ushur



Ushur for Contact Centers

Drive operational efficiency, cost reduction, first call resolution and reduce staff burnout.

Deploy AI Agents across inbound and outbound channels to automate service journeys, resolve customer needs end to end, reduce call volume, accelerate resolution and protect agent capacity.

Resolve customer needs end to end across the customer journey

DIGITAL SELF-SERVICE

Resolve service requests across digital channels before a call begins—and deflect inbound calls from IVR to Ushur digital experiences in real time.

Call prevention + deflection

PROACTIVE OUTBOUND

Trigger personalized notifications, reminders, follow-ups, and account updates using prebuilt digital journeys.

Proactive outreach

LIVE AGENT ESCALATION

Escalate to phone or live chat with full context preserved— without repetition or channel switching.

Seamless escalation

AGENT ASSIST

Enable live agents to send interactive Ushur experiences for real-time information sharing, document capture, and e-signature.

First call resolution

24/7
Operations
Manage surges & after-hours inquiries.

21%
Self-service resolution
Top call drivers automated.

35%
Call deflection
Inbound calls eliminated.

90%
Completion rate
Within one hour for common tasks.

74+
Languages
Supported across channels.



Voice-Guided Experience for Complex Task Completion

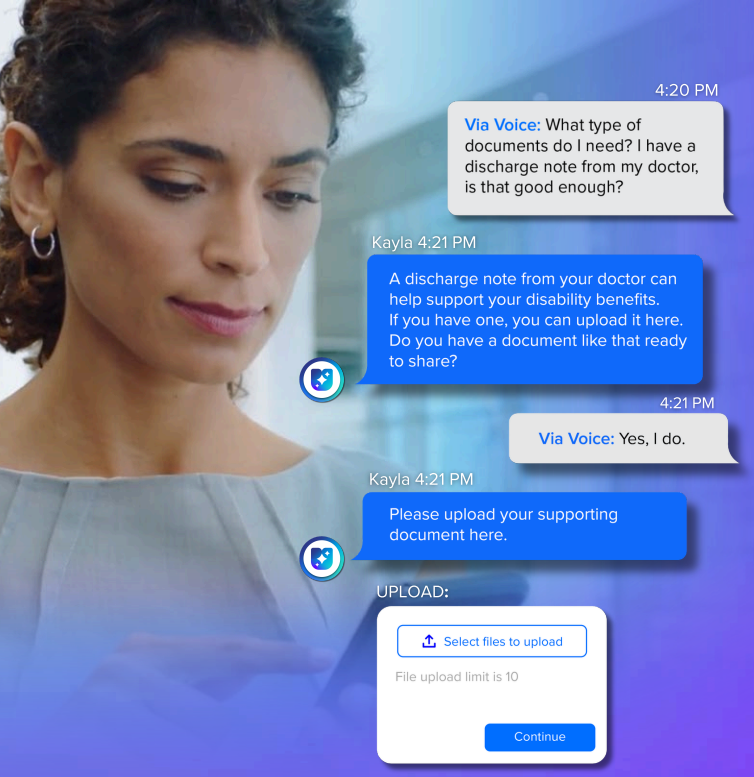
Combine natural voice and visual guidance to help customers complete complex tasks without switching channels or losing context.

Persistent Voice Guidance
Stay in a live AI-guided conversation while completing tasks on screen.

Rich Visual Task Completion
Complete forms, uploads, verification, signatures, and other complex steps.

Real-Time Voice + Visual Sync
Keep spoken and on-screen actions synchronized throughout the interaction.

End-to-End Completion
Increase completion and reduce abandonment with 24/7 guided service.



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

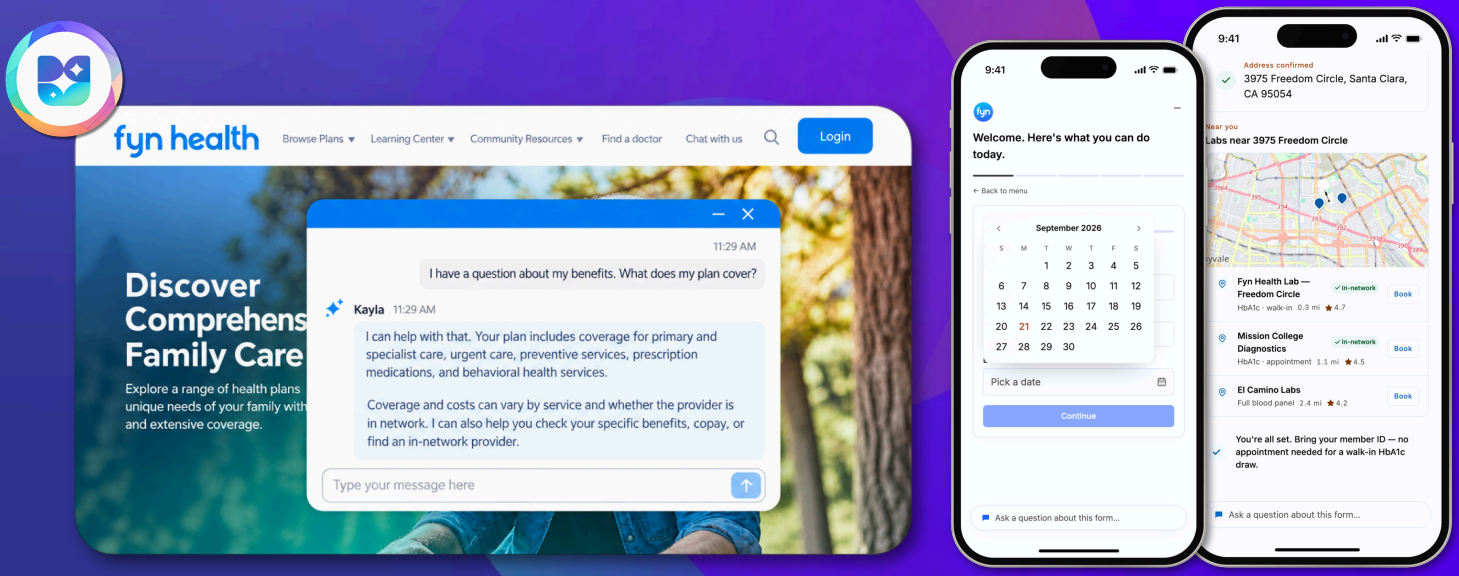
Replay conversations end to end and generate regulator-ready records on demand.

Data Protection

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

Omnichannel Continuity

Engage users across SMS, email, voice, and web in one persistent, compliant interaction thread.



Build and manage intelligent conversations that power outreach, digital workflows, and website chat—ensuring continuity across every member interaction.

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