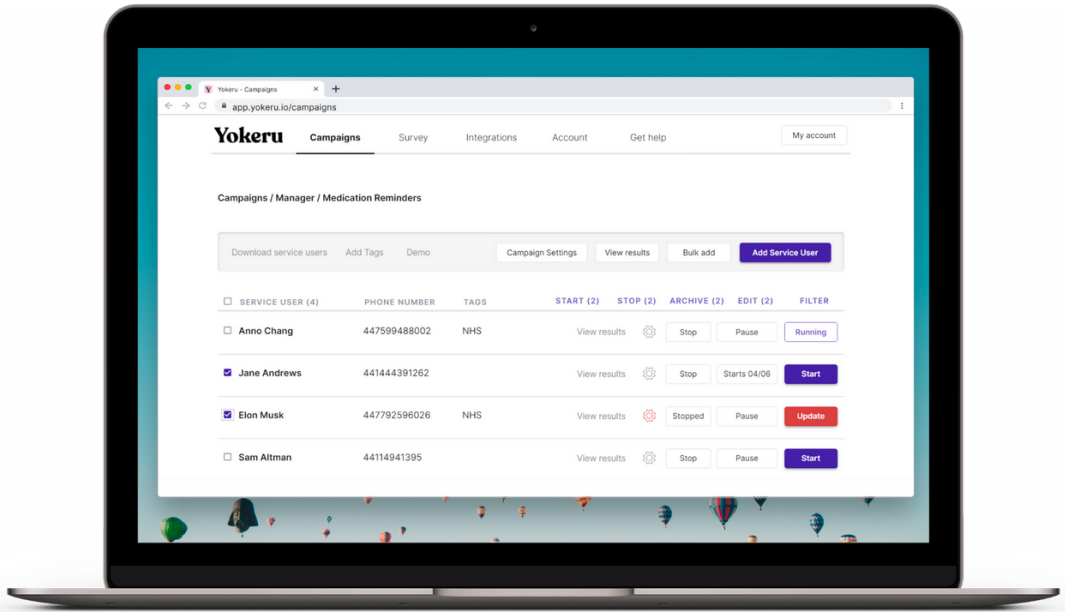
Yokeru



Building service resilience

With Yokeru's AI calls

Listen to an AI call

This is a recording of a Yokeru call

Video

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WHO IS THIS PRESENTATION FOR?

Local Authorities (with Sheltered Schemes) & Housing Associations

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WHAT HAPPENS...

What happens to your service when a house manager is away?

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Alison at Dean Crooks Fold, Belfast

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Before Yokeru...

ALISON WOULD CALL HER TENANTS EVERY MORNING.

it would take hours each day.

IF ABSENT, SHE'D HAVE TO CREATE EXCEL CALL LISTS.

These would be shared for every day.

TENANTS WOULD HAVE TO WAIT AROUND

Calls would often be delayed.

Today, with Yokeru.

SETS UP CALLS ONCE

The platform makes AI calls every day.

IF SHE IS ABSENT, CALLS CONTINUE

The system is more resilient.
No more call lists.

CALLS AT THE MINUTE THE TENANT WANTS

On their landline or mobile.

Alison at Dean Crooks Fold, Belfast

> “Yokeru gives the scheme coordinators great peace of mind, they know their tenants are being called, and if there is a problem, they know it's being escalated straight away...”

ALISON, SCHEME COORDINATOR

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Alison at Dean Crooks Fold, Belfast

> “...That is what you want for your tenants - to be contacted, and, if there is a problem, that it's addressed”

ALISON, SCHEME COORDINATOR

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The tenant's love the service

> “Great feedback from my tenants who had the AI calls at the weekend – calls at the exact time and a pleasant voice, Ms Joyce said it is a great idea.”

A SCHEME COORDINATOR

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Make your service resilient

1 REDUCE PRESSURES

Platform reduces calls handled by people by 91%. Only 9% are escalated.

2 EFFICIENT

£150 per scheme per month (excl. VAT), for unlimited calls and tenants

3 FAST TO DEPLOY

Deploy it across all your schemes in a day

4 TRAINING INCLUDED

Comprehensive training material and sessions for Scheme Managers and tenants.

5 PERSONALISED CALLS

Customise your script, to have corporate branding in calls

6 UNLIMITED SEATS

Unlimited seats for Scheme Coordinators, who manage the platform.

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CRITICALLY

Make your service resilient. Daily monitoring continues in the absence of house managers.

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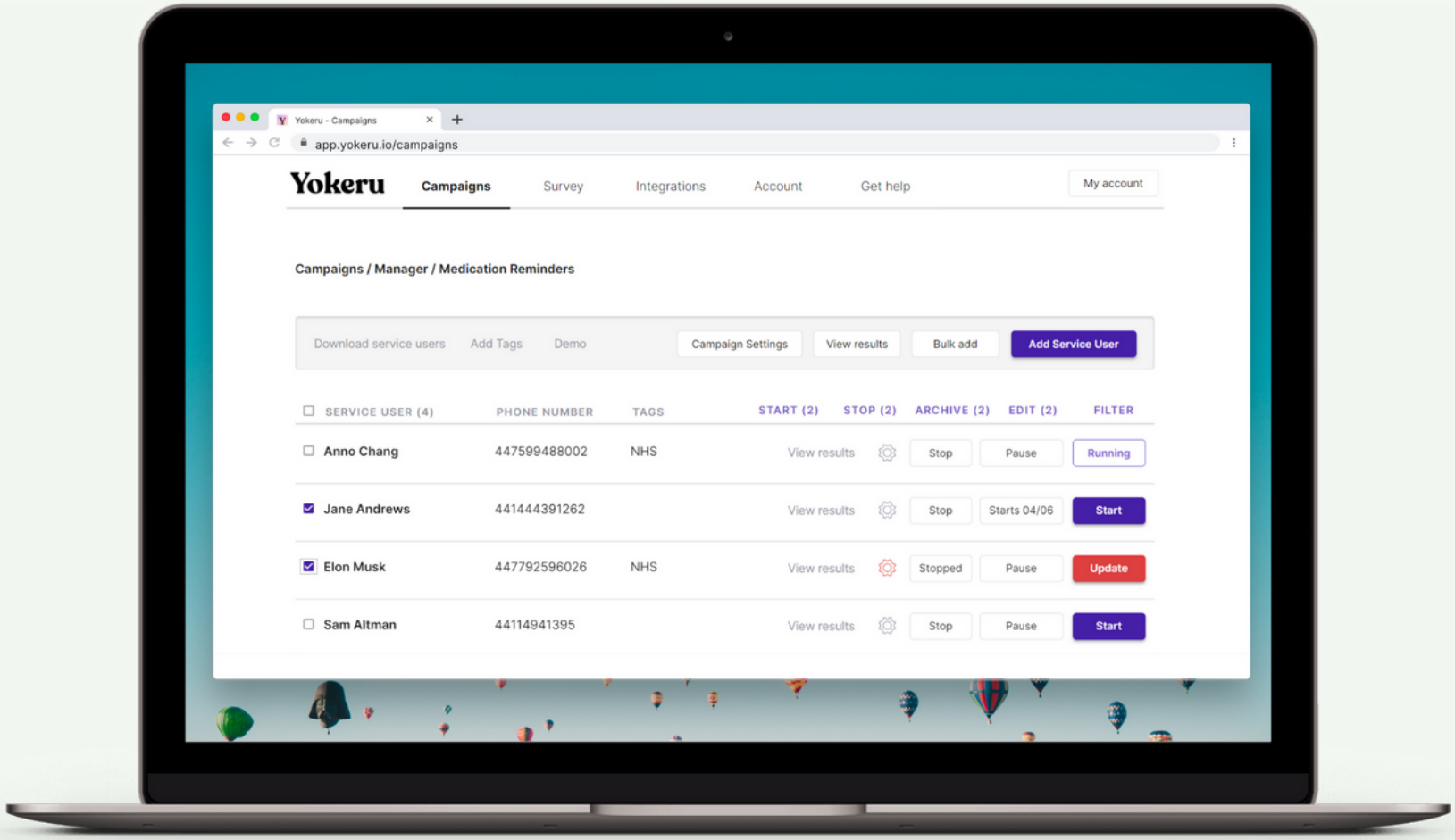

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Any questions?

Thank you for your time.

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