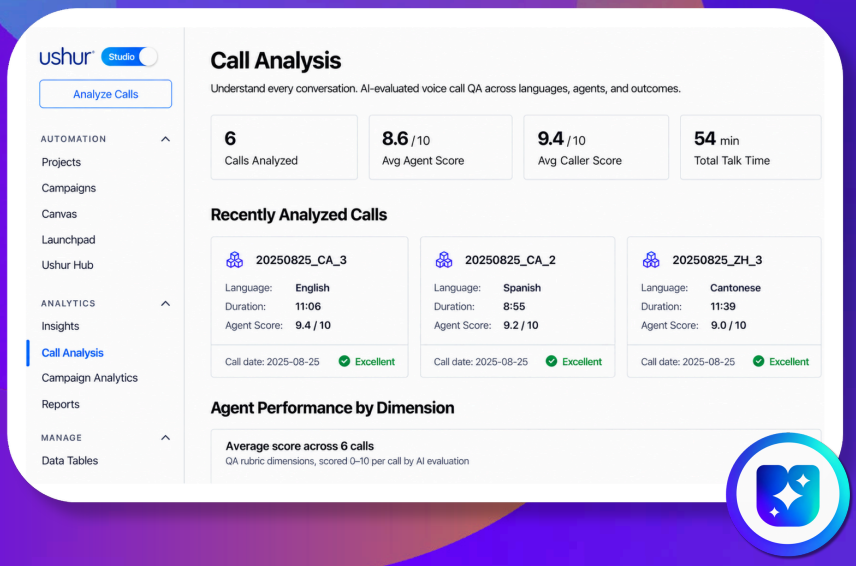
ushur



Ushur for Call Monitoring

Turn member conversations into actionable quality insights

Reduce manual review with AI agents that analyze recorded calls, evaluate quality against your criteria, and surface insights to help improve member service.

From Conversation to Quality Insights

CAPTURE CALLS AND TRANSCRIPTS

- Upload call recordings or existing transcripts for analysis
- Bring reviewed conversations into one consistent QA process

EVALUATE AGAINST YOUR RUBRIC

- Customize scoring dimensions to reflect your monitoring program
- Assess call quality and compliance signals using your defined criteria

UNDERSTAND PERFORMANCE

- View overall scores and individual evaluation dimensions
- Identify trends and outliers across the calls you review

FOCUS COACHING AND FOLLOW-UP

- Review strengths and improvement opportunities
- Use transcript evidence to support manager-led coaching

Built around your quality standards. Designed for the realities of member service.

Better oversight. Less operational strain.

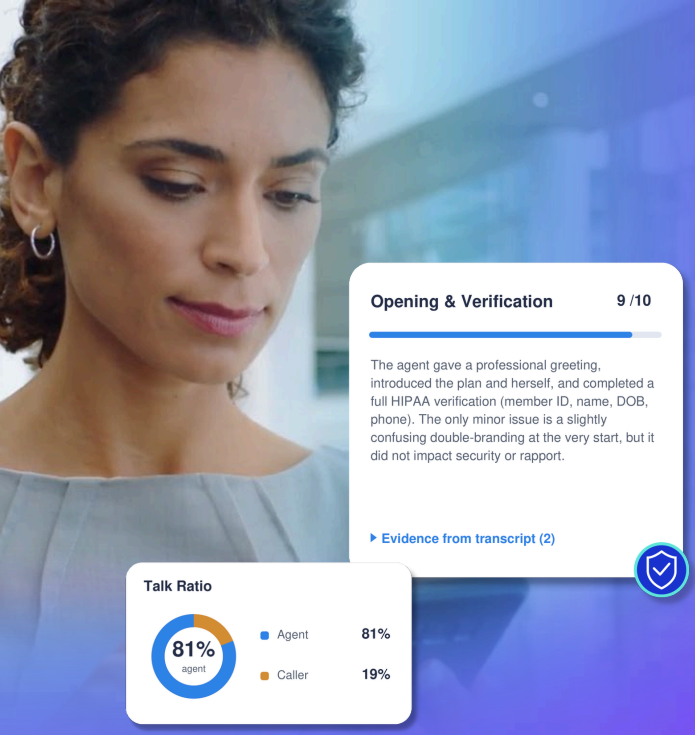
Give quality teams the capacity to review more calls while freeing managers to focus on their people and the members they serve.

Lower the cost of quality review
Reduce the manual effort spent listening, scoring, and documenting calls.

Expand coverage without adding headcount
Evaluate more conversations within your team's existing capacity.

Reduce variation in evaluations
Apply the same defined criteria across reviewed calls to support more consistent assessments.

Strengthen monitoring documentation
Keep scores and supporting conversation evidence together for internal quality reviews.



Trust-Native Architecture

Governance

Built-in governance, policy enforcement, and human oversight directly into AI execution.

Observability

Maintain real-time visibility into agent behavior, reasoning, and performance.

Auditability

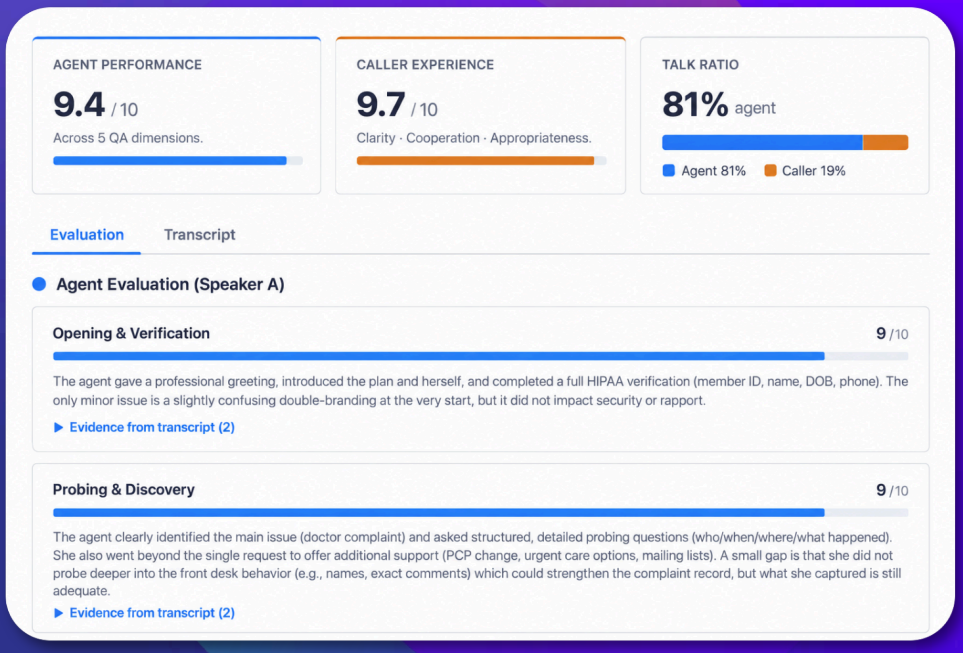
Replay conversations end to end and generate regulator-ready records on demand.

Data Protection

Safeguard PHI, PII, and financial data with policy-aware segmentation and governed access.

Conversation Intelligence

See the score. Review the evidence. Guide the next conversation.



Connect agent performance and member experience to strengthen service quality.