

**Yokeru**

**Improve your service.  
Automate your surveys.**

With Yokeru

# We're going to cover

## WHY GETTING FEEDBACK IS IMPORTANT

And why it's hard to do with vulnerable groups

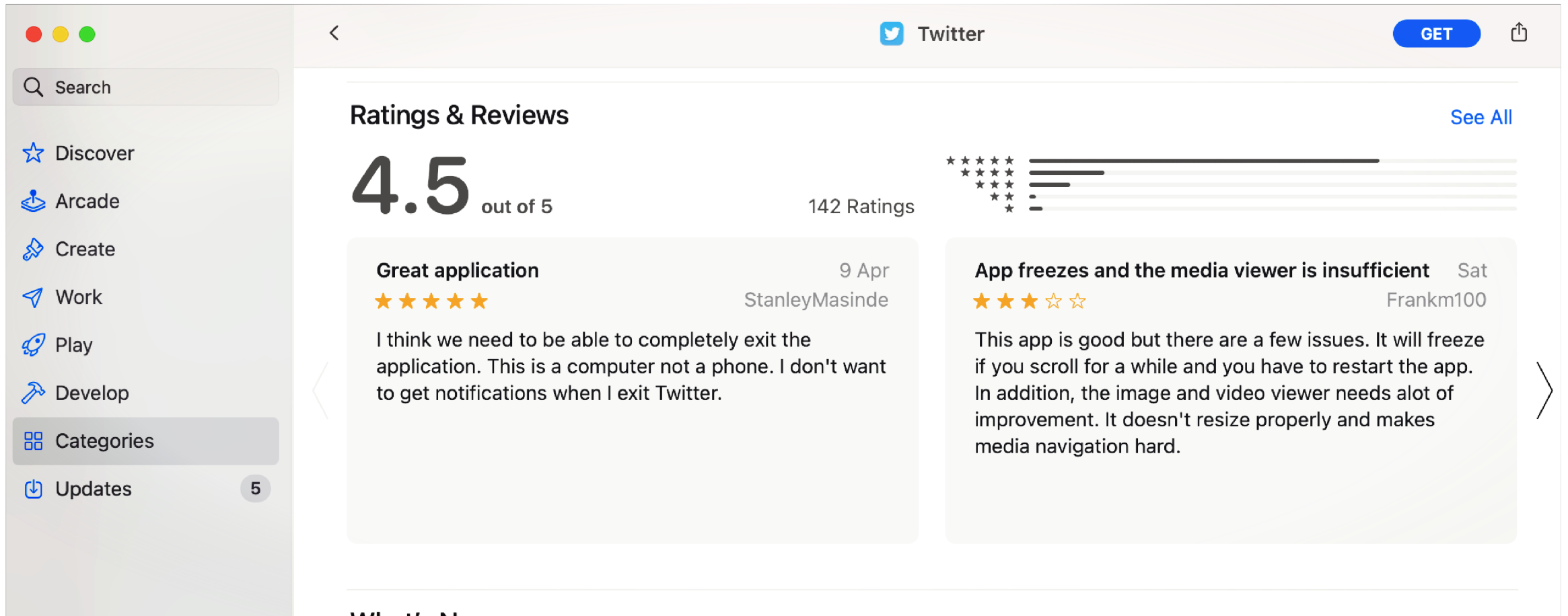
## HOW YOKERU CAN HELP

With some stats about Yokeru Survey

## NEXT STEPS

How to take action!

# The world's *best* services ask for feedback all the time.



# Feedback **enables** service improvement

Customer Satisfaction Surveys

Adult Social Care Annual Survey

User Surveys

# Today, surveys aren't working

- 1 DIGITAL SURVEYS (EMAIL) ARE DIGITALLY EXCLUSIVE
- 2 POST TAKES MONTHS, AND THE RESPONSE RATE IS LOW  
~£18 per response!
- 3 BUT IT'S MORE IMPORTANT THAN EVER TO UNDERSTAND WHAT YOUR SERVICE USERS THINK



# **Yokeru AI phone calls collect feedback at scale**

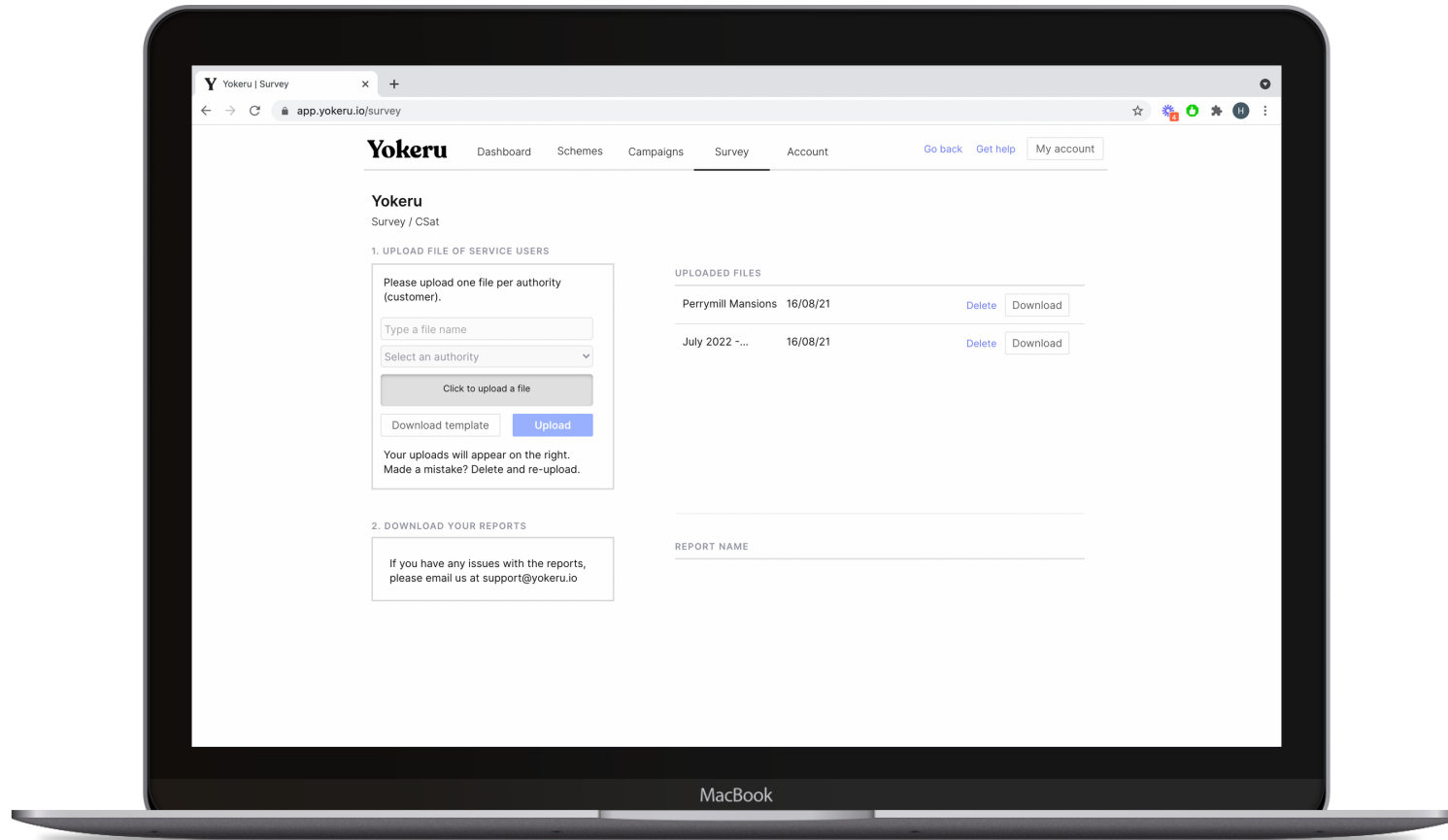
An AI chatbot embedded in a phone call

# Powerful results

- 1 UP TO A 42% RESPONSE RATE  
**40% higher than post.**
- 2 157% - 470% RETURN ON INVESTMENT  
**Save £10.80 - £14.40 per completed survey.**
- 3 RECEIVE YOUR RESULTS WITHIN A WEEK  
**Not months.**



# Easy to manage at **yokeru.io**



## DESIGN YOUR SCRIPT

One hour meeting with Yokeru



## UPLOAD YOUR SERVICE USERS

On the Yokeru platform



## GET INSIGHTS ON YOUR SERVICE

Download your reports in a week



# Compare

How does Yokeru stack up against other survey types?

	Inclusive	Hassle	Independent Third Party	QSF Certified	Turnaround	Response rate
Email	✘	Complex	✘	✘	Weeks	5%
Postal	✔	Complex	✘	✘	Months	15%
<b>Yokeru</b>	✔	Easy	✔	✔	1 week	42%+

# Testimonial from Appello

**“Yokeru's call based surveys empower us to gather insights quicker than ever before and have a positive environmental impact.”**

GILL ATKEY, MONITORING SERVICES DIRECTOR

**Understand your service users,  
fast, with Yokeru.**



[www.yokeru.io](http://www.yokeru.io)



For pricing email: [hector@yokeru.io](mailto:hector@yokeru.io)