

**How AI 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's AI 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



Video

# 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!

@ hector@yokeru.io

@ monty@yokeru.io

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