

What is Shuru?

Shuru is our on-demand therapy tool which is available 24 hours a day for Shoorah customers to chat to about how they feel, what they might need advice on, anything that is prevalent in their life that they would like to talk through.

What does Shuru do?

Shuru is an online chat function available to Shoorah customers - for example, if you tell Shuru how you're feeling or ask it a question, it will respond in the chat to have a conversation with you, offer you advice and potentially signpost you to different tools and/or practical actions to take.

Shuru is restricted in the means of response and the intended usage is for providing evidence-based tools and techniques to manage emotions and encourage mental well-being in a self-help context. It is not intended for providing diagnosis, treatment, or cure of a condition or disease or disorders.

Is Shuru a real person?

No Shuru is a tool based on AI technology - Shuru doesn't have feelings but it can understand everything you say and respond in an appropriate, helpful and sensitive way.

How does Shuru work?

Shuru is a tool based on AI technology. The information Shuru shares is taken from other AI tools and evidence-based online information, and we have worked with our clinical team on the delivery of Shuru to ensure it provides relevant and helpful advice.

Shuru is not a qualified therapist and should not be viewed as such, however the information given to customers is based on the detailed and comprehensive online information available around the subjects of mental health and wellbeing, used by professionals and other AI tools.

Shuru is backed by Openai.io (ChatGPT parent company) and big data from our 265,000 Q&A data sheets built by the Shoorah team using AI technology, online analytics and cognitive services via AWS and Azure.

What kind of questions can I ask Shuru?

You can ask Shuru anything but it specialises in giving support around mental health and wellbeing.

How does Shuru know what advice to give?

Shuru has been created with a mountain of wellbeing and mental health information based on the detailed and comprehensive online information available around the subjects of mental health and wellbeing, used by professionals and other AI tools. We have also worked with our clinical team on the creation and delivery of Shuru.

Does Shuru give advice that is personalised to my specific situation?

Yes, Shuru will listen to what you say and respond to your individual question with a tailored response just for you.

Can Shuru provide professional advice or a diagnosis?

Shuru should be seen as a helpful first step in talking about how you feel and in taking action to help you feel better. Shuru in itself is not a complete mental health solution, however is a very important and helpful starting point from which to move forward.

Shuru does have its limitations and its intended usage is for providing evidence-based tools and techniques to encourage mental well-being in a self-help context. It is not able to provide diagnosis, treatment, or cure of a condition or disease or disorders.

If I am suffering from a serious mental health condition, can Shuru help with that?

Shuru is not designed to assist with crises such as abuse, severe mental health conditions that may cause feelings of suicide, harm to self and any other medical emergencies. In any of these cases and otherwise, Shuru can only suggest that users seek advanced and professional medical help.

Based on your answers, Shuru will always endeavour to point you to the most appropriate next step. Customers who have a serious mental health challenge, will be signposted to our SOS button which links directly to The Samaritans signposting webpage where the individual can get in-person support.

Is Shuru designed to be used in conjunction with traditional therapy, or can it be used on its own?

Shuru is designed as a stand-alone support service and will be able to offer you guidance, suggestions and support during your chats. However, as it is a therapy tool rather than a therapist, some people may also wish to reach out for more in-depth support as well.

Why has Shoorah created Shuru?

As a business we feel that a therapy tool like Shuru is much-needed. We believe what is missing in the mental health space is that ever-present support, that someone to talk to in a way that works for the individual, combined with the tools and features for people to take action to support their mental health and wellbeing.

Shoorah is delivering what other wellbeing apps have not delivered by using advanced technology and human expertise to create the most comprehensive mental health app available.

Is access to Shuru free?

Shuru is available as part of our Shoorah Premium option which costs £9.99 per month or the equivalent of £4.99 per month through an annual subscription.

How is my data managed and protected?

Shuru is anonymous - it will include your name as part of your Shoorah account, however all of your conversations and information you share with Shuru are encrypted and completely anonymous.

Your data is secure, encrypted and not used specifically to expose or reveal any independent or individual users and your data is not resold.

How does Shuru handle sensitive information, like medical records or personal data?

Shuru does not store, save or distribute any of your raw data, and medical records are not asked for or needed when using Shuru. All chats are kept encrypted and completely confidential.

Can Shuru make recommendations for other resources or support systems?

Yes, Shuru will point you to research-based resources and, where appropriate, to more in-depth and in-person mental health support services.

Does Shuru offer any kind of follow-up or check-ins after our conversation?

No, but you are free to begin as many conversations with Shuru as you wish and you can look back on previous conversations which are stored within the app.

Is there an age limit for using Shuru?

If you are less than 18 years of age, please read through the Terms of Service and Privacy Policy along with your parent or legal guardian to understand eligibility before use. Shuru is not to be used by children under 13 years.

Will Shuru be available on multiple platforms or devices?

Shuru is available on all devices that the app Shoorah can be downloaded on, so phones, desktop and tablets on both Apple IOS and Android devices.

Does Shuru use any kind of AI language model?

Shuru uses Java, Python and various programming languages in order to best serve its users.

Does the Shuru use any type of machine learning or natural language processing?

Shuru uses OpenAi APIs & custom built data sheets created via Shoorah's professionals. Shuru learns only by the inputs entered by its individual users and each conversation must be re-engaged to continue the same conversation history. New chats will start from scratch regardless of the previous history.

Does Shuru have a sense of humour?

Well, Shuru isn't a person and doesn't experience human emotions but we'd like to think it has a sense of humour - you can find out for yourself!