ushur®
Make your work flow™
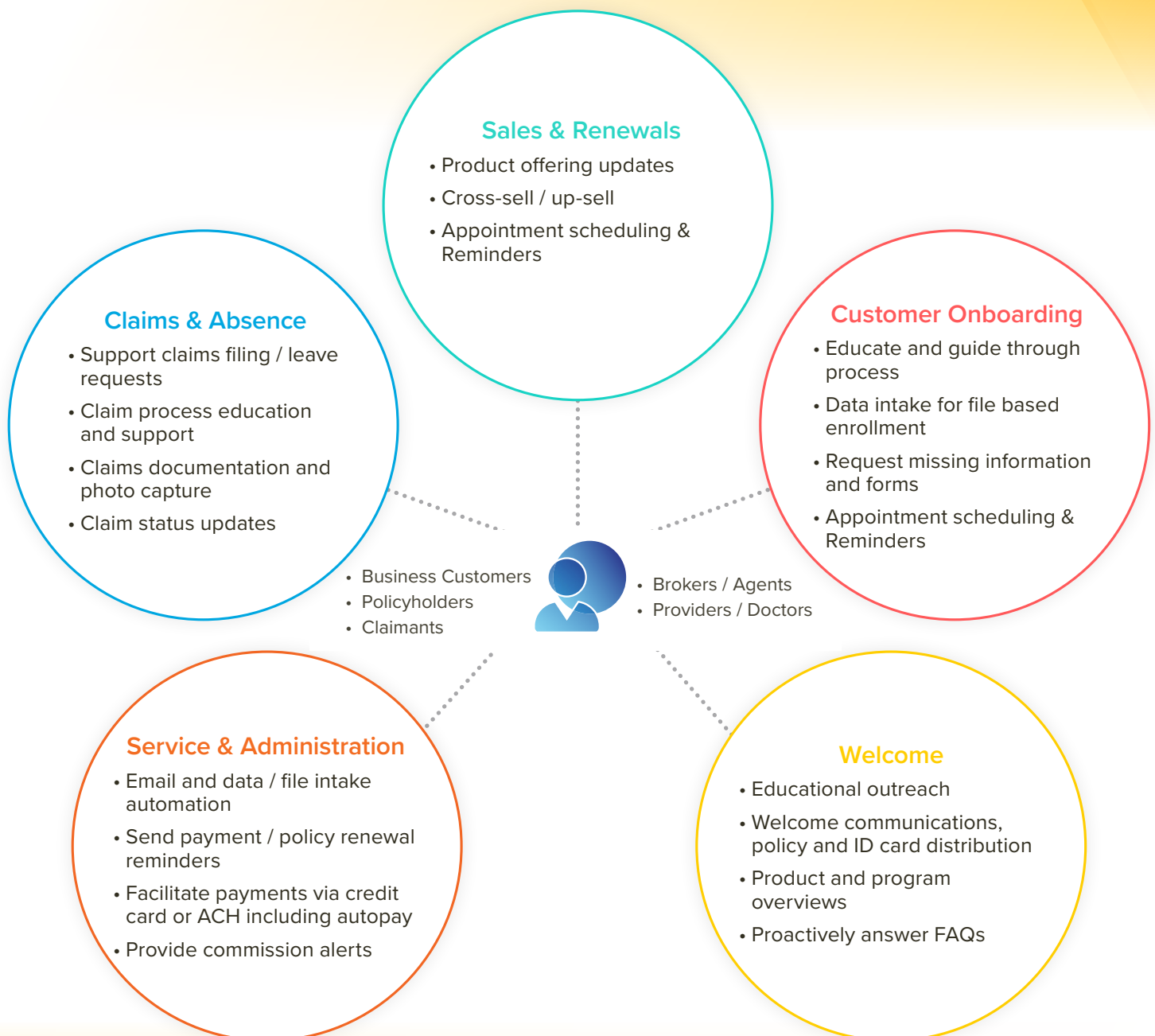
Property & Casualty Insurance Customer Experience Automation™

Share, request and receive needed information through AI-powered, interactive, omnichannel, no-code, digital self-service. Deliver frictionless interactions leveraging conversational AI to securely augment live interactions.

Sales & Renewals
- Product offering updates
- Cross-sell / up-sell
- Appointment scheduling & Reminders

Claims & Absence
- Support claims filing / leave requests
- Claim process education and support
- Claims documentation and photo capture
- Claim status updates

Customer Onboarding
- Educate and guide through process
- Data intake for file based enrollment
- Request missing information and forms
- Appointment scheduling & Reminders

- Business Customers
- Policyholders
- Claimants

- Brokers / Agents
- Providers / Doctors

Service & Administration
- Email and data / file intake automation
- Send payment / policy renewal reminders
- Facilitate payments via credit card or ACH including autopay
- Provide commission alerts

Welcome
- Educational outreach
- Welcome communications, policy and ID card distribution
- Product and program overviews
- Proactively answer FAQs

Customers
(Businesses and Consumers)

Customer Experience Automation™

Systems of Record

INVISIBLE APP™

Prompt for missing information from the sender through a secure and structured app-like experience to complete the request.

INVISIBLE PORTAL™

Intake documents and requests through a secure, purpose-built agile activity hub.

INTELLIGENT DOCUMENT AUTOMATION™

Process files through data extraction, validation and transformation for updates into backend systems.

SMARTMAIL™

Triage emails into their appropriate queue and route attachments for downstream processing.

CONVERSATIONAL APPS™

Reach out to stakeholders or respond to requests with automated two-way communications over any channel.

How Ushur Can Transform Your Customer Experience.

Challenges:

✗ Slow response both to and from customers

✗ Difficult to receive and request information

✗ Increasing need to do more with less resources - time, money, staff

Solutions:

✔ Automated inbound/outbound communications

✔ Instant, 24/7 self-service

✔ AI-powered omnichannel digital engagement

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

ushur.com

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