How Al calls support vulnerable people

What's the challenge?







Monitoring vulnerable individuals is resource intensive

Digitisation can lead to digital exclusion

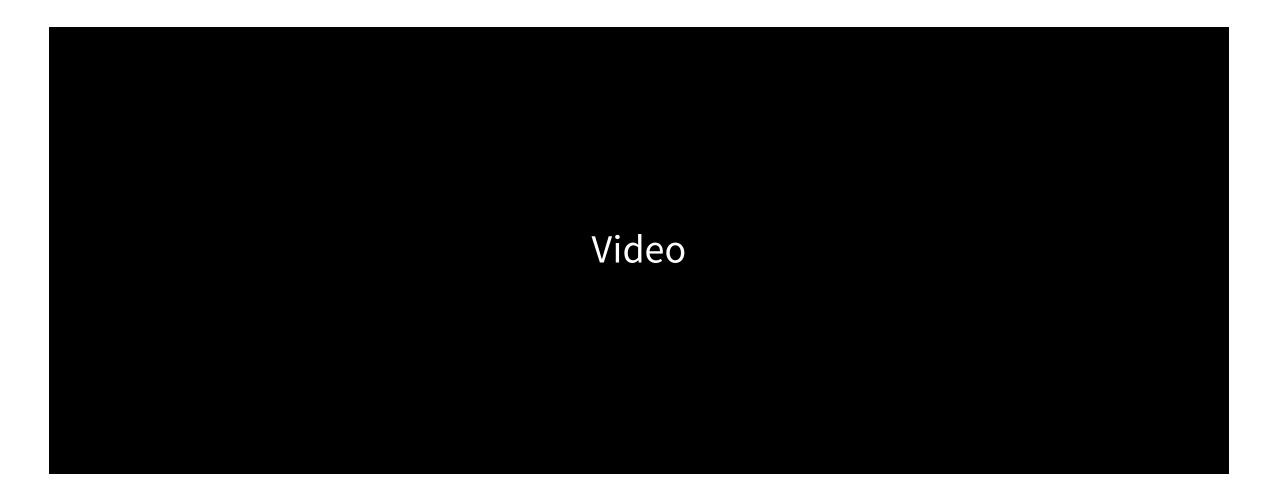
COVID-19 disrupts existing support infrastructure

Yokeru

Yokeru's Al calls can reach any number of people, at any time, at a fraction of the cost of a call centre

What is it like?

We use market-leading synthetic voice technology or professional voice actors



How do we help?



Increase impact

Fraction of the cost a call centre



Reassure community

Instant human-like conversations



Save time

Integration with your CRM system



Versatile

Adaptable to many use cases

Example use cases



COVID-19 response

Support individuals with unmet needs



Assistive technology

Respond to emergency care needs



Post-natal depression

Monitor individuals for support and referrals.



GP services

Coordinate social prescribing services

Case study



- 9,000 shielded individuals monitored
- ~1,000 individuals with needs identified
- 1/5 cost of a traditional call centre
- Saved 32 days worth of work

How do people feel?

"This was succinct, very good."

66, lives with one other, no symptoms and has underlying medical conditions

- "Sounds very helpful, thank you."
 - 82, lives alone, no symptoms or underlying medical conditions
- "This call is very well done, clear and legible, and the questions made sense. Nice work."
 - 59, lives with one other, no symptoms or underlying medical conditions

What do our customers think?

"helped us keep thousands of residents safe and supported"

Cllr Ben Coleman, H&F Council Cabinet Member for Health and Social Care

"helping commissioners bridge the gap between health and social care to address unmet needs"

Dr Austen El-Osta, Imperial College Department of Primary Care and Public Health

Get in touch!

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