



## VoiceSage Helps First Choice Homes Oldham to Optimize First Appointment Access Rates

### About First Choice Homes Oldham

**First Choice Homes Oldham** is a registered provider of 12,000 social houses within Oldham, which aims to deliver high quality services to the right people at the right time whilst ensuring there is a balance between **cost, quality and added value.**

### The Challenge

The key challenge for First Choice Homes Oldham was that there was an **increasingly high volume of residents missing their essential electrical safety checks** at their property. Residents would simply forget about their pre-booked appointment with the engineer, or not reschedule if their circumstances changed. Due to this, it became necessary to seek a solution to **reduce the number of missed visits.**



## The Solution

**VoiceSage** worked with First Choice Homes Oldham to provide a self-serve solution that is **efficient, simple and cost effective**. This was achieved by **sending residents a simple SMS reminder** a day before their electrical safety check, which included a number to call if they needed to reschedule. These automated SMS messages can be created quickly and easily, **without any coding experience required**.



## The Results



**Reduced missed appointments by 80%**



**Increased engineer efficiency and saved time**



**Decreased business costs significantly**

VoiceSage's automated SMS solution **decreased unsuccessful visits by 80%**, increased customer engagement, and **boosted first appointment access rates**. This not only optimized productivity levels, but also **lowered business costs**.

“With VoiceSage automated SMS messaging, we saw a drastic reduction in engineer downtime, admin time and costs. The team provided an excellent service and attended our head office at short notice (within 24 hours) to provide onsite training.”

**- Mick Stanley, Responsive Repairs Manager**