

Ushur Assist: The conversational interface to the Ushur Agentic CX Platform

Build, Manage, and Optimize Agentic Customer Experiences Through Natural Language

Instead of navigating workflows, dashboards, reports, and configuration screens, business users simply describe what they want to accomplish. Ushur Assist translates intent into action—helping teams create customer experiences that can automate workflows, process documents, engage across channels, and drive end-to-end journey completion.

What You Can Do with Ushur Assist



Build Customer Experiences

Mar 05 at 10:09 AM

Create an agent that answers eligibility questions.

EligibilityandEnrollmentguide.pdf
2.6 KB

Agent Plan Eligibility Support
Answer member and provider eligibility questions using approved plan content.

Goal
Provide accurate eligibility responses quickly and reduce manual support inquiries.

- Tasks (4)
- Check Eligibility
 - Explain Benefits
 - Clarify Coverage Rules
 - Live Agent Escalation

Approve and Build

Request Changes

Describe the experience you want to create and Ushur Assist helps turn it into a production-ready AI agent.



Customize for Business Needs

Mar 05 at 10:09 AM

I want the agent to collect & verify documents as well

Agent Plan Employer Verification Agent
Guide employees and third-party verifiers through the process of verifying employment and income.

Goal
Collect documents, verify employment and income, and route exceptions to HR.

- Tasks (4)
- Authenticate Requestor & Consent
 - Retrieve Employment Data
 - Generate Verification Document
 - Escalate Exceptions to HR

Approve and Build

Request Changes

Add skills, channels, knowledge, and enterprise integrations that enable complete customer journey resolution.



Launch with Confidence

Mar 05 at 10:09 AM

Create a launch for Member warm welcome

✓ Plan approved - opening preflight
Your Member warm welcome launch is in preflight with the approved audience, message, and follow-up steps.

Launch it.

Got it. Member warm welcome has been launched successfully.

Validate, test, and deploy experiences with built-in governance and pre-flight checks.



Optimize Performance

Mar 05 at 10:09 AM

What are the top questions people are asking about this agent?

Here are the top questions people are asking about this agent:

- How can I change my address?
- Am I still eligible for renewal?
- Take me to a live agent.

	Frequency
How can I change my address?	20
Am I still eligible for renewal?	18
Take me to a live agent.	17

Ask questions about performance and customer behavior, uncover insights, and optimize experiences.

Business Impact



Faster Time-to-Value

Turn business requirements into production-ready customer experiences in minutes.



Increase Operational Efficiency

Reduce administrative effort and contact center volume through self-service resolution.



Improve Customer Outcomes

Guide customers through complex journeys across channels and systems.



Reduce Risk

Industry knowledge, compliance requirements, and journey expertise are built into every experience.

Built for Business Users, Loved by IT & Compliance Teams

- Build workflows with natural language
- Query business results and insights
- No technical expertise required
- Best practices on customer behavior and engagement built-in

For Business Users

Ushur

Assist

IT Teams

- Real-time visibility into agent behavior
- Regulator-ready records on demand
- Guardrails, policy enforcement, and human oversight built-in
- HIPAA, SOC 2, PCI DSS and HITRUST R2 certified

Built on the Ushur Agentic Platform



Trust-Native Architecture

Enterprise-grade governance, security, compliance, observability, and auditability built into every agent and experience.



Inbound & Outbound

Proactive outreach and responsive support across one platform.



Document Intelligence

Collect, classify, extract, validate, and process submitted documents.



Enterprise Integrations

Securely connect AI agents to enterprise systems, APIs, and data.



Omnichannel Continuity

Securely engage users across SMS, email, voice, and web without losing context.



End-to-End Resolution

Go beyond conversations to complete customer transactions through AI agents, workflow orchestration, document intelligence, and enterprise integrations.

Create and deploy agents that complete journeys end to end with built-in compliance at every step.
Visit ushur.ai to learn more.