

AI Agents for Secure Public Sector Experiences

Public sector organizations face a growing challenge: delivering fast, personalized citizen and provider experiences while maintaining the accuracy, security, compliance, and governance critical programs require. Ushur enables organizations to automate complex journeys with AI agents that guide citizens and providers through critical actions and securely complete tasks across voice and digital channels.

Designed for complex, service-intensive programs, Ushur helps organizations reduce administrative burden, improve access to services, and deliver accurate, compliant experiences at scale.

AI Agents for Public Sector

AI agents resolve end-to-end citizen and provider needs across inbound and outbound engagements—with the governance, controls, and accuracy required for critical public services.



Built for Public Sector

Designed for complex programs with strict security and compliance requirements.



Inbound & Outbound Engagement

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



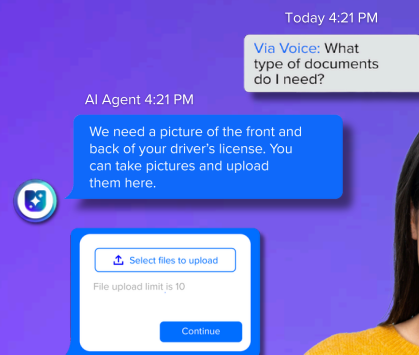
Speed to Value

Rapidly design and deploy governed AI experiences without replacing core systems.



Enterprise Integrations

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



35%

reduction in
inbound calls

200%

increase in
engagement

40%

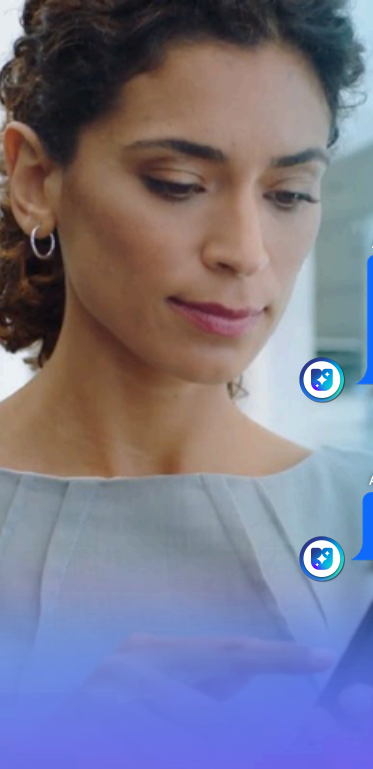
increase in
appointment
attendance

95%

faster data
collection

85%

CSAT score
improvement



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.

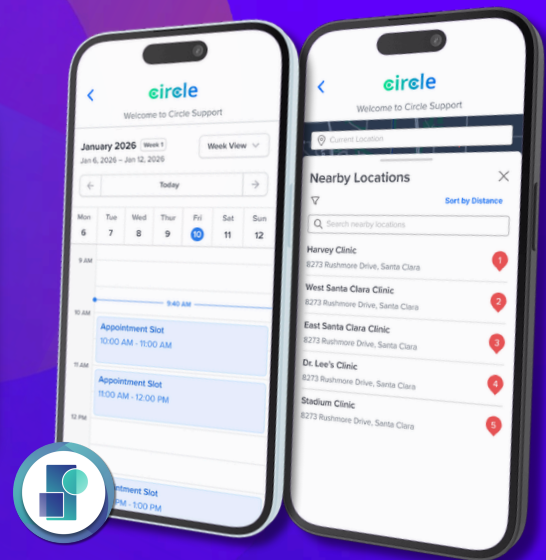
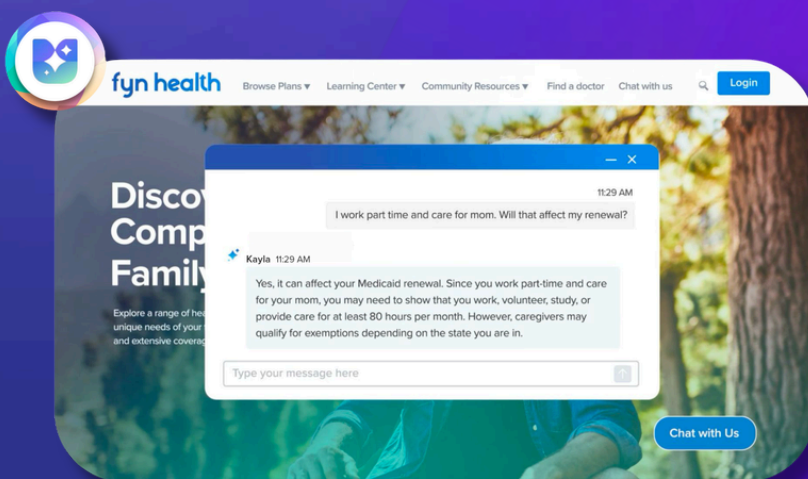
Data Protection

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.



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