defaulting to Send.
- Administrators will be able to choose up to three header metrics from four options, including a new Inbound & Outbound Interactions metric.
- Administrators will be able to set a delay before the End Conversation option becomes available, or restrict closure to the customer only.
- The Agent Group Membership Report will add a Last Action By field showing who last modified each agent's membership.
- Interaction Details reports will add a Final Response Time field capturing the agent's last response time per segment.
- The Agent Status API will return an events array with timestamped login, logout, entry, and exit events per agent.
- New public APIs will expose Queues and Agents dashboard analytics, filterable by queue, channel, date, direction, and skill.
- Analytics will consistently identify calls terminated by the bot conversation timer, with the Call Details API returning timer details via an optional parameter.

Voice Gateway

- Voice Gateway will use the OpenAI GA Realtime protocol, fixing beta deprecation failures and adding support for three new STT models
- Three new Azure Neural HD V3 voices with natural-language tone control, plus MAI-Voice-2-Flash with ultra-low-latency multilingual streaming, will become available.
- Google Gemini 3.1 Flash TTS will be supported, offering expressive, multilingual speech synthesis with style controls.
- A new Maximum Bot Call Duration setting will let administrators cap bot-caller conversation length and end calls gracefully with an expiry message.
- Calls ended by the bot conversation timer will be classified and filterable as Terminated, with timer details available via the Call Details API.

Other Enhancements

- A new public API will let developers manage Agent Integration configurations—including Botkit, Kore, Genesys, ServiceNow, Salesforce MIAW, and Zendesk—for automated deployment and CI/CD workflows.
- Automation public API responses will include rate limit headers showing total, consumed, and remaining calls.
- A single JWT app will support multiple independently managed Client ID/Secret pairs while sharing app, AgentAssist, and transfer configuration, enabling a single AgentAssist setup across multiple apps.
- Administrators will be able to suppress automated outbound emails for individual email IDs while still delivering live-agent messages; disabled by default.
- The GenAI Logs report will add Agent AI Conversation ID, Quality AI Conversation ID, Session ID, Input Token, and Output Token fields.
- Users will be able to set a default relative date range for Custom Dashboards that persists across sessions and browsers.
- The Web SDK will support drag-and-drop file uploads directly into the chat interface.
- Role Management will support granular sub-permissions for Analytics and Settings, enabling precise access control to specific dashboards and configuration pages.

Bugfixes Details :

XO Platform & Design Time Bugfixes

- **Dialog Builder & Component Permissions:** Fixed a security permission bug where invited users could alter LLM feature configurations in XO11 applications, resolved digital form import failures caused by line breaks in description fields, fixed duplicate template rendering in chat nodes, and resolved version reversion inconsistencies in Dialog Builder.
- **Navigation & Channel Configuration:** Fixed a scroll locking issue when navigating between CCAI Console and Channel Configurations in XO11, fixed WhatsApp interactive button rendering where payloads were erroneously overwritten by task names, and resolved experience flow duplication in published bot versions.
- **Analytics & Debug Logging:** Resolved missing JavaScript execution visibility in conversation history, suppressed excessive "Language switch detected" debug log spam during IVR calls, and fixed `getAnalytics` API correlation errors with Session IDs.

Search AI, Data Analytics & Reporting Bugfixes

- **Business Rules & Data Syncing:** Corrected business rule execution issues within Search AI and fixed SharePoint test site synchronization failures in production environments.
- **Reporting Accuracy & Exports:** Fixed date filter failures in Interaction Details Segment Reports when using American timezones, resolved missing First Response Time metrics for in-progress outbound emails, and fixed inconsistent API data synchronization in Agent Group Membership reports.
- **Dashboard & UI Rendering:** Resolved tooltip display overlapping issues in XO10 Custom Dashboards and fixed broken Data Views UI during bot assignment.

XOCCAI, Agent Desktop & Contact Center Bugfixes

- **Routing & Queue Workloads:** Resolved uneven workload distribution issues where earlier waiting customers were bypassed under Longest Available Routing, fixed voice queue-to-queue transfers terminating active calls, and prevented dedicated video call agents from receiving voice/chat routing.
- **Agent Workspace & Status:** Resolved agent profile persistence and display inconsistencies across CCAI, fixed Agent Console status sync failures, and ensured advanced settings refresh upon updates.
- **Transfers & Call Consultations:** Fixed direct audio transfer parameters enabling support calls when transferring to self, fixed stuck queue transfers in Console/Monitor, and added end conversation options during consults.
- **Email & Case Management:** Fixed email description line breaks corrupting CSV exports by escaping multi-line text, fixed content loss in email bodies during CCAI ingestion, resolved multi-recipient email sessions mapping to incorrect recipient channels, fixed cleared email address fields during GUI case updates, and fixed inaccessible PDF attachment links sent externally.

Agent AI, Quality AI & Coaching Bugfixes

- **Coaching Rules & Analysis:** Fixed "Analysis" button error in agent coaching rules and resolved non-triggering coaching rules in DE regions.
- **Summarization & Conversation Logs:** Resolved missing voice and case metadata on conversation summary objects, fixed intermittent summary generation when "End of Conversation Summary" is disabled, fixed duplicate conversation log entries when clearing filters, and prevented Agentic Co-pilot pause/resume events from logging when disabled.
- **Quality AI Audits:** Prevented supervisors from creating audit allocations with zero interactions and normalized raw data API score decimal formatting.

Voice Gateway & ASR/TTS Bugfixes

- **ASR/TTS Engine Stability:** Resolved missing transcripts after unholding calls on AmiVoice ASR, fixed ASR timeouts lumping multiple intents into a single

utterance, resolved Azure TTS audio dropping after the initial welcome prompt, and updated stale Azure locale lists in [korevg-api-server](#).

- **Audio Quality & Call Connections:** Fixed one-way audio incidents and audio jitter in recordings, resolved missing call recordings on external transfers, and fixed SIP 504 gateway errors and 487 rejoin errors.
- **Telephony & Number Management:** Fixed Twilio number purchasing and SIP number configuration failures in DE XO11 and resolved TATA provisioned inbound number failures in IND Prod.

The release is planned for 26th, September 2026, for Global Cloud in the US region and will be rolled out to other regions over the following 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.