

# Xolara AI Agent



Xolara helps brokers **support global clients across languages, scripts, and transliterated messages** — with faster resolution and smarter escalation.

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Built for high-volume broker support teams serving international clients.

Prepared by





# Language Barriers Create Silent Support Losses

Clients do not always communicate in perfect English. They ask urgent questions in different languages, mixed-language text, and transliterated messages.

When support teams cannot understand the issue clearly, every conversation becomes slower.

Common client enquiries include:

“Why is my deposit not received?”

“Why is my withdrawal still pending?”

“Why can’t I log in?”

“Can you check my transaction?”

Every unclear message creates more back-and-forth. Every delayed clarification increases client frustration. Language complexity is not just a communication issue. It is a hidden operational bottleneck.

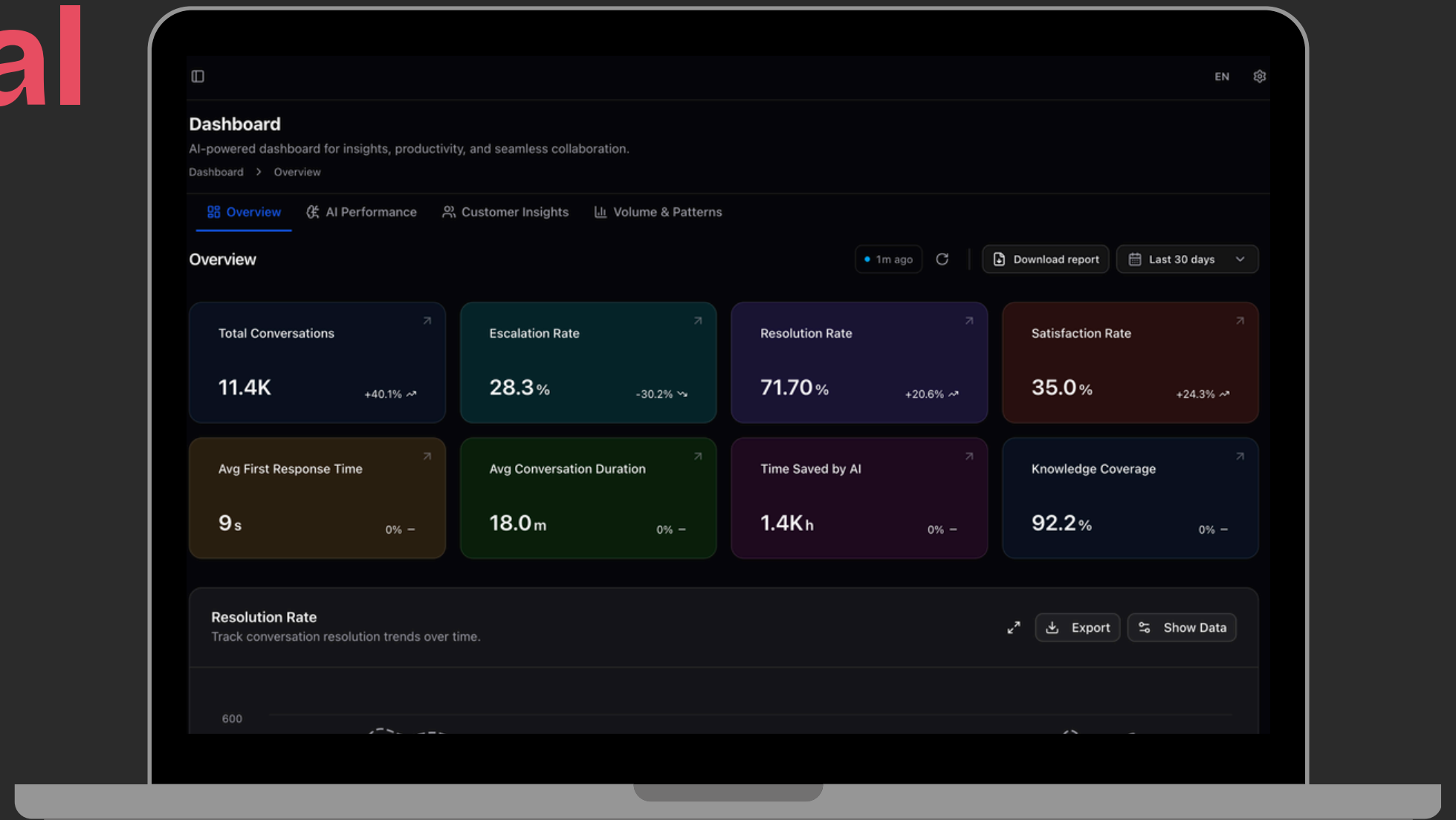
**Human-only support cannot scale across every language, market, and client context.**

# Xolara Multilingual AI Support Infrastructure

Xolara is an AI support infrastructure designed to help brokers manage multilingual client enquiries at scale.

It understands **different languages, mixed-language messages, and transliterated text** while responding based on official brokerage knowledge.

It does not replace your team.  
It strengthens your support operations.



## Multilingual Transliteration

Understands client messages across languages, scripts, and transliterated formats.

## Smart Escalation

Collects key details before human handoff for better-prepared cases.

## Advanced Dashboard

Monitors AI resolution, escalations, unanswered questions, and support performance.

↑ **71.7%**  
AI Resolved

↑ **1.4k**  
Hours Saved by AI

↑ **24/7**  
Multilingual Support



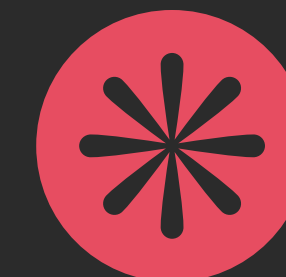
# Common Broker Enquiries Repeat Daily

Across broker operations, many client issues **repeat daily** – often across different languages, scripts, and writing styles.

## Example 01

“我的入金还没到账”

Xolara understands as → Deposit not received



## Example 02

“Withdraw belum masuk”

Xolara understands as → Withdrawal pending

## Example 03

“Tôi không thể đăng nhập vào tài khoản.”

Xolara understands as → Login issue

Xolara identifies the support issue, regardless of the language used.



# Multilingual Broker Support Use Cases

Xolara helps brokers handle common client enquiries across different languages while preparing complex cases for smooth human escalation.

From deposits and withdrawals to account issues and KYC, Xolara provides consistent support based on official brokerage knowledge.



## Deposit Guidance

Guides clients on deposits, confirmations, and payment proof.



## Account Verification

Assists with KYC, identity checks, and document status.



## Withdrawal Support

Helps clients understand withdrawal status and required details.



## Platform Support

Assists with login, account access, and platform issues.



## Multilingual Support

Supports enquiries across languages, scripts, and writing styles.

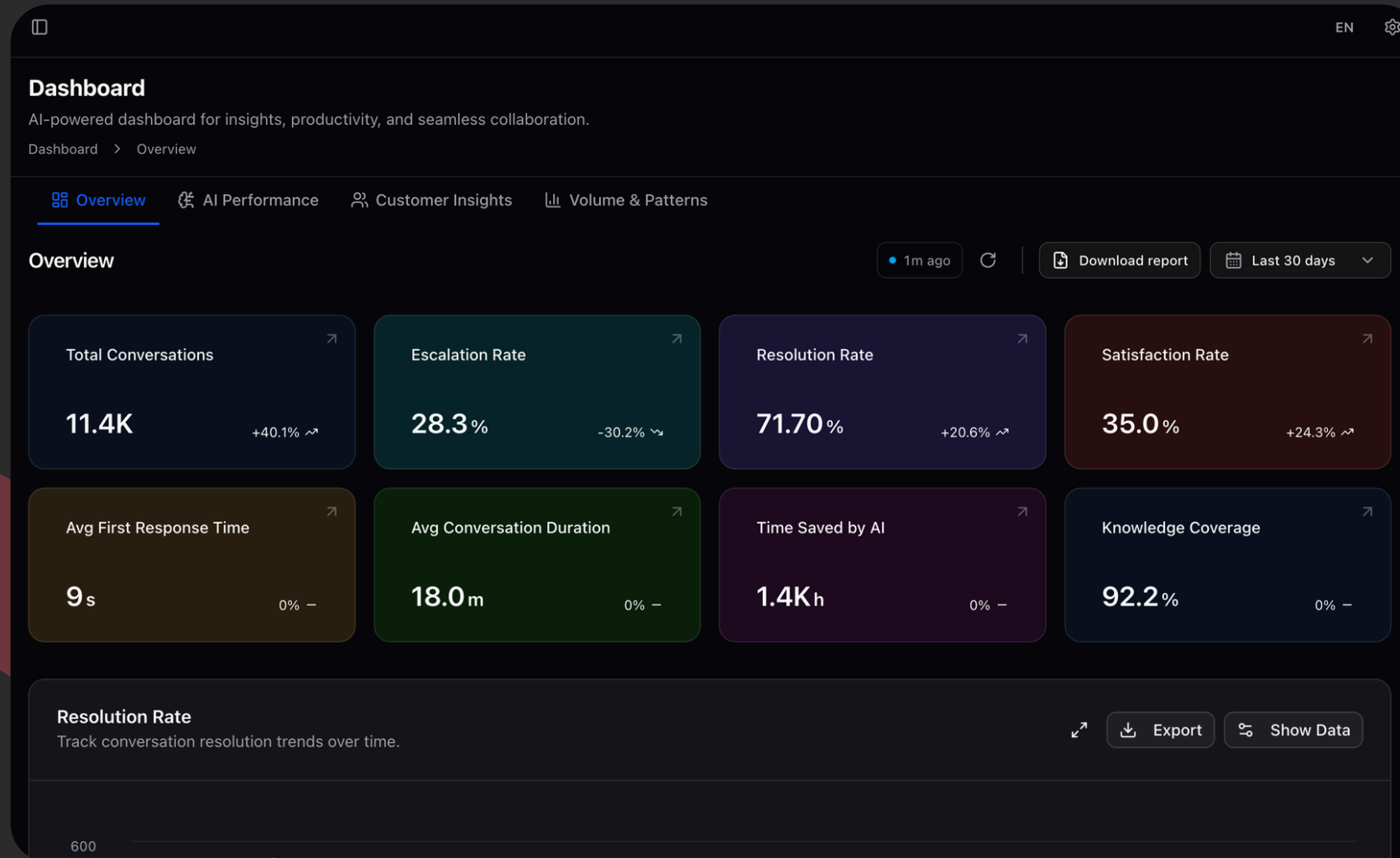


## Human Escalation

Escalates complex cases with collected details and context.

Scalable multilingual support for high-volume broker operations.





# Advanced Dashboard & Data Fine-Tune

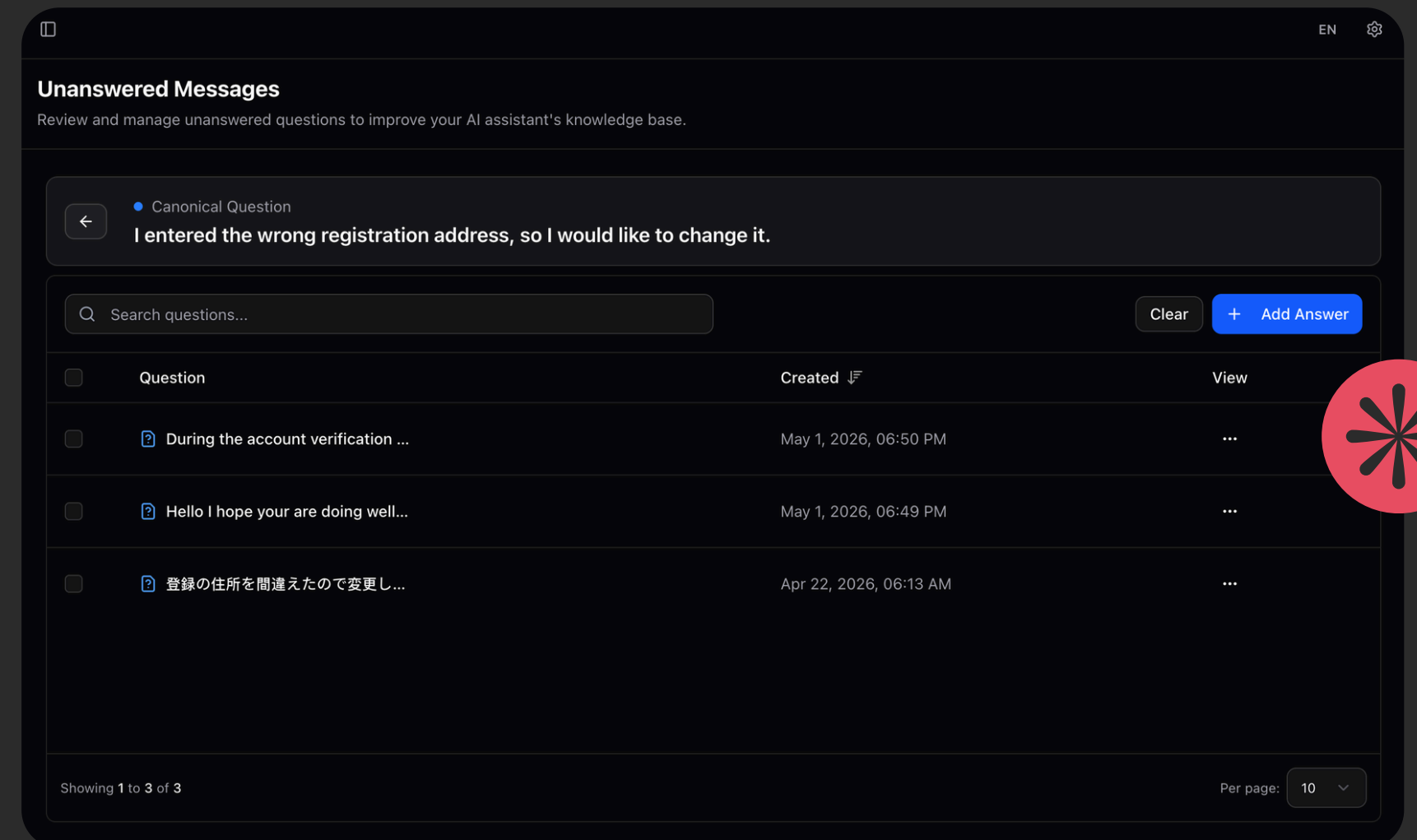
## Advanced Dashboard

Monitor live conversations, AI resolution, escalation rate, response time, and support performance from one dashboard.

## Data Fine-Tune

Every unanswered question becomes a learning opportunity.

Xolara records unanswered questions so support teams can review knowledge gaps, add the correct answer, and improve future AI responses.



Client

取款审核需要多长时间

Apr 28, 2026, 05:21 PM

× Hide Translation


How long does the withdrawal review process take?

AI Assistant

取款审核的相关规定如下：

1. 本地银行取款：通常在审核通过后的 T+1 个工作日内到账，具体时间取决于金额和银行处理速度。
2. 电子钱包取款：在工作日北京时间 10:00-19:00 期间处理。如果您在非工作时间或节假日提交，我们将于下一个工作日进行处理。

View sources (5) ▾

See Translation 

请问我的回复有回答到你的问题吗？

# Multilingual Transliteration for Global Broker Support

## Multilingual Understanding

Xolara helps brokers understand client enquiries across multiple languages, scripts, and transliterated formats.

Many clients do not write in perfect English. They may use their native language, informal wording, or translated phrases. Xolara interprets the message based on broker support context, so the correct issue can be identified faster.



Global Language Coverage



Context-Aware Translations



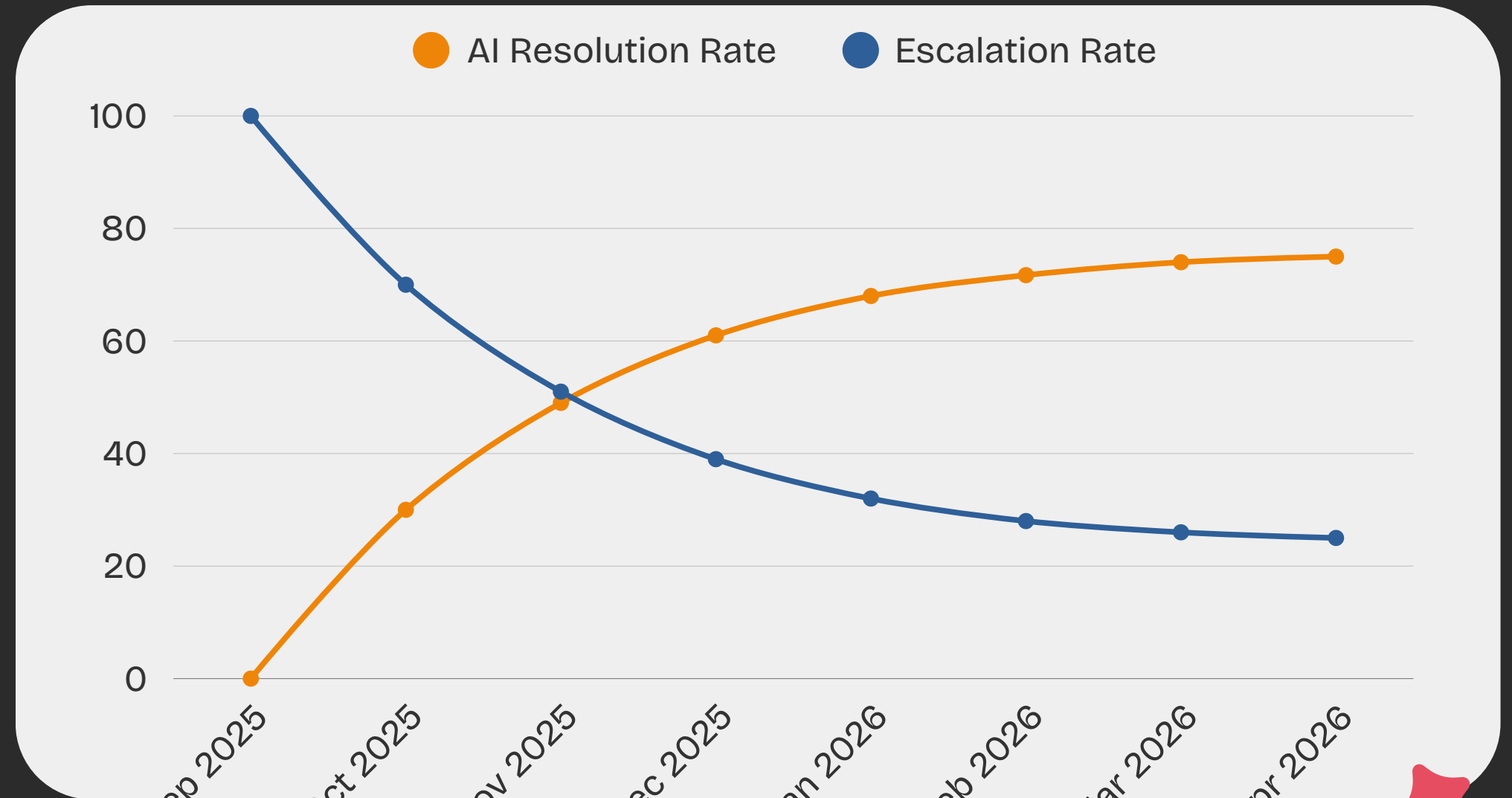
Consistent Client Experience

# Real Client Results

Based on real client dashboard data, Xolara has helped resolve a significant portion of conversations fully by AI.

By automating repetitive enquiries and improving response speed, brokers can reduce support workload by 71% while giving clients faster assistance.

Complex cases can still be escalated to human agents with conversation context and collected details.



↑ **71.7%**  
AI Resolution Rate

↓ **28.3%**  
Escalation Rate

↑ **1.4k**  
hours saved by AI



# Smarter Escalation Before Human Handoff

Even when a case needs a human agent, Xolara can still improve the process by collecting important information before escalation.

For common broker issues such as deposit and withdrawal problems, human agents usually need the same basic details before they can investigate.

Active Conversation ID: 007eda44-c23d-448b-a9ed-6c39d37ab038

Download transcript [Exit]

See Translation

Yes

Apr 25, 2026, 12:33 AM

See Translation

AI Assistant

I would be happy to help you with that! Could you please tell me a bit more about what you need assistance with so I can see if I can resolve it for you right now, or connect you to a live agent if needed?

See Translation

Thank you for confirming! To better assist you, could you please share the following information:

- Email (for example: [yourname@example.com](mailto:yourname@example.com))
- Deposit number
- Proof of payment (please upload a file)

I will arrange for a support agent to assist you shortly.

Apr 25, 2026, 12:33 AM

See Translation

## Escalation Fields Configuration

Configure the information to be collected for each escalation topic.

Escalation Fields 3 + Add Field

Field Label	Field Type	Required	Actions
⋮ Email	✉ Email	Required	⋮
⋮ Deposit number	T Text	Required	⋮
⋮ Proof of payment	📎 File	Required	⋮

# The **Future** of Multilingual Brokerage Support

## Traditional Support Model



### Manual Agent Workload

Agents manually handle repetitive client enquiries across multiple languages.



### Slow Response Times

Language differences and unclear messages create delays before issues are understood.



### Rising Support Cost

As enquiry volume grows, broker teams need more agents to maintain service quality.



### High Turnover Rate

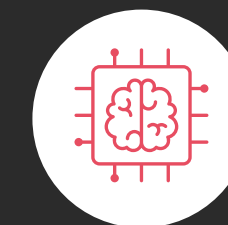
Constant cycle of replacing and retraining agents, causing lost knowledge, higher costs, lower morale, SLA risks, and inconsistent customer service

## AI-Powered Support Model



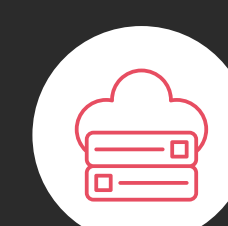
### Instant AI Responses

Xolara resolves repetitive enquiries quickly using approved brokerage knowledge.



### Multilingual AI Understanding

Xolara understands multilingual, translated, and transliterated client messages.



### Scalable Support Operations

High-volume conversations can be handled consistently without adding more manual workload.



### Optimized Human Handoff

Human agents receive prepared cases with collected details and conversation context.

# Deployment Roadmap



## Phase 1 - Analyze

### Analyze Support Workflows

Review current support channels, common enquiry types, supported languages, escalation topics, and required handoff information.

## Phase 3 - Test

### Test with Real Support Scenarios

Validate AI responses using real broker enquiries across languages, including deposit, withdrawal, KYC, login, and transaction-related cases.

## Phase 2 - Configure

### Configure AI Knowledge & Escalation

Set up the knowledge base, multilingual handling, transliteration logic, dashboard tracking, and escalation fields for each topic.

## Phase 4 -Deploy

### Deploy & Continuously Improve

Launch Xolara into live support operations and improve performance using dashboard insights, unanswered questions, and data fine-tune.

Most brokerages can deploy Xolara within 2-3 weeks after confirming workflows and required integrations.

