

Ushur

> Guidewire PartnerConnect Solution Overview

The Insurer Challenge

Building, testing, and perfecting customer experiences that are responsive, and integrated with backend systems is hard to do. Policyholders shouldn't have to wait for contact center hours to provide their critical and private data. Additionally, insurers have plans for improving customer experiences that depend on IT resources.

The Solution: Ushur Customer Experience Automation Platform

Ushur's AI-driven, cloud-native, architecture puts the power of automation in the hands of business users and makes deployment of customer experiences possible with a single click. Ushur uses conversational automation to save contact workers the burden of handling and managing customer data, and automates the burden on knowledge workers who struggle with siloed data and processes.

Solution Benefits

- Time-to-value optimized with Ushur's no-code automation stack; easy to build
- Conversational AI handles customer conversations and persists data to key Guidewire stores; AI-driven
- Make your claims development agile; easy to deploy and test

Planned Integration Benefits

- Interfaces directly to ClaimCenter
- Simplify customer-centric processes through an intelligent, automated 2-way conversation, versus a static form
- Collect critical data securely and compliantly

INTEGRATION PLANNED

ACCELERATOR

GUIDEWIRE APPLICATION:

ClaimCenter

VERSION:

ClaimCenter 10

GEOGRAPHIC REGIONS:

North America

LANGUAGES:

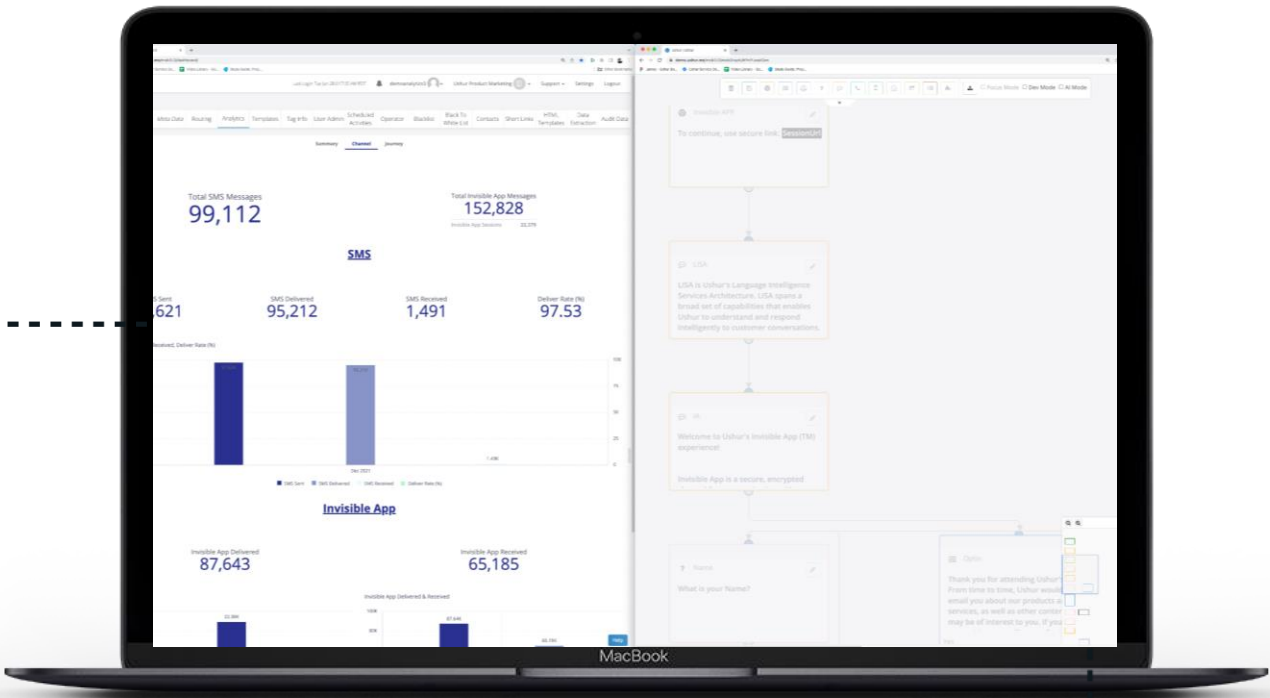
English

LINES OF BUSINESS:

Personal Auto
Personal Homeowners
Commercial Lines
Workers Compensation
General Liability
Travel



Navigate what's next.



About Ushur

Ushur is the world's first true Customer Experience Automation (CXA) company. Ushur helps Fortune 100 and Fortune 500 companies optimize their customer experiences across insurance, healthcare, and financial services journeys. Cloud-native, AI-driven, and with a secure-to-the-core design, Ushur changes how enterprises engage with their customers on a day-to-day basis.



3975 Freedom Circle #830,
Santa Clara, CA 95054
Email: info@ushur.com
Phone: +1 408-744-6802



Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 450 insurers, from new ventures to the largest and most complex in the world, run on Guidewire. For more information, contact us at info@guidewire.com.