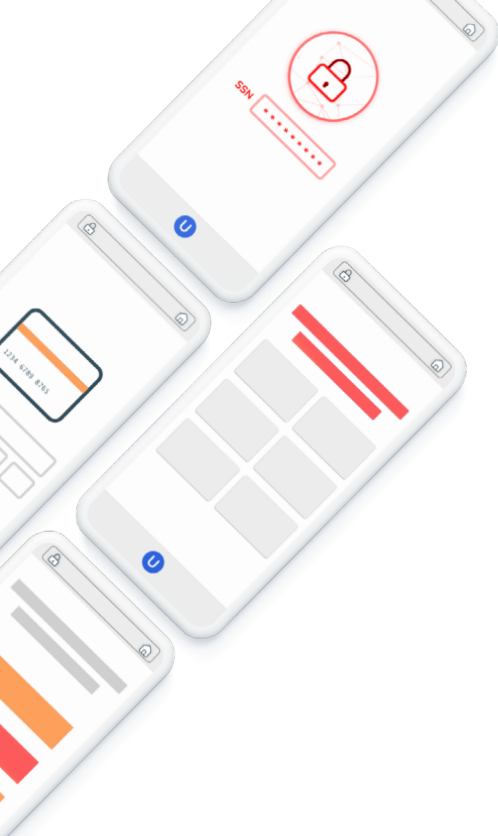# ushur
Make your work flow™

Life & Accident Customer Experience Automation™

Elevate every single customer interaction into a transformative experience. Conversational AI and machine learning streamline complex processes, improving customer and member experience, operational efficiency, and employee engagement.

Marketing

- Product brochures
- New offering campaigns
- Pricing updates
- Target account guidelines
- Schedule call with underwriter

Claims/Absence

- New claims or leave requests
- Acknowledgements
- E-authorizations
- Document, ID, certificate uploads
- Provider networks
- Status updates
- Direct deposit setup
- Missing information requests
- Schedule call with claims adjuster

Quote

- Email identification
- Risk details validation
- Missing data requests
- Interface to policy system
- Deliver quote proposals
- Schedule call with underwriter

Billing

- Deliver invoices
- Offer payment reminders
- Facilitate EFT enrollment
- Provide commission alerts
- Schedule call with billing specialist

Policy

- Trigger policy issuance
- Deliver policy documents
- Change requests including data intake for file-based changes
- Initiate renewals & audits
- Schedule call with underwriter

Enrollment

- Announcements
- Alerts opt-in
- Benefits education
- Benefits selection decision support
- Data intake for file-based enrollment
- Age-in notifications
- Schedule call with agent

Center diagram labels: Agent/Broker · Customer · Beneficiary · Provider Network · Member · Doctor · Telemedicine
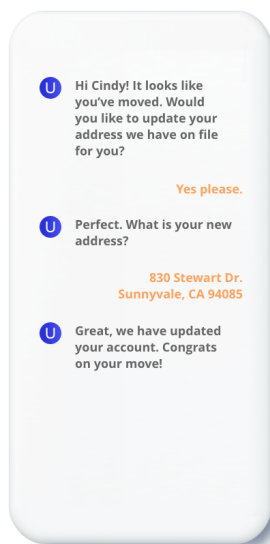
Invisible App™

Deliver dynamic functionalities like location services, scheduling, and image uploading via a fully branded, secure app-like interface—no need for your customers to download an app or your developers to build one.

Virtual Customer Assistant

Support your customers 24/7 with automated two-way texting powered by conversational AI. Handle both inbound and outbound requests and both simple and complicated service interactions with an industry savvy bot.
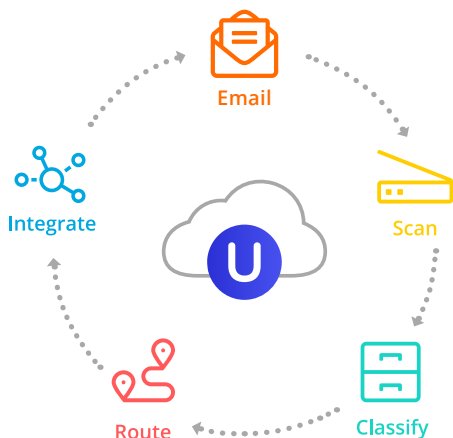
Hi Cindy! It looks like you've moved. Would you like to update your address we have on file for you?

Yes please.

Perfect. What is your new address?

830 Stewart Dr. Sunnyvale, CA 94085

Great, we have updated your account. Congrats on your move!

How Ushur Can Transform Your Customer Experience.

Challenges:

✗ Slow response both to and from customers

✗ High touch to receive and request information

✗ Expensive live channels

How we help:

✔ Automated inbound/ outbound communications

✔ Instant, 24/7 self-service

✔ AI-powered omnichannel digital engagement

SmartMail

Automatically process, classify, and route thousands of incoming emails in just a few seconds. Respond to and resolve issues rapidly and eliminate the countless hours and manpower wasted by manually organizing your inbox.

Email

Scan

Classify

Route

Integrate

How Customers Use Our Automated Insurance Solutions.

"Ushur is a true partner in our digital transformation. Their ability to rapidly prototype and automate customer journeys has provided Unum with a competitive edge, delighting our customers while allowing our employees to focus on higher-value work. As impressive as their technology is, the quality of the Ushur team may be what sets them apart. They truly care about our success."

Mike Simonds

COO,
Unum

Interested in learning more about Customer Experience Automation™? Schedule a demo today at ushur.com

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