



Telecare First Time Call Failures: The Silent Threat to your Customers

Callum Bishop, Business Development Manager | Appello

callum.bishop@appello.co.uk



About Appello

Welcome

- **c400k** vulnerable people connected
- Over **2.5 million** calls managed
- **100+** housing providers trust Appello
- Winner of multiple awards

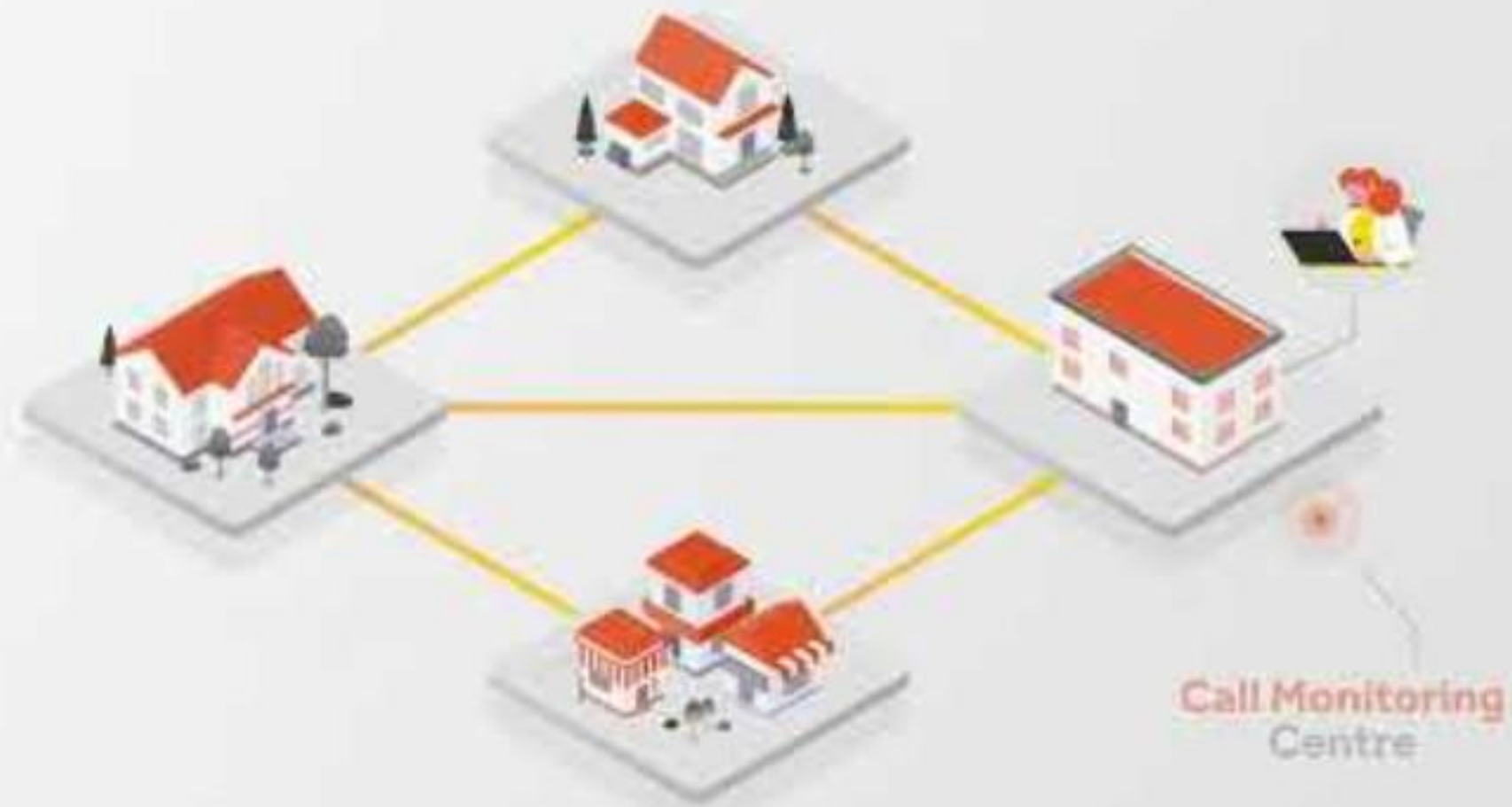


HealthInvestor
Seniors Housing
Awards 2021
WINNER
Best use of technology
in seniors housing



What is a **First Time Call Failure?**





UK telecare First Time Call Rate Report

September 2024

Analogue First Time Call Failure rate

22.08%

Are your telecare services failing?



Download today:
appello.co.uk/first-time-call-failure-report

Thank you for listening

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