

The Agentic CX Platform for Contact Centers

Contact centers are under pressure to improve customer experience while managing rising service demand, operational cost, and staffing challenges. Ushur helps enterprises reduce unnecessary interactions by combining AI agents, proactive outreach, and guided digital workflows into one orchestrated customer engagement platform.

Designed for healthcare, insurance, and financial services, Ushur enables organizations to resolve requests faster, reduce repeat contact, and deliver secure, compliant customer experiences at scale.

This is:

- much more CX/contact center oriented
- more outcome-driven
- aligned to the buyer's guide POV

AI Agents That Reduce Contact Center Demand

Guide customers through service journeys across inbound and outbound engagement—helping organizations reduce avoidable calls, complete workflows faster, and improve customer outcomes.



Built for Regulated Industries

Designed for healthcare, insurance, and financial services with built-in governance.



Inbound & Outbound Engagement

Proactive outreach and inbound self-service across voice and digital channels.



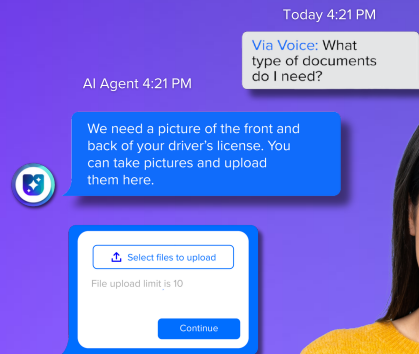
Speed to Value

Rapid journey design with prompt-based workflows and industry templates.



Enterprise Integrations

Securely connect to enterprise systems, APIs, CCaaS, and data.



35%

reduction in inbound calls

45%

Reduction in outbound calls through proactive engagement

90%

Automated resolution rates for targeted workflows

95%

Faster data collection and workflow completion

85%

Increase in CSAT scores



4:20 PM

Via Voice: What type of documents do I need? I have a discharge note from my doctor, is that good enough?

AI Agent 4:21 PM

A discharge note from your doctor can help support your disability benefits. If you have one, you can upload it here. Do you have a document like that ready to share?

4:21 PM

Via Voice: Yes, I do.

AI Agent 4:21 PM

Please upload your supporting document here.

UPLOAD:

Select files to upload

File upload limit is 10

Continue



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.

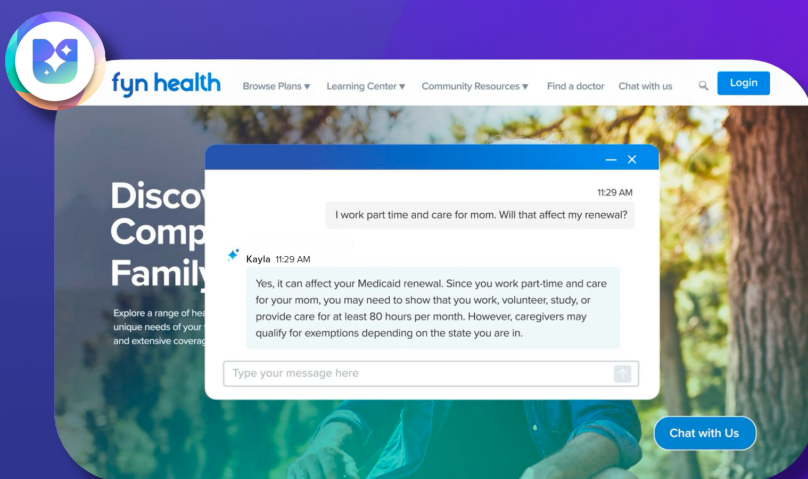
Data Protection

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.



Ushur combines AI agents, guided workflows, and proactive engagement into one continuous customer experience—allowing customers to start, continue, and complete requests without repeating steps or losing context.