



AI For Service PRE-Release Notes

XO v10.30.1 / 11.29.1 AND XOCC v3.29.1

15-OCT-2026

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SUMMARY

XO v10.30.1 / v11.29.1 and XOCC v3.29.1 is scheduled to be released on our Kore cloud regions as per the below schedule:

VERSION	DATE OF DEPLOYMENT	Region/ Managed Cloud
XO v10.30.1 / v11.29.1 XOCCAI v3.29.1 AP	17-OCT-2026 10:30 AM IST	US → XO-10 & XO-11, AP
	18-OCT-2026 09:00 AM IST	US_Central → XO-10 & XO-11
	18-OCT-2026 08:00 PM IST	IND → XO-10 & XO-11, AP
	21-OCT-2026 07:00 AM IST	EU → XO-10 & XO-11
	22-OCT-2026 09:00 AM IST	DE → XO-10 & XO-11, AP

Enhancements / Feature details:

Agent Desktop & Workspace

- **Case Conversation Controls:** Introduced dedicated "End" buttons for active in-progress conversations within case views and added direct "Reply" action buttons for inbound case interactions.
- **WebSDK Security & Attachments:** Expanded WebSDK capabilities to support multiple JWT Apps and Client Credentials while making file attachments directly available in chat history.
- **Role-Based Status Inactivity Auto-Logout:** Added configurable role-based timeout settings to enforce automated agent logout upon prolonged status inactivity.
- **Auto Accept Mode in Agent Settings:** Introduced an Auto Accept Mode configuration within Agent Settings to enable automatic acceptance of incoming user interactions.

- **Localized Suite Experience & UI Enhancements:** Extended complete localized language support across the Kore.ai Suite alongside tailored UI enhancements for enterprise agent interfaces.
- **Overdue Email Timer Adjustments:** Configured lower minimum overdue timer thresholds for email conversations to accelerate queue turnaround times.
- **Service Rate-Based Wait Time Predictions:** Implemented service rate-based predictive algorithms to provide accurate Estimated Wait Time (EWT) calculations for queued users.

Voice Gateway & ASR/TTS Framework

- **PCI SECURE_INPUT & Data Zeroization:** Enforced PCI SECURE_INPUT compliance in Voice Gateway by zeroizing spoken buffered transcripts during secure captures, adding suppression ACKs, and securing DTMF buffer lifecycles.
- **ASR Transcript Redaction at Normalization:** Added offensive term redaction directly at the ASR normalization layer to mask sensitive or inappropriate words before reaching downstream consumers.
- **Next-Gen Speech Models & Codec Tuning:** Integrated Deepgram Flux TTS (including the Cole voice model), Hamsa TTS on Kore KSA GCP, and Amazon Connect A2A Voice via Audiosocket enhancements, while prioritizing the G.722 audio codec in system configurations to resolve post-hold transcription issues.
- **Voice Models & Turn Detection:** Configured open-source turn detection models and custom backchannel handling models specifically optimized for conversational voice interactions.
- **Voice Campaign Pre-Dial Fetch Hooks:** Added pre-dial fetch hook support across all Voice Campaign workflows for dynamic lead validation prior to dialing.
- **Automated Benchmarking & Fallback Recording:** Built automated ASR/TTS benchmarking pipelines using golden datasets and increased the fallback recording job retry limit to 3.

Agent AI, Quality AI & Coaching

- **Consult Handling & Event Persistence:** Upgraded Quality AI to process consult interactions and persist consult swap and hold events for complete conversation audit trails.
- **Agent Assist Performance Audit Optimization:** Applied hotfixes and systemic performance optimizations across Agent Assist frontend and backend service components.

- **Custom Data Integration:** Configured passing custom agent assist information to linked services during Agent AI suggestion requests.
- **NPS Customization & Feedback Controls:** Added custom range definition capabilities for Net Promoter Score (NPS) feedback collection widgets.

Search AI & Knowledge Frameworks

- **SearchAI Reference URL Copying:** Added the ability for users to individually copy SearchAI Reference URLs directly from search outputs.
- **Simplified Extraction Strategies:** Simplified layout-aware and image extraction strategies by migrating them to Markdown-based processing with OCR enabled for image-derived content, while maintaining default Markdown configurations and runtime fallback support.
- **"Used in Answer" Metrics for Extractive Answers:** Added "Used in Answer" metrics within Content Insights to track how frequently extractive-answer content contributes to generated answers.
- **Cursor-Based Pagination for Source Content:** Transitioned Source Content pages to cursor-based pagination and infinite scrolling for Webcrawl, Directory, and Connector sources, improving load performance for large content repositories.
- **Custom Fields in WebSocket Answer Payloads:** Added support for returning custom metadata fields (`cfs1`, `cfs2`, `cfs3`) in Search AI WebSocket answer payloads and Conversation History API responses.
- **Super Admin Stream Access API:** Introduced a Super Admin API to retrieve the last accessed timestamp for `streamId` values to improve monitoring and lifecycle management.
- **AWS IAM Role Support for OpenSearch:** Added native AWS IAM role authentication support for OpenSearch configurations across XO11 search pipelines.

Analytics, Reports & Access Control

- **Hierarchical Access Control & Dashboards:** Implemented hierarchy-based agent visibility and access control rules across analytics dashboards and reporting modules.
- **Artemis Integration Permissions:** Controlled the visibility of Artemis integration channels based on granular Channel Management permissions.
- **Rate Limiting Framework V2:** Upgraded XOCC-Service rate-limiting infrastructure to improve API throughput management under heavy traffic.
- **Contact List API Synchronization:** Accelerated API sync schedules for campaign contact lists from 1 minute down to 1–5 second intervals.

Infrastructure, Security & Platform Event Handling

- **Task Execution Failure Error Propagation:** Enhanced platform event monitoring by propagating HTTP status codes and error details into execution context across GenAI, script, and service nodes.
- **Public Bookmarks & Framework Upgrades:** Introduced public bookmarks and synchronized missed component templates during framework upgrades to eliminate merge conflicts.

Bugfixes Details

XO Platform & Design Time Bugfixes

- **Dialog Editor & Node Execution:** Resolved Instance Properties display issues when moving nodes in the Dialog Editor, restored missing execution status indicators in task execution logs, and added a "None" clear option in End nodes.
- **Digital Forms & Variables:** Fixed variable variant rendering in digital form submit messages and corrected digital form formatting on WhatsApp channels.
- **Bot Administration & Import/Export:** Fixed app icon dropdown rendering failures during bot creation, resolved bot import failures during application migrations, and corrected app creation issues in Quality AI.
- **LLM Model Library Integration:** Fixed an issue where OpenAI, Azure OpenAI, and custom LLM integration names were overwritten by test names upon test execution failures.
- **API Timeouts:** Corrected Bot Service Nodes enforcing 20-second API timeouts despite 60-second user-configured settings.

Search AI & Knowledge Bugfixes

- **Spreadsheet Parsing Performance:** Resolved parsing failures for large CSV and XLSX files by eliminating oversized intermediate text writes and implementing single-pass Markdown reading, parsing, and chunking.
- **Jira Incremental Cleanup Optimization:** Optimized Jira profile-aware incremental cleanup by replacing large `$nin` queries with targeted source queries, reducing delete batch sizes, and adding compound index cursor pagination.
- **Deep Crawl for Angular Routes:** Improved Crawl4AI deep crawling for Angular-based sites and relative URL paths, properly resolving root-relative, relative, and breadcrumb links without generating duplicate URLs.

- **Auto-Suggestion Search with Custom Fields:** Resolved auto-suggestion search failures when custom metadata fields are configured.
- **Sitemap Deleted URL Guidance:** Clarified handling and distinction between deleted URLs and unprocessed URLs when sitemap content exceeds the 100K URL crawl limit.
- **Search Threshold Enforcement:** Fixed similarity and proximity threshold enforcement so that retrieval results correctly qualify chunks against configured similarity thresholds and apply proximity filtering.

XOCCAI, Agent Desktop & Contact Center Bugfixes

- **Agent Console & Workbin Display:** Fixed newline character rendering in conversation summaries, resolved missing customer email IDs in Workbins, and ensured customer context is preserved for authenticated users.
- **Email Workspace & Case Management:** Fixed copy-pasted images displaying as error messages in email bodies, resolved broken survey template embedded links, and fixed inline image clicks navigating within the same screen in Case list views.
- **Transfers, Consults & Call Handling:** Resolved agent transfer failures when a consulted agent rejects a consult call, fixed consult call stuck states in "Connecting" mode, and corrected callback call visibility in the Agent Console after Monitor transfers.
- **Language Translation & Multi-Language Support:** Resolved unexpected translation log creation when translation was disabled, fixed arrival summary translation failures, and corrected timeline events appearing in incorrect languages for outbound emails.

Agent AI, Quality AI & Coaching Bugfixes

- **Agent AI Widget & Copilot UI:** Resolved auto-scroll displaying word counts instead of message counts, fixed obscured Agentic Copilot dropdowns, and restored welcome message execution upon widget reloads.
- **Quality AI Audits & Scorecards:** Fixed unexecuted Gen AI answer adherence evaluations causing quality score declines, corrected Audit Agreement percentage metrics in Leaderboards, and resolved inactive metric selection fields in Scorecard Attribute creation.
- **LLM Form Evaluation:** Fixed LLM call failure errors across evaluation forms and prevented unnecessary LLM calls when interaction durations fell within form minimum limits.

Voice Gateway & ASR/TTS Bugfixes

- **Speech & Audio Quality:** Fixed jumbled bot messages caused by order processing issues, resolved TTS message cropping, and fixed voice output silence despite transcripts appearing in chat.
- **ASR Recognition & Timeout Behavior:** Fixed Smallest.AI input split issues when `finalize` is set to false, resolved background noise keeping calls alive during no-input scenarios, and fixed ElevenLabs voice cloning integrations.
- **Outbound & Callback Recordings:** Restored missing call recordings for queue callbacks and outbound calls, fixed AMD voicemail detection failures, and corrected redial queue counters in courtesy callbacks.
- **Telephony Connections & SIP Routing:** Resolved intermittent inbound and outbound call automatic disconnections, fixed agent-to-agent transfers failing in Console and Monitor, and patched slow recording server data deletion background jobs.

The release is planned for 17th October, 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.